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Date this document was generated: 16 August 2014

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Transport & Logistics Industry Skills Council
## Modification History

The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

<table>
<thead>
<tr>
<th>Version</th>
<th>Release date</th>
<th>Comments</th>
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<tr>
<td>4.2</td>
<td>March 2014</td>
<td>The following changes have been undertaken in this version of the TLI10 Transport and Logistics Training Package. ISC Upgrades: • All units of competency previously listed in TLI10 V4.1 as 'not carried forward' have been reinstated in TLI10 V4.2</td>
</tr>
<tr>
<td>4.1</td>
<td>February 2014</td>
<td>The following changes have been undertaken in this version of the TLI10 Transport and Logistics Training Package. ISC Upgrades: • Certificate III in Stevedoring Employability Skills edited • Certificate IV in International Freight Forwarding (Senior Operator) superseded unit replaced • Eighteen (18) units of competency have not been carried forward</td>
</tr>
<tr>
<td>4</td>
<td>24 December 2013</td>
<td>The following changes have been undertaken in this version of the TLI10 Transport and Logistics Training Package. <strong>Endorsed components:</strong> • ten (10) new qualifications • seven (7) revised qualifications • seventy (70) new units of competency • two (2) updated units of competency. ISC upgrades: • Twenty (20) new skill sets • Four (4) revised skill sets • Nine (9) revised units of competency. Refer to mapping for details.</td>
</tr>
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<td>3</td>
<td>19 April 2013</td>
<td>The following changes have been undertaken in this version of the TLI10 Transport and Logistics Training Package. <strong>Endorsed components:</strong> • Eight (8) new qualifications • Two (2) revised qualifications • Ten (10) new Skill Sets</td>
</tr>
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## Version 2

### Release date: February 2012

The following changes have been undertaken in this new version of TLI10 Transport and Logistics Training Package:

### The following qualifications have had minor changes to the elective units:

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<tr>
<th>Code</th>
<th>Qualification Description</th>
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<tr>
<td>TLI10410</td>
<td>Certificate I in Transport and Logistics (Rail Operations)</td>
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<tr>
<td>TLI11210</td>
<td>Certificate I in Warehousing Operations</td>
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<tr>
<td>TLI11310</td>
<td>Certificate I in Logistics</td>
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<tr>
<td>TLI20410</td>
<td>Certificate II in Transport and Logistics (Rail Operations)</td>
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<tr>
<td>TLI21210</td>
<td>Certificate II in Driving Operations</td>
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<tr>
<td>TLI21510</td>
<td>Certificate II in Furniture Removal</td>
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<tr>
<td>TLI21610</td>
<td>Certificate II in Warehousing Operations</td>
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<tr>
<td>TLI21710</td>
<td>Certificate II in Road Transport Yard Operations (Freight Handler)</td>
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<tr>
<td>TLI21810</td>
<td>Certificate II in Logistics</td>
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<tr>
<td>TLI31210</td>
<td>Certificate III in Driving Operations</td>
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<tr>
<td>TLI31510</td>
<td>Certificate III in Stevedoring</td>
</tr>
<tr>
<td>TLI31610</td>
<td>Certificate III in Warehousing Operations</td>
</tr>
<tr>
<td>TLI31710</td>
<td>Certificate III in Mobile Crane Operations</td>
</tr>
<tr>
<td>TLI32410</td>
<td>Certificate III in Logistics</td>
</tr>
<tr>
<td>TLI41710</td>
<td>Certificate IV in Stevedoring Operations</td>
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<tr>
<td>TLI41810</td>
<td>Certificate IV in Warehousing Operations</td>
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<tr>
<td>TLI41910</td>
<td>Certificate IV in Mobile Crane Operations</td>
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<tr>
<td>TLI42010</td>
<td>Certificate IV in Logistics</td>
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<tr>
<td>TLI50210</td>
<td>Diploma of Materiel Logistics</td>
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<tr>
<td>TLI50310</td>
<td>Diploma of International Freight Forwarding</td>
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<tr>
<td>TLI50410</td>
<td>Diploma of Logistics</td>
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<tr>
<td>TLI50510</td>
<td>Diploma of Deployment Logistics</td>
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<tr>
<td>TLI60210</td>
<td>Advanced Diploma of Deployment Logistics</td>
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The following qualifications have been revised and re-coded:

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<th>Version</th>
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<tbody>
<tr>
<td>TLI21311</td>
<td>Certificate II in Rail Infrastructure</td>
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<tr>
<td>TLI21411</td>
<td>Certificate II in Stevedoring</td>
</tr>
<tr>
<td>TLI31811</td>
<td>Certificate III in Rail Track Surfacing</td>
</tr>
<tr>
<td>TLI31911</td>
<td>Certificate III in Mechanical Rail Signalling</td>
</tr>
<tr>
<td>TLI32111</td>
<td>Certificate III in Rail Structures</td>
</tr>
<tr>
<td>TLI32511</td>
<td>Certificate III in Rail Infrastructure</td>
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The following qualifications have been added to this version of the Training Package:

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<tbody>
<tr>
<td>TLI21911</td>
<td>Certificate II in Track Protection</td>
</tr>
<tr>
<td>TLI32611</td>
<td>Certificate III in Rail Signalling</td>
</tr>
<tr>
<td>TLI32711</td>
<td>Certificate III in Track Protection</td>
</tr>
<tr>
<td>TLI42111</td>
<td>Certificate IV in Driving Operations</td>
</tr>
<tr>
<td>TLI42211</td>
<td>Certificate IV in Rail Network Control</td>
</tr>
<tr>
<td>TLI42311</td>
<td>Certificate IV in Rail Infrastructure</td>
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The following qualification has been removed from this version of the Training Package:

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<tbody>
<tr>
<td>TLI40710</td>
<td>Certificate IV in Transport and Logistics (Rail Infrastructure)</td>
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</table>

The following qualifications have had minor changes to the packaging rules:

**TLI31210 Certificate III in Driving Operations**
- Cash in transit group of units removed from packaging rules
- Cash in transit units of competency removed from the elective
The following units of competency have been added to the Training Package:

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<th>Release date</th>
<th>Comments</th>
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**TLI31410 Certificate III in Rail Driving**
- Packaging rules altered (minor change)

**TLI50310 Diploma of International Freight Forwarding**
- Packaging rules altered (minor change)

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<tr>
<td>TLIB0117A</td>
<td>Assist with preparation of a train prior to operation</td>
</tr>
<tr>
<td>TLIB3118A</td>
<td>Apply awareness of railway fundamentals</td>
</tr>
<tr>
<td>TLIB2121A</td>
<td>Maintain rail joints</td>
</tr>
<tr>
<td>TLIC2058A</td>
<td>Travel medium or heavy self-propelled on-track equipment</td>
</tr>
<tr>
<td>TLIC2059A</td>
<td>Propel and operate light on-track equipment</td>
</tr>
<tr>
<td>TLIC3064A</td>
<td>Operate car carrier vehicle</td>
</tr>
<tr>
<td>TLIC4065A</td>
<td>Operate chemical tanker</td>
</tr>
<tr>
<td>TLIC4066A</td>
<td>Operate fuel tanker</td>
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<tr>
<td>TLIC4067A</td>
<td>Operate LP gas tanker</td>
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<tr>
<td>TLIC4068A</td>
<td>Operate heavy recovery ancillary equipment</td>
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<tr>
<td>TLIC4069A</td>
<td>Operate heavy recovery vehicle</td>
</tr>
<tr>
<td>TLIC4070A</td>
<td>Tow a disabled heavy vehicle</td>
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<tr>
<td>TLIC3071A</td>
<td>Operate an agitator</td>
</tr>
<tr>
<td>TLID4048A</td>
<td>Top load a dangerous goods tanker</td>
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<tr>
<td>TLID4049A</td>
<td>Bottom load a dangerous goods tanker</td>
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<tr>
<td>TLID4050A</td>
<td>Discharge a dangerous goods tanker</td>
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<tr>
<td>TLLIE3022A</td>
<td>Complete workplace documents</td>
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<tr>
<td>TLLIE3023A</td>
<td>Use electronic communication systems</td>
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<tr>
<td>TLLIE4025A</td>
<td>Prepare and process transport documentation for dangerous goods</td>
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<tr>
<td>TLLIE3026A</td>
<td>Carry out advanced calculations in the transport and logistics industry</td>
</tr>
<tr>
<td>TLLIE3028A</td>
<td>Complete a work diary in the road transport industry</td>
</tr>
<tr>
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<tr>
<td>TLIE2029A</td>
<td>Conduct workplace information briefings</td>
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<tr>
<td>TLIF3085A</td>
<td>Apply local incident response procedures</td>
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<tr>
<td>TLIF4086A</td>
<td>Control and coordinate incident responses</td>
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<tr>
<td>TLIF3087A</td>
<td>Follow occupational health, safety and environmental procedures in the rail industry</td>
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<tr>
<td>TLIF4088A</td>
<td>Implement and coordinate rail safety and OH&amp;S risk-control strategies</td>
</tr>
<tr>
<td>TLIF3089A</td>
<td>Implement fatigue management policies and procedures for rail infrastructure</td>
</tr>
<tr>
<td>TLIF4090A</td>
<td>Implement safeworking rules and regulations for network control activities</td>
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<tr>
<td>TLIF3091A</td>
<td>Apply awareness of dangerous goods and hazardous materials requirements</td>
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<tr>
<td>TLIF2092A</td>
<td>Demonstrate awareness of chain of responsibility regulations</td>
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<tr>
<td>TLIF3093A</td>
<td>Implement chain of responsibility regulations</td>
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<tr>
<td>TLIF4094A</td>
<td>Ensure compliance with chain of responsibility</td>
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<tr>
<td>TLIF4095A</td>
<td>Apply occupational health and safety requirements for driving operations</td>
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<tr>
<td>TLIF3096A</td>
<td>Carry out emergency response to a dangerous goods incident</td>
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<tr>
<td>TLIF2097A</td>
<td>Use audible track warning devices</td>
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<tr>
<td>TLII4022A</td>
<td>Identify and meet customer requirements</td>
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<td>TLIJ4009A</td>
<td>Implement and monitor quality assurance systems</td>
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<td>TLIJ4010A</td>
<td>Implement quality systems and procedures in a dangerous goods workplace</td>
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<tr>
<td>TLIL3071A</td>
<td>Control and coordinate local rail traffic movement</td>
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<td>TLIL3072A</td>
<td>Operate signal panel or equipment</td>
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<tr>
<td>TLIL4073A</td>
<td>Apply asset management system</td>
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<tr>
<td>TLIL4074A</td>
<td>Control and coordinate rail traffic movement</td>
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<tr>
<td>TLIL4075A</td>
<td>Implement and amend daily train plan</td>
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<tr>
<td>TLIL4076A</td>
<td>Coordinate resources</td>
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<td>TLIL4077A</td>
<td>Develop out-of-course rail traffic plans and</td>
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<tr>
<td>TLIB2029B</td>
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<td>Use and maintain minor mechanical equipment</td>
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<td>TLIB3094B</td>
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<td>Check and repair track geometry</td>
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<tr>
<td>TLIF1002B</td>
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<td>Conduct housekeeping activities</td>
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<tr>
<td>TLIF2080B</td>
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<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>Version</td>
<td>Release date</td>
<td>Comments</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
<td>----------</td>
</tr>
<tr>
<td>TLIS2013B</td>
<td>Install minor structures</td>
<td></td>
</tr>
<tr>
<td>TLIS3026B</td>
<td>Implement track maintenance and construction</td>
<td></td>
</tr>
<tr>
<td>TLIS3029B</td>
<td>Implement structures maintenance and installation of minor structures</td>
<td></td>
</tr>
<tr>
<td>TLIS3037B</td>
<td>Install and repair rail earthworks</td>
<td></td>
</tr>
</tbody>
</table>

The following units of competency have been removed from the Training Package:

<table>
<thead>
<tr>
<th>Version</th>
<th>Release date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2101A</td>
<td>Install and maintain rail joints</td>
<td></td>
</tr>
<tr>
<td>TLIC2041A</td>
<td>Operate self-propelled equipment on track</td>
<td></td>
</tr>
<tr>
<td>TLID3041A</td>
<td>Undertake cash-in-transit loading and unloading in an unsecured environment</td>
<td></td>
</tr>
<tr>
<td>TLIO3008A</td>
<td>Implement cash-in-transit security procedures</td>
<td></td>
</tr>
<tr>
<td>TLIO3009A</td>
<td>Test and inspect cash-in-transit security equipment</td>
<td></td>
</tr>
<tr>
<td>TLIO3010A</td>
<td>Respond to cash-in-transit security incidents</td>
<td></td>
</tr>
<tr>
<td>TLIS2032A</td>
<td>Install rail</td>
<td></td>
</tr>
<tr>
<td>TLIS3038A</td>
<td>Install points and crossings</td>
<td></td>
</tr>
<tr>
<td>TLIW3014A</td>
<td>Weld rail using electric welding process</td>
<td></td>
</tr>
</tbody>
</table>

The following imported units have been added to the Training Package:

<table>
<thead>
<tr>
<th>Version</th>
<th>Release date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHCARB205A</td>
<td>Operate and maintain chainsaws</td>
<td></td>
</tr>
<tr>
<td>AHCARB202A</td>
<td>Fell small trees</td>
<td></td>
</tr>
<tr>
<td>AURV328961A</td>
<td>Recover vehicle</td>
<td></td>
</tr>
<tr>
<td>BSBADM502B</td>
<td>Manage meetings</td>
<td></td>
</tr>
<tr>
<td>BSBCMM401A</td>
<td>Make a presentation</td>
<td></td>
</tr>
<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
<td></td>
</tr>
<tr>
<td>BSBPMG401A</td>
<td>Apply project scope management techniques</td>
<td></td>
</tr>
<tr>
<td>BSBWOR201A</td>
<td>Manage personal stress in the workplace</td>
<td></td>
</tr>
<tr>
<td>BSBWRT301A</td>
<td>Write simple documents</td>
<td></td>
</tr>
<tr>
<td>PUADEFVH001A</td>
<td>Conduct recovery vehicle operations in a field environment</td>
<td></td>
</tr>
<tr>
<td>PUADEFVH002</td>
<td>Extract disabled equipment using winching</td>
<td></td>
</tr>
<tr>
<td>Version</td>
<td>Release date</td>
<td>Comments</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
<td>----------</td>
</tr>
<tr>
<td>A</td>
<td></td>
<td>techniques in a field environment</td>
</tr>
<tr>
<td>RIICBS312A</td>
<td></td>
<td>Conduct bitumen tanker operations</td>
</tr>
<tr>
<td>RIICCM209A</td>
<td></td>
<td>Carry out concrete work</td>
</tr>
<tr>
<td>RIIBEF402A</td>
<td></td>
<td>Supervise on-site operations</td>
</tr>
<tr>
<td>RIIMPO317A</td>
<td></td>
<td>Conduct roller operations</td>
</tr>
<tr>
<td>RIIMPO326A</td>
<td></td>
<td>Conduct civil construction water cart operations</td>
</tr>
<tr>
<td>RIIRIS401A</td>
<td></td>
<td>Apply site risk management system</td>
</tr>
<tr>
<td>FDFFS2001A</td>
<td></td>
<td>Implement the food safety program and procedures</td>
</tr>
</tbody>
</table>

The following imported units have been removed from the Training Package:

- CPCCCO2004A Carry out concrete work
- CPCCSF2004A Place an fix reinforcement materials

The following skill sets have been added to the Training Package:
- TLI Decommission Mechanical Signalling Infrastructure and Interlocking Equipment Skill Set
- TLI Light On-Track Equipment Operation Skill Set
- TLI Minor Track Equipment Operation Skill Set
- TLI Stevedoring Operation Induction and Safety Skill Set
- TLI Travel Medium/Heavy On-Track Equipment Skill Set
- TLI Suburban Network Train Driver Assistant Skill Set.

The following skill sets have been revised in this version of the Training Package:
- TLI Access and Move a Track Vehicle within a Defined Worksite Skill Set
- TLI Access the Rail Corridor Skill Set
- TLI Aluminothermic Welding Skill Set
- TLI Blocking Protection Skill Set
- TLI Conduct Track Protection Skill Set
- TLI Control Rail Traffic through Worksite Skill Set
- TLI Electric Track Welding Skill Set
- TLI Flashbutt Welding Skill Set
- TLI Handsignaller Skill Set
- TLI Install Transoms Skill Set
## Preliminary Information

### Version

<table>
<thead>
<tr>
<th>Version</th>
<th>Release date</th>
<th>Comments</th>
</tr>
</thead>
</table>
|         |              | - TLI Lookout Working Skill Set  
|         |              | - TLI Open Road Operator Skill Set  
|         |              | - TLI Operate Signalling/Point Control Equipment Skill Set  
|         |              | - TLI Plan Track Possessions Protection Skill Set  
|         |              | - TLI Rail Adjustment Skill Set  
|         |              | - TLI Rail Infrastructure Induction Skill Set  
|         |              | - TLI Repair Concrete/Masonry Structures Skill Set  
|         |              | - TLI Repair Steel Structures Skill Set  
|         |              | - TLI Repair Timber Structures Skill Set  
|         |              | - TLI Track Grinding Skill Set  
|         |              | - TLI Track Lubrication Skill Set  
|         |              | - TLI Track Occupancy Protection Skill Set  
|         |              | - TLI Travel Track Vehicle under Block Working Conditions Skill Set  
|         |              | - TLI Travel Track Vehicle under Occupancy Authority Skill Set  
|         |              | - TLI Ultrasonic Points and Crossings Testing Skill Set  
|         |              | - TLI Ultrasonic Rail Testing Skill Set.  

The following skill sets have been removed from the Training Package:

- Minor Plant Operation Skill Set  
- Rail Plant Operation Skill Set  
- Turnout Building Skill Set  
- Turnout Maintaining Skill Set.  

The following pathways charts have been added to the Training Package:

- Certificate IV in Driving Operations Pathways  
- Driving Instruction Pathways  
- International Freight Forwarding Pathways  
- Light and Heavy Rail Operations Pathways  
- Rail Network Pathways  
- Track Protection Pathways.  

The following pathways charts have been revised in this version of the Training Package:

- Certificate III in Driving Operations Pathways  
- Logistics Pathways  
- Rail Infrastructure Pathways.
## Preliminary Information

<table>
<thead>
<tr>
<th>Version</th>
<th>Release date</th>
<th>Comments</th>
</tr>
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<tbody>
<tr>
<td>1.1</td>
<td>June 2011</td>
<td>The following changes have been undertaken in this Version of TLI10 Transport and Logistics Training Package: The following 6 units have changed codes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Old Codes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIA4007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB2007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3107A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC3007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLID2007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4007A</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>Primary release TLI10 is a reviewed Training Package replacing TLI07 Version 4.1.</td>
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</table>

### New Topic (117)

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Preliminary Information

Important note to users

Training Packages are not static documents; they are amended periodically to reflect the latest industry practices and are version controlled. It is essential that the latest version is always used.

Check the version number before commencing training or assessment

This Training Package is Version 4.2 – check whether this is the latest version by going to (http://www.training.gov.au/) and locating information about the Training Package. Alternatively, contact Transport and Logistics Industry Skills Council (http://www.tlisc.org.au) to confirm the latest version number.

Explanation of version number conventions

The primary release Training Package is Version 1. When changes are made to a Training Package, sometimes the version number is changed and sometimes it is not, depending on the extent of the change. When a Training Package is reviewed it is considered to be a new Training Package for the purposes of version control, and is Version 1. Do not confuse the version number with the Training Package’s national code (which remains the same during its period of endorsement).

Explanation of the review date

The review date (shown on the title page and in the footer of each page) indicates when the Training Package is expected to be reviewed in the light of changes such as changing technologies and circumstances. The review date is not an expiry date. Endorsed Training Packages and their components remain current until they are reviewed or replaced.

Summary of AQF Qualifications in TLI10 Transport and Logistics Training Package (Version 4.2)

This table lists all of the qualifications in the TLI10 Transport and Logistics Training Package Version 4.2.

<table>
<thead>
<tr>
<th>Code</th>
<th>National qualification title</th>
</tr>
</thead>
<tbody>
<tr>
<td>AQF 1</td>
<td></td>
</tr>
<tr>
<td>TLIIPC110</td>
<td>Certificate I in Transport and Logistics (Pathways)</td>
</tr>
<tr>
<td>TLI11210</td>
<td>Certificate I in Warehousing Operations</td>
</tr>
<tr>
<td>TLI11310</td>
<td>Certificate I in Logistics</td>
</tr>
<tr>
<td>AQF 2</td>
<td></td>
</tr>
<tr>
<td>TLI21210</td>
<td>Certificate II in Driving Operations</td>
</tr>
<tr>
<td>Code</td>
<td>National qualification title</td>
</tr>
<tr>
<td>----------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>TLI21311</td>
<td>Certificate II in Rail Infrastructure</td>
</tr>
<tr>
<td>TLI21413</td>
<td>Certificate II in Stevedoring</td>
</tr>
<tr>
<td>TLI21610</td>
<td>Certificate II in Warehousing Operations</td>
</tr>
<tr>
<td>TLI21710</td>
<td>Certificate II in Road Transport Yard Operations (Freight Handler)</td>
</tr>
<tr>
<td>TLI21810</td>
<td>Certificate II in Logistics</td>
</tr>
<tr>
<td>TLI21911</td>
<td>Certificate II in Track Protection</td>
</tr>
<tr>
<td>TLI22013</td>
<td>Certificate II in Shunting</td>
</tr>
<tr>
<td>TLI22113</td>
<td>Certificate II in Rail Track Vehicle Driving</td>
</tr>
<tr>
<td>TLI22213</td>
<td>Certificate II in Tram or Light Rail Infrastructure</td>
</tr>
<tr>
<td>TLI22313</td>
<td>Certificate II in Rail Customer Service</td>
</tr>
<tr>
<td>TLI22413</td>
<td>Certificate II in Furniture Removal</td>
</tr>
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<td></td>
<td><strong>AQF 3</strong></td>
</tr>
<tr>
<td>TLI31210</td>
<td>Certificate III in Driving Operations</td>
</tr>
<tr>
<td>TLI31310</td>
<td>Certificate III in International Freight Forwarding (Operator)</td>
</tr>
<tr>
<td>TLI31410</td>
<td>Certificate III in Rail Driving</td>
</tr>
<tr>
<td>TLI31610</td>
<td>Certificate III in Warehousing Operations</td>
</tr>
<tr>
<td>TLI31710</td>
<td>Certificate III in Mobile Crane Operations</td>
</tr>
<tr>
<td>TLI31811</td>
<td>Certificate III in Rail Track Surfacing</td>
</tr>
<tr>
<td>TLI31913</td>
<td>Certificate III in Mechanical Rail Signalling</td>
</tr>
<tr>
<td>TLI32111</td>
<td>Certificate III in Rail Structures</td>
</tr>
<tr>
<td>TLI32310</td>
<td>Certificate III in Electric Passenger Train Guard</td>
</tr>
<tr>
<td>TLI32410</td>
<td>Certificate III in Logistics</td>
</tr>
<tr>
<td>TLI32511</td>
<td>Certificate III in Rail Infrastructure</td>
</tr>
<tr>
<td>TLI32611</td>
<td>Certificate III in Rail Signalling</td>
</tr>
<tr>
<td>Code</td>
<td>National qualification title</td>
</tr>
<tr>
<td>---------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TLI32711</td>
<td>Certificate III in Track Protection</td>
</tr>
<tr>
<td>TLI32813</td>
<td>Certificate III in Rail Yard Coordination</td>
</tr>
<tr>
<td>TLI32913</td>
<td>Certificate III in Tram or Light Rail Infrastructure</td>
</tr>
<tr>
<td>TLI33013</td>
<td>Certificate III in Heritage Locomotive Assistant or Steam Locomotive Fireman</td>
</tr>
<tr>
<td>TLI33113</td>
<td>Certificate III in Rail Customer Service</td>
</tr>
<tr>
<td>TLI33213</td>
<td>Certificate III in Terminal Train Driving</td>
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<td>TLI33313</td>
<td>Certificate III in Furniture Removal</td>
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<tr>
<td>TLI33413</td>
<td>Certificate III in Waste Driving Operations</td>
</tr>
<tr>
<td>TLI33513</td>
<td>Certificate III in Stevedoring</td>
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</table>

**AQF 4**

<table>
<thead>
<tr>
<th>Code</th>
<th>National qualification title</th>
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<tbody>
<tr>
<td>TLI41210</td>
<td>Certificate IV in Transport and Logistics (Road Transport – Car Driving Instruction)</td>
</tr>
<tr>
<td>TLI41310</td>
<td>Certificate IV in Transport and Logistics (Road Transport – Heavy Vehicle Driving Instruction)</td>
</tr>
<tr>
<td>TLI41410</td>
<td>Certificate IV in Transport and Logistics (Road Transport – Motorcycle Riding Instruction)</td>
</tr>
<tr>
<td>TLI41510</td>
<td>Certificate IV in Materiel Logistics</td>
</tr>
<tr>
<td>TLI41610</td>
<td>Certificate IV in International Freight Forwarding (Senior Operator)</td>
</tr>
<tr>
<td>TLI41710</td>
<td>Certificate IV in Stevedoring Operations</td>
</tr>
<tr>
<td>TLI41810</td>
<td>Certificate IV in Warehousing Operations</td>
</tr>
<tr>
<td>TLI41910</td>
<td>Certificate IV in Mobile Crane Operations</td>
</tr>
<tr>
<td>TLI42010</td>
<td>Certificate IV in Logistics</td>
</tr>
<tr>
<td>TLI42111</td>
<td>Certificate IV in Driving Operations</td>
</tr>
<tr>
<td>TLI42211</td>
<td>Certificate IV in Rail Network Control</td>
</tr>
<tr>
<td>TLI42311</td>
<td>Certificate IV in Rail Infrastructure</td>
</tr>
</tbody>
</table>
## AQF Qualifications in TLI10 Transport and Logistics Training Package (Version 4.2)

**Date this document was generated:** 16 August 2014

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**Transport & Logistics Industry Skills Council**

### Code | National qualification title
---|---
TLI42413 | Certificate IV in Rail Safety Management
TLI42513 | Certificate IV in Traffic Operations
TLI42613 | Certificate IV in Train Driving
TLI42713 | Certificate IV in Tram/Light Rail Control

**AQF 5**

<table>
<thead>
<tr>
<th>Code</th>
<th>National qualification title</th>
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</thead>
<tbody>
<tr>
<td>TLI50210</td>
<td>Diploma of Materiel Logistics</td>
</tr>
<tr>
<td>TLI50310</td>
<td>Diploma of International Freight Forwarding</td>
</tr>
<tr>
<td>TLI50410</td>
<td>Diploma of Logistics</td>
</tr>
<tr>
<td>TLI50510</td>
<td>Diploma of Deployment Logistics</td>
</tr>
<tr>
<td>TLI50613</td>
<td>Diploma of Rail Operations Management</td>
</tr>
<tr>
<td>TLI50713</td>
<td>Diploma of Bus and Coach Operations</td>
</tr>
<tr>
<td>TLI50813</td>
<td>Diploma of Customs Broking</td>
</tr>
</tbody>
</table>

**AQF 6**

<table>
<thead>
<tr>
<th>Code</th>
<th>National qualification title</th>
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</thead>
<tbody>
<tr>
<td>TLI60110</td>
<td>Advanced Diploma of Materiel Logistics</td>
</tr>
<tr>
<td>TLI60210</td>
<td>Advanced Diploma of Deployment Logistics</td>
</tr>
</tbody>
</table>

### Overview

There are 61 qualifications in the TLI10 Transport and Logistics Training Package (Version 4) at the following AQF levels:

- 3 at AQF 1 Certificate I
- 12 at AQF 2 Certificate II
- 21 at AQF 3 Certificate III
- 16 at AQF 4 Certificate IV
- 7 at AQF 5 Diploma
- 2 at AQF 6 Advanced Diploma

### Qualifications by sector are as follows:

- Pathways certificate – 1 qualification
- Warehousing – 4 qualifications
- Road transport– 5 qualifications
Units of competency and their prerequisites in TLI10 Transport and Logistics Training Package (Version 4.2)

This table lists all of the qualifications in the TLI10 Transport and Logistics Training Package Version 4.2.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIA1001A</td>
<td>Secure cargo</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2003A</td>
<td>Connect and disconnect reefer units</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2009A</td>
<td>Complete and check import/export documentation</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2011A</td>
<td>Package goods</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2012A</td>
<td>Pick and process orders</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2013A</td>
<td>Receive goods</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2014A</td>
<td>Use product knowledge to complete work operations</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2020A</td>
<td>Replenish stock</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2021A</td>
<td>Despatch stock</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2022A</td>
<td>Participate in stocktakes</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2041A</td>
<td>Manually sort mail and parcels</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2042A</td>
<td>Despatch mail</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2043A</td>
<td>Consolidate mail</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2044A</td>
<td>Carry out delivery operations</td>
<td>None</td>
</tr>
</tbody>
</table>

- Driving operations – 4 qualifications
- International freight forwarding – 3 qualifications
- Stevedoring – 3 qualifications
- Rail operations – 14 qualifications
- Rail infrastructure – 11 qualifications
- Track Protection – 2 qualifications
- Mobile crane operations – 2 qualifications
- Logistics – 9 qualifications
- Materiel logistics – 3 qualifications
- Deployment logistics – 2 qualifications
<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIA2045A</td>
<td>Process international parcels and letters</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2046A</td>
<td>Process parcels and letters</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2047A</td>
<td>Stream mail</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2048A</td>
<td>Carry out border clearance functions</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2049A</td>
<td>Apply specialist permit requirements as part of customs broking activities</td>
<td>None</td>
</tr>
<tr>
<td>TLIA2050A</td>
<td>Lash and unlash cargo and containers</td>
<td>None</td>
</tr>
<tr>
<td>TLIA3002A</td>
<td>Maintain container/cargo records</td>
<td>None</td>
</tr>
<tr>
<td>TLIA3004A</td>
<td>Process receipt and delivery of containers and cargo</td>
<td>None</td>
</tr>
<tr>
<td>TLIA3008A</td>
<td>Transfer cargo</td>
<td>None</td>
</tr>
<tr>
<td>TLIA3010A</td>
<td>Coordinate goods to bond premises</td>
<td>None</td>
</tr>
<tr>
<td>TLIA3015A</td>
<td>Complete receival/despatch documentation</td>
<td>None</td>
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<td>Coordinate stocktakes</td>
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<td>Receive and store stock</td>
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<td>Apply GST legislation as part of customs broking activities</td>
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<td>Classify commodities for the import and export of goods through customs</td>
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<td>Regulate temperature controlled stock</td>
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<td>Assess and monitor optimum stock levels</td>
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<td>Organise international transport of freight</td>
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<td>Implement and monitor stevedoring regulations</td>
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<td>Implement safety stock systems</td>
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<td>Coordinate stevedoring clerical functions</td>
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<td>TLIA5029A</td>
<td>Plan and manage storage of dangerous goods and</td>
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<td>hazardous substances</td>
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<td>TLIA5035A</td>
<td>Manage international freight transfer</td>
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<td>TLIA5058A</td>
<td>Manage facility and inventory requirements</td>
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<td>TLIA5059A</td>
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<td>TLIA5061A</td>
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### Units of competency and their prerequisites in TLI10 Transport and Logistics Training Package (Version 4.2)

**Date this document was generated:** 16 August 2014

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**Transport & Logistics Industry Skills Council

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<thead>
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#### B Equipment Checking and Maintenance

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<td>TLIB0117A</td>
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<td>Certify rolling stock prior to handover</td>
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<td>Conduct pre-movement checks on motive power units</td>
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<td>Start up and shut down a single locomotive</td>
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<td>Clean transportation units and facilities for passenger use</td>
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<td>TLIB1028A</td>
<td>Maintain and use hand tools</td>
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<td>Undertake general site maintenance</td>
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<td>Clean up plant, equipment and worksite</td>
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<td>Use, clean and maintain towing equipment</td>
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<td>Clean equipment and restore worksite</td>
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<td>Check and assess operational capabilities of equipment</td>
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<td>Carry out vehicle servicing and maintenance</td>
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<td>Check conveyor operational status</td>
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<td>Diagnose and rectify minor faults</td>
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<td>Provide sanitation and water services support to passenger transportation units</td>
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<td>Apply track fundamentals</td>
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<td>Use communication systems in a taxi cab</td>
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<td>Measure and record track geometry</td>
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<td>Repair concrete/masonry structures</td>
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<td>Install and maintain guard rails</td>
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<td>Identify, diagnose and rectify faults on electric passenger trains</td>
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<td>Maintain rail joints</td>
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<td>Apply awareness of fundamentals of rail operations in yards or sidings</td>
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<td>Diagnose and rectify minor faults on on-track vehicles</td>
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<td>Prepare train</td>
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<td>Test medium/heavy track vehicle braking system</td>
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<td>Test equipment and isolate faults</td>
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<td>Maintain mobile cranes</td>
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<td>Load and unload wheeled or tracked crane</td>
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<td>Undertake site inspection</td>
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<td>De-rig, pack and store tools and equipment</td>
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<td>Assemble and dismantle boom or jib</td>
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<td>Prepare for train operation</td>
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<td>Carry out off-site repair, overhaul and assembly of mechanical signalling equipment</td>
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<td>Check and repair track geometry</td>
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<td>Check and repair points and crossings</td>
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<td>Examine track infrastructure</td>
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<td>Adjust rail</td>
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<td>Prepare electric passenger train</td>
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<td>Test operation of electric passenger train braking system</td>
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<td>Prepare electric passenger train as part of guard duties</td>
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<td>Test mechanical signalling equipment and isolate faults</td>
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<td>Conduct a general train examination</td>
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<td>Identify, diagnose and rectify minor faults on motive power units and rolling stock</td>
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<td>Provision a motive power unit</td>
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<td>Set up motive power units in multi-coupled consist</td>
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<td>TLIB5010A</td>
<td>Plan and implement maintenance schedules</td>
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### C Vehicle Operation

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<td>Conduct tram/light rail track cleaning operations</td>
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<td>Operate a motive power unit within defined limits</td>
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<td>Access rail track to travel track vehicle under a proceed authority</td>
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<td>Access rail track to travel track vehicles under manual block working conditions</td>
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<td>Ride courier/delivery bicycle</td>
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<td>Operate commercial vehicle</td>
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<td>Drive light rigid vehicle</td>
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<td>TLIC2009A</td>
<td>Drive taxicab</td>
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<td>TLIC2012A</td>
<td>Ride courier/delivery motorcycle</td>
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<td>Operate four wheel drive vehicle</td>
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<td>Provide wheelchair accessible taxi services to passengers with disabilities</td>
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<td>Operate heavy vehicle on unsealed roads</td>
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<td>Operate a terminal tractor</td>
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<td>Drive and monitor medium/heavy self-propelled on-track equipment</td>
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<td>Pilot rail traffic within work on track authority limits</td>
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<td>TLIC3005A</td>
<td>Drive heavy combination vehicle</td>
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</tr>
<tr>
<td>TLIC3010A</td>
<td>Pilot or escort oversized and/or overmassed loads</td>
<td>None</td>
</tr>
<tr>
<td>TLIC3011A</td>
<td>Transport passengers with disabilities</td>
<td>None</td>
</tr>
<tr>
<td>TLIC3017A</td>
<td>Shunt rolling stock</td>
<td>None</td>
</tr>
<tr>
<td>TLIC3018A</td>
<td>Operate on-train remote control system</td>
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</tr>
<tr>
<td>TLIC3027A</td>
<td>Stable a motive power unit</td>
<td>None</td>
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<tr>
<td>TLIC3028A</td>
<td>Operate and monitor a heritage motive power unit</td>
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<tr>
<td>TLIC3029A</td>
<td>Stable a heritage motive power unit</td>
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<tr>
<td>TLIC3030A</td>
<td>Operate and monitor a heritage steam locomotive</td>
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</tr>
<tr>
<td>TLIC3031A</td>
<td>Stable a heritage steam locomotive</td>
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</tr>
<tr>
<td>TLIC3032A</td>
<td>Operate and monitor a passenger electric tram</td>
<td>None</td>
</tr>
<tr>
<td>TLIC3033A</td>
<td>Drive an electric tram to operational requirements</td>
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<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
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<tr>
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<tr>
<td>TLIC3034A</td>
<td>Berth and shut down an electric tram</td>
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<tr>
<td>TLIC3035A</td>
<td>Manage the operation of a tow truck</td>
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<tr>
<td>TLIC3036A</td>
<td>Apply safe car driving behaviours</td>
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<tr>
<td>TLIC3037A</td>
<td>Apply safe heavy vehicle driving behaviours</td>
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<tr>
<td>TLIC3038A</td>
<td>Apply safe motorcycle riding behaviours</td>
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<tr>
<td>TLIC3039A</td>
<td>Operate and monitor a monorail train</td>
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<tr>
<td>TLIC3042A</td>
<td>Operate coach/bus</td>
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<tr>
<td>TLIC3045A</td>
<td>Operate road/rail vehicle</td>
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</tr>
<tr>
<td>TLIC3047A</td>
<td>Stable electric passenger train</td>
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</tr>
<tr>
<td>TLIC3048B</td>
<td>Shunt, couple and uncouple electric passenger trains</td>
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<tr>
<td>TLIC3052A</td>
<td>Assist with shunting, coupling and uncoupling electric passenger trains</td>
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<tr>
<td>TLIC3057A</td>
<td>Perform guard duties as part of electric passenger train operations</td>
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<tr>
<td>TLIC3063A</td>
<td>Operate vehicle carrying special loads</td>
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<tr>
<td>TLIC3064A</td>
<td>Operate car carrier vehicle</td>
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<td>TLIC3071A</td>
<td>Operate an agitator</td>
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<tr>
<td>TLIC3072A</td>
<td>Conduct the duties of an assistant on a heritage locomotive</td>
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<tr>
<td>TLIC3073A</td>
<td>Fire a steam locomotive</td>
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<tr>
<td>TLIC3082A</td>
<td>Operate a locomotive by portable remote control</td>
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<tr>
<td>TLIC3083A</td>
<td>Operate a front lift mobile compaction/collection vehicle</td>
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<tr>
<td>TLIC3084A</td>
<td>Operate a lift on/lift off collection vehicle</td>
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<tr>
<td>TLIC3085A</td>
<td>Operate a liquid waste collection vehicle</td>
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<tr>
<td>TLIC3086A</td>
<td>Operate a multi lift collection vehicle</td>
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<tr>
<td>TLIC3087A</td>
<td>Operate a rear loading mobile compaction/collection</td>
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<td>Code</td>
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<tr>
<td>TLIC3088A</td>
<td>Operate a roll on/roll off collection vehicle</td>
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<tr>
<td>TLIC3089A</td>
<td>Operate a side loading mobile compaction/collection vehicle</td>
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<tr>
<td>TLIC4006A</td>
<td>Drive multi-combination vehicle</td>
<td>None</td>
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<tr>
<td>TLIC4016A</td>
<td>Conduct marshalling operations</td>
<td>None</td>
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<tr>
<td>TLIC4019A</td>
<td>Drive train to operational requirements</td>
<td>None</td>
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<tr>
<td>TLIC4024A</td>
<td>Operate urban passenger train</td>
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<tr>
<td>TLIC4023A</td>
<td>Operate train with due consideration of route conditions</td>
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<tr>
<td>TLIC4026A</td>
<td>Operate and monitor a motive power unit</td>
<td>None</td>
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<tr>
<td>TLIC4044A</td>
<td>Operate motive power unit by radio remote control</td>
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<tr>
<td>TLIC4046A</td>
<td>Drive and operate electric passenger train</td>
<td>None</td>
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<tr>
<td>TLIC4065A</td>
<td>Operate chemical tanker</td>
<td>None</td>
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<tr>
<td>TLIC4066A</td>
<td>Operate fuel tanker</td>
<td>TLILIC3013A</td>
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<tr>
<td>TLIC4067A</td>
<td>Operate LP gas tanker</td>
<td>TLILIC3013A</td>
</tr>
<tr>
<td>TLIC4068A</td>
<td>Operate heavy recovery ancillary equipment</td>
<td>None</td>
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<tr>
<td>TLIC4069A</td>
<td>Operate heavy recovery vehicle</td>
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<tr>
<td>TLIC4070A</td>
<td>Tow a disabled heavy vehicle</td>
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<tr>
<td>TLIC4071A</td>
<td>Establish and operate train braking system</td>
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</tr>
<tr>
<td>TLIC4072A</td>
<td>Operate and monitor a motive power unit on a main line</td>
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<tr>
<td>TLIC4073A</td>
<td>Set up, operate and shut down a distributed power system</td>
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<tr>
<td>TLIC4074A</td>
<td>Shunt, couple and uncouple rail vehicles</td>
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**D Load Handling**

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<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
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<td>TLID1002A</td>
<td>Shift a load using manually-operated equipment</td>
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</tr>
<tr>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substances</td>
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<tr>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
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</tr>
<tr>
<td>TLID2010A</td>
<td>Operate a forklift</td>
<td>None</td>
</tr>
<tr>
<td>TLID2012A</td>
<td>Operate specialised load shifting equipment</td>
<td>None</td>
</tr>
<tr>
<td>TLID2013A</td>
<td>Move materials mechanically using automated equipment</td>
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</tr>
<tr>
<td>TLID2016A</td>
<td>Load and unload explosives and dangerous goods</td>
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</tr>
<tr>
<td>TLID2018A</td>
<td>Handle furniture and effects</td>
<td>None</td>
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<tr>
<td>TLID2019A</td>
<td>Pack and unpack cartons during a removal</td>
<td>None</td>
</tr>
<tr>
<td>TLID2021A</td>
<td>Use specialised bulk transfer equipment (dry)</td>
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<tr>
<td>TLID2022A</td>
<td>Conduct weighbridge operations</td>
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<tr>
<td>TLID2029A</td>
<td>Prepare articles for delivery</td>
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<tr>
<td>TLID2045A</td>
<td>Operate specialised light load shifting equipment</td>
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<tr>
<td>TLID2047A</td>
<td>Prepare cargo for transfer with slings</td>
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<td>TLID3011A</td>
<td>Conduct specialised forklift operations</td>
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<tr>
<td>TLID3014A</td>
<td>Load and unload vehicles carrying special loads</td>
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<tr>
<td>TLID3015A</td>
<td>Identify and label explosives and dangerous goods</td>
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<tr>
<td>TLID3020A</td>
<td>Care for livestock in transit</td>
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<tr>
<td>TLID3023A</td>
<td>Use specialised liquid bulk gas transfer equipment</td>
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</tr>
<tr>
<td>TLID3024A</td>
<td>Use specialised liquid bulk transfer equipment (gravity/pressurised)</td>
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<tr>
<td>TLID3027A</td>
<td>Prepare for transport of dangerous goods</td>
<td>None</td>
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<tr>
<td>TLID3031A</td>
<td>Rig load</td>
<td>None</td>
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<tr>
<td>TLID3033A</td>
<td>Operate a vehicle-mounted loading crane</td>
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<tr>
<td>TLID3035A</td>
<td>Operate a boom type elevating work platform</td>
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<tr>
<td>Code</td>
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<td>TLID3036A</td>
<td>Lift and move load using a mobile crane</td>
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<tr>
<td>TLID3040A</td>
<td>Control lift and movement of crane</td>
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<tr>
<td>TLID3043A</td>
<td>Shift loads using gantry equipment</td>
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<tr>
<td>TLID3044A</td>
<td>Shift loads using cranes</td>
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<tr>
<td>TLID3046A</td>
<td>Operate container side lifter</td>
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<tr>
<td>TLID3047A</td>
<td>Shift loads using ship mounted crane</td>
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<tr>
<td>TLID3048A</td>
<td>Pack and unpack furniture and effects</td>
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<td>TLID3049A</td>
<td>Pack and wrap furniture and effects for international removals</td>
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<td>TLID3050A</td>
<td>Coordinate furniture removal</td>
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<tr>
<td>TLID3051A</td>
<td>Segregate waste according to waste types</td>
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<tr>
<td>TLID4008A</td>
<td>Monitor crane operations</td>
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<tr>
<td>TLID4009A</td>
<td>Direct crane operations</td>
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<tr>
<td>TLID4030A</td>
<td>Supervise mobile crane operations</td>
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<tr>
<td>TLID4032A</td>
<td>Plan and conduct specialised lift</td>
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<tr>
<td>TLID4048A</td>
<td>Top load a dangerous goods tanker</td>
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<tr>
<td>TLID4049A</td>
<td>Bottom load a dangerous goods tanker</td>
<td>TLIC4065A or TLIC4066A or TLIC4067A</td>
</tr>
<tr>
<td>TLID4050A</td>
<td>Discharge a dangerous goods tanker</td>
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### E  Communication and Calculation

<table>
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<tr>
<th>Code</th>
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<tbody>
<tr>
<td>TLIE1003A</td>
<td>Participate in basic workplace communication</td>
<td>None</td>
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<tr>
<td>TLIE1005A</td>
<td>Carry out basic workplace calculations</td>
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</tr>
<tr>
<td>TLIE2001A</td>
<td>Present routine workplace information</td>
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<tr>
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<tr>
<td>TLIIE2007A</td>
<td>Use communication systems</td>
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<tr>
<td>TLIIE2008A</td>
<td>Process workplace documentation</td>
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<tr>
<td>TLIIE2014A</td>
<td>Compile and process export documentation</td>
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<td>TLIIE2029A</td>
<td>Conduct workplace information briefings</td>
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<td>TLIIE2031A</td>
<td>Use communication systems for on-track vehicle operations</td>
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<tr>
<td>TLIIE2032A</td>
<td>Assess removal</td>
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<tr>
<td>TLIIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
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<tr>
<td>TLIIE3004A</td>
<td>Prepare workplace documents</td>
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<tr>
<td>TLIIE3009A</td>
<td>Use pilot and escort communication</td>
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<tr>
<td>TLIIE3010A</td>
<td>Estimate furniture removal jobs</td>
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<td>TLIIE3012A</td>
<td>Consolidate manifest documentation</td>
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<td>TLIIE3015A</td>
<td>Undertake rigger/dogger and driver communication</td>
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<tr>
<td>TLIIE3016A</td>
<td>Estimate/calculate load shifting requirements for a mobile crane</td>
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<tr>
<td>TLIIE3018A</td>
<td>Maintain freight records</td>
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<tr>
<td>TLIIE3019A</td>
<td>Work with travel agencies and sales outlets</td>
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<tr>
<td>TLIIE3021A</td>
<td>Work and communicate effectively with others</td>
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<tr>
<td>TLIIE3022A</td>
<td>Complete workplace documents</td>
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<tr>
<td>TLIIE3023A</td>
<td>Use electronic communication systems</td>
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<tr>
<td>TLIIE3026A</td>
<td>Carry out advanced calculations in the transport and logistics industry</td>
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<tr>
<td>TLIIE3028A</td>
<td>Complete a work diary in the road transport industry</td>
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<td>TLIIE4006A</td>
<td>Collect, analyse and present workplace data and information</td>
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<tr>
<td>TLIIE4013A</td>
<td>Apply workplace statistics</td>
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<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
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<tr>
<td>TLIIE4025A</td>
<td>Prepare and process transport documentation for dangerous goods</td>
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<tr>
<td>TLIIE4030A</td>
<td>Prepare rail safety reports</td>
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<td>TLIIE4032A</td>
<td>Use internal communication systems for rail industry regulatory compliance</td>
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<tr>
<td>TLIIE4033A</td>
<td>Use communication systems to control tram/light rail operations</td>
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<tr>
<td>TLIIE5020A</td>
<td>Apply knowledge of freight forwarding documentation and permits</td>
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</table>

### F Safety Management

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<tr>
<th>Code</th>
<th>Title</th>
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<tr>
<td>TLIF0075A</td>
<td>Demonstrate awareness of interacting with other road users</td>
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<td>TLIF0076A</td>
<td>Demonstrate awareness of factors to reduce road harm</td>
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<tr>
<td>TLIF0077A</td>
<td>Demonstrate knowledge of risk factors and consequences in interacting with other road users</td>
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<tr>
<td>TLIF0078A</td>
<td>Recognise motor vehicle road crash risks and post crash actions</td>
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<td>TLIF0079A</td>
<td>Select a safe vehicle</td>
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<tr>
<td>TLIF0098A</td>
<td>Apply personal and equipment lockouts for rolling stock</td>
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<tr>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
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<tr>
<td>TLIF1002B</td>
<td>Conduct housekeeping activities</td>
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<tr>
<td>TLIF1009A</td>
<td>Conduct cleaning operations in enclosed spaces</td>
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<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
<td>None</td>
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<tr>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
<td>None</td>
</tr>
<tr>
<td>TLIF2012A</td>
<td>Apply safe procedures when handling/transporting dangerous goods or explosives</td>
<td>None</td>
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<td>TLIF2018A</td>
<td>Operate firefighting equipment</td>
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<tr>
<td>TLIF2019A</td>
<td>Ensure a safe on-board passenger and working environment</td>
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<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
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<tr>
<td>-----------</td>
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<tr>
<td>TLIF2062A</td>
<td>Apply awareness of safeworking rules and regulations</td>
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<td>TLIF2068A</td>
<td>Work at height in the stevedoring industry</td>
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<tr>
<td>TLIF2072A</td>
<td>Comply with safety and security procedures</td>
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<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
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<td>TLIF2081B</td>
<td>Perform lookout duties</td>
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<tr>
<td>TLIF2082B</td>
<td>Perform handsignaller duties</td>
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<td>TLIF2092A</td>
<td>Demonstrate awareness of chain of responsibility regulations</td>
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<td>TLIF2097A</td>
<td>Use audible track warning devices</td>
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<td>TLIF2106A</td>
<td>Respond to emergencies and abnormal situations when driving medium/heavy on-track vehicles</td>
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<td>Implement and monitor occupational health and safety procedures</td>
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<td>TLIF3004A</td>
<td>Organise occupational health and safety procedures in the workplace</td>
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<td>TLIF3013A</td>
<td>Coordinate breakdowns and emergencies</td>
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<td>Operate as an off-sider in the waste management industry</td>
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<td>Work safely as a non-electrical licensed worker near electrical assets</td>
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<td>TLIF3022A</td>
<td>Implement/monitor procedures when warehousing/storing dangerous goods and/or hazardous substances</td>
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<tr>
<td>TLIF3058A</td>
<td>Apply safeworking rules and regulations to rail functions</td>
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<tr>
<td>TLIF3060A</td>
<td>Control traffic as a pilot vehicle operator</td>
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<tr>
<td>TLIF3063A</td>
<td>Administer the implementation of fatigue management strategies</td>
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<tr>
<td>TLIF3083B</td>
<td>Conduct track protection assessment</td>
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<tr>
<td>TLIF3084A</td>
<td>Follow mobile crane safety procedures</td>
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<tr>
<td>TLIF3085A</td>
<td>Apply local incident response procedures</td>
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<tr>
<td>TLIF3087A</td>
<td>Follow occupational health, safety and environmental procedures in the rail industry</td>
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<tr>
<td>TLIF3089A</td>
<td>Implement fatigue management policies and procedures for rail infrastructure</td>
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<tr>
<td>TLIF3091A</td>
<td>Apply awareness of dangerous goods and hazardous materials requirements</td>
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<tr>
<td>TLIF3093A</td>
<td>Implement chain of responsibility regulations</td>
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<tr>
<td>TLIF3096A</td>
<td>Carry out emergency response to a dangerous goods incident</td>
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<tr>
<td>TLIF4007A</td>
<td>Implement and coordinate accident-emergency procedures</td>
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<tr>
<td>TLIF4014A</td>
<td>Develop and maintain a safe workplace</td>
<td>None</td>
</tr>
<tr>
<td>TLIF4061A</td>
<td>Respond to electric tram-driving emergencies and abnormal situations</td>
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<tr>
<td>TLIF4064A</td>
<td>Manage fatigue management policy and procedures</td>
<td>None</td>
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<tr>
<td>TLIF4065A</td>
<td>Ensure compliance with Australian Dangerous Goods Code</td>
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<tr>
<td>TLIF4066A</td>
<td>Implement and supervise transport regulations compliance systems</td>
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<tr>
<td>TLIF4069A</td>
<td>Monitor and respond to traffic flow</td>
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<tr>
<td>TLIF4070A</td>
<td>Operate fire and life safety system within a road tunnel</td>
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<tr>
<td>TLIF4086A</td>
<td>Control and coordinate incident responses</td>
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<tr>
<td>TLIF4088A</td>
<td>Implement and coordinate rail safety and OH&amp;S risk-control strategies</td>
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<tr>
<td>TLIF4090A</td>
<td>Implement safeworking rules and regulations for network control activities</td>
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<tr>
<td>TLIF4094A</td>
<td>Ensure compliance with chain of responsibility</td>
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<tr>
<td>TLIF4095A</td>
<td>Apply occupational health and safety requirements for driving operations</td>
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<tr>
<td>TLIF4099A</td>
<td>Develop an application for, or variation to, rail accreditation</td>
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<tr>
<td>TLIF4100A</td>
<td>Identify and meet rail safety regulatory compliance requirements</td>
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<tr>
<td>TLIF4101A</td>
<td>Implement and maintain a rail safety culture</td>
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<tr>
<td>TLIF4102A</td>
<td>Implement and maintain safety management plans</td>
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<tr>
<td>TLIF4103A</td>
<td>Implement fitness for work procedures</td>
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<td>TLIF4104A</td>
<td>Manage change in the rail safety environment</td>
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<td>TLIF4105A</td>
<td>Manage rail safety compliance</td>
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<td>TLIF4107A</td>
<td>Respond to notifiable rail safety occurrences</td>
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<td>TLIF4108A</td>
<td>Implement traffic management plan in the transport industry</td>
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<td>TLIF4109A</td>
<td>Communicate effectively to coordinate incident response procedures</td>
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<td>TLIF4110A</td>
<td>Respond to abnormal situations and emergencies when driving a train</td>
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<tr>
<td>TLIF4111A</td>
<td>Work effectively in a train-driving environment</td>
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<tr>
<td>TLIF5017A</td>
<td>Investigate rail safety incidents</td>
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<tr>
<td>TLIF5020A</td>
<td>Manage emergencies</td>
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<tr>
<td>TLIF5021A</td>
<td>Apply rail safeworking rules and procedures</td>
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<td>TLIF5022A</td>
<td>Develop and manage fitness for work procedures</td>
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<tr>
<td>TLIF5023A</td>
<td>Undertake a derailment investigation</td>
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<tr>
<td>TLIF5024A</td>
<td>Develop plans for emergency response and recovery of rail networks</td>
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**G Teamwork**

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>TLIG1001A</td>
<td>Work effectively with others</td>
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<tr>
<td>TLIG2007A</td>
<td>Work in a socially diverse environment</td>
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<tr>
<td>TLIG3002A</td>
<td>Lead a work team or group</td>
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<tr>
<td>TLIG3003A</td>
<td>Apply positive behaviours in the workplace</td>
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<tr>
<td>TLIG4005A</td>
<td>Organise transport workload</td>
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<tr>
<td>TLIG4006A</td>
<td>Facilitate work teams</td>
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<tr>
<td>TLIH2001A</td>
<td>Interpret road maps and navigate pre-determined routes</td>
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<tr>
<td>TLIH2003A</td>
<td>Prioritise courier/delivery operations</td>
<td>None</td>
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<tr>
<td>TLIH3002A</td>
<td>Plan and navigate routes</td>
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<tr>
<td>TLIH3004A</td>
<td>Identify major roads, services and attractions</td>
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<tr>
<td>TLII1002A</td>
<td>Apply customer service skills</td>
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<tr>
<td>TLII2006A</td>
<td>Provide freight forwarding services to customers</td>
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<td>TLII2015A</td>
<td>Operate the on-train buffet car</td>
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<tr>
<td>TLII2019A</td>
<td>Provide Taxicab customer service to industry</td>
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<tr>
<td>TLII2020A</td>
<td>Provide assistance to customers with specific needs</td>
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<tr>
<td>TLII3003A</td>
<td>Provide customer service in transport vehicles/vessels</td>
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<tr>
<td>TLII3004A</td>
<td>Manage camping procedures for coaches and buses</td>
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<td>TLII3007A</td>
<td>Provide freight forwarding information to customers</td>
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<td>TLII3009A</td>
<td>Provide on-board services to customers</td>
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<tr>
<td>TLII3010A</td>
<td>Provide travel information to customers</td>
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<td>TLII3020A</td>
<td>Provide assistance to customers with and without special needs</td>
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<td>Provide customer service in rail operations</td>
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<td>TLII4001A</td>
<td>Coordinate quality customer service</td>
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<tr>
<td>TLII4005A</td>
<td>Market services and products to clients</td>
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<td>TLII4008A</td>
<td>Monitor transport activities at interchanges</td>
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<tr>
<td>TLII4016A</td>
<td>Service freight customers</td>
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<tr>
<td>TLII4017A</td>
<td>Develop freight customers</td>
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<tr>
<td>TLII4022A</td>
<td>Identify and meet customer requirements</td>
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<tr>
<td>TLII5018A</td>
<td>Manage customer service</td>
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**J  Quality**

<table>
<thead>
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<tbody>
<tr>
<td>TLIJ2001A</td>
<td>Apply quality procedures</td>
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<td>TLIJ2003A</td>
<td>Apply grain protection measures</td>
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<td>TLIJ2004A</td>
<td>Implement grain monitoring measures</td>
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<td>TLIJ3002A</td>
<td>Apply quality systems</td>
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<tr>
<td>TLIJ3005A</td>
<td>Sample, inspect and test products to specifications</td>
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<tr>
<td>TLIJ3006A</td>
<td>Implement grain protection procedures</td>
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<td>TLIJ4008A</td>
<td>Implement and monitor inbound QA systems</td>
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<td>TLIJ4009A</td>
<td>Implement and monitor quality assurance systems</td>
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<td>TLIJ4010A</td>
<td>Implement quality systems and procedures in a dangerous goods workplace</td>
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<tr>
<td>TLIJ5007A</td>
<td>Conduct internal quality audits</td>
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**K  Technology**

<table>
<thead>
<tr>
<th>Code</th>
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<tbody>
<tr>
<td>TLIK2003A</td>
<td>Apply keyboard skills</td>
<td>None</td>
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<tr>
<td>TLIK2007A</td>
<td>Perform electronic data interchange (EDI) to transmit shipping documentation</td>
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<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
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<tr>
<td>TLIK4008A</td>
<td>Implement and monitor network security</td>
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<tr>
<td>TLIK5006A</td>
<td>Evaluate software requirements and hardware</td>
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### Units of competency and their prerequisites in TLI10 Transport and Logistics Training Package (Version 4.2)

<table>
<thead>
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<th>Code</th>
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<tr>
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<td>enhancements</td>
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<tr>
<td>TLIK5009A</td>
<td>Apply knowledge of ICT to international freight forwarding activities</td>
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#### L Resource Management

<table>
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<tr>
<th>Code</th>
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<tbody>
<tr>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
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<tr>
<td>TLIL2008A</td>
<td>Complete routine administrative tasks</td>
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<tr>
<td>TLIL2031A</td>
<td>Monitor and process attendance records</td>
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<tr>
<td>TLIL2041A</td>
<td>Monitor and record rolling stock locations</td>
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<tr>
<td>TLIL2046A</td>
<td>Handle customer luggage/property</td>
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<tr>
<td>TLIL2048A</td>
<td>Prepare for train departure</td>
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<tr>
<td>TLIL2060A</td>
<td>Complete induction to the Transport Industry</td>
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<tr>
<td>TLIL3002A</td>
<td>Undertake employee payroll activities</td>
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<td>TLIL3003A</td>
<td>Conduct induction process</td>
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<td>TLIL3035A</td>
<td>Allocate motive power</td>
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<tr>
<td>TLIL3039A</td>
<td>Assist with train operations</td>
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<tr>
<td>TLIL3045A</td>
<td>Organise services for special events</td>
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<tr>
<td>TLIL3052A</td>
<td>Plan urban passenger train consists</td>
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<td>TLIL3053A</td>
<td>Plan rural passenger train consists</td>
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<tr>
<td>TLIL3054A</td>
<td>Plan freight train consists</td>
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<tr>
<td>TLIL3065B</td>
<td>Implement a track occupancy authority</td>
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<tr>
<td>TLIL3071A</td>
<td>Control and coordinate local rail traffic movement</td>
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<tr>
<td>TLIL3072A</td>
<td>Operate signal panel or equipment</td>
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<td>TLIL3082A</td>
<td>Implement absolute signal blocking</td>
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<tr>
<td>TLIL3083A</td>
<td>Implement a track work authority and manage rail traffic through worksites</td>
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<tr>
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<td>TLIL3084A</td>
<td>Implement a local possession authority</td>
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<td>TLIL4005A</td>
<td>Apply conflict/grievance resolution strategies</td>
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<td>TLIL4009A</td>
<td>Manage personal work priorities and professional development</td>
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<td>TLIL4010A</td>
<td>Assess and confirm customer transport requirements</td>
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<td>TLIL4021A</td>
<td>Coordinate the erection and dismantling of temporary storage facilities</td>
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<td>TLIL4030A</td>
<td>Control a furniture warehouse</td>
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<td>TLIL4032A</td>
<td>Implement equal employment equity strategies</td>
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<td>TLIL4033A</td>
<td>Promote effective workplace practice</td>
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<td>TLIL4034A</td>
<td>Arrange alternative passenger transport</td>
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<td>TLIL4036A</td>
<td>Develop rosters</td>
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<td>TLIL4037A</td>
<td>Apply and amend rosters</td>
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<td>TLIL4038A</td>
<td>Organise marshalling and shunting operations</td>
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<td>Plan and control daily train operations</td>
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<td>TLIL4042A</td>
<td>Control rail traffic movement</td>
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<td>TLIL4043A</td>
<td>Allocate freight</td>
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<td>TLIL4044A</td>
<td>Organise freight yard movement</td>
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<td>TLIL4047A</td>
<td>Coordinate train movement activities</td>
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<td>TLIL4049A</td>
<td>Develop train plans and schedules</td>
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<td>TLIL4050A</td>
<td>Allocate rolling stock</td>
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<td>TLIL4058A</td>
<td>Plan a career in logistics</td>
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<td>TLIL4069A</td>
<td>Plan and coordinate protection for multiple worksites within the limits of a work on track authority</td>
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<td>TLIL4070A</td>
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<td>TLIL4073A</td>
<td>Apply asset management system</td>
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<td>TLIL4074A</td>
<td>Control and coordinate rail traffic movement</td>
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<td>TLIL4075A</td>
<td>Implement and amend daily train plan</td>
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<td>TLIL4076A</td>
<td>Coordinate resources</td>
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<td>Develop out-of-course rail traffic plans and schedules</td>
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<td>Coordinate fleet control logistics</td>
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<td>Manage the recovery process</td>
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<td>Coordinate rail interface agreements</td>
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<td>TLIL4081A</td>
<td>Ensure competency of rail safety workers</td>
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<td>TLIL4083A</td>
<td>Assist with train operations</td>
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<td>TLIL4084A</td>
<td>Control daily tram/light rail operations</td>
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<td>Coordinate tram/light rail traffic movement</td>
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<td>Implement and monitor transport logistics</td>
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<td>Develop and maintain operational procedures for transport and logistics enterprises</td>
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<td>Manage a supply chain</td>
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<td>Maintain, monitor and improve transport operations systems</td>
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<td>Apply knowledge of the international freight forwarding industry</td>
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<td>Review contracts insurance risk and liability in the international freight forwarding context</td>
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<td>Roster train crews</td>
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<tr>
<td>TLIL5066A</td>
<td>Apply rail resource management principles</td>
<td>None</td>
</tr>
<tr>
<td>TLIL5067A</td>
<td>Develop a passenger transport plan</td>
<td>None</td>
</tr>
<tr>
<td>TLIL5068A</td>
<td>Implement a passenger transport plan</td>
<td>None</td>
</tr>
<tr>
<td>TLIL5069A</td>
<td>Manage a rail yard or terminal</td>
<td>None</td>
</tr>
<tr>
<td>TLIL5070A</td>
<td>Manage rail freight operations</td>
<td>None</td>
</tr>
<tr>
<td>TLIL5071A</td>
<td>Manage rail passenger operations</td>
<td>None</td>
</tr>
<tr>
<td>TLIL5072A</td>
<td>Manage rail yard operations</td>
<td>None</td>
</tr>
<tr>
<td>TLIL5073A</td>
<td>Manage train crewing and rostering</td>
<td>None</td>
</tr>
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</table>

**LIC Licensing**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLILIC0012A</td>
<td>Licence to operate a vehicle loading crane (capacity 10 metre tonnes</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>and above)</td>
<td></td>
</tr>
<tr>
<td>TLILIC2001A</td>
<td>Licence to operate a forklift truck</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC2002A</td>
<td>Licence to operate an order picking forklift truck</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC2005A</td>
<td>Licence to operate a boom-type elevating work platform (boom length</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>11 metres or more)</td>
<td></td>
</tr>
<tr>
<td>TLILIC2014B</td>
<td>Licence to drive a light rigid vehicle</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC2015B</td>
<td>Licence to drive a medium rigid vehicle</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC2016B</td>
<td>Licence to drive a heavy rigid vehicle</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC3003A</td>
<td>Licence to operate a bridge and gantry crane</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC3004A</td>
<td>Licence to operate a derrick crane</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
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<tr>
<td>-------------</td>
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<td>---------------</td>
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<tr>
<td>TLILIC3006</td>
<td>Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC3007</td>
<td>Licence to operate a portal boom crane</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC3008</td>
<td>Licence to operate a slewing mobile crane (up to 20 tonnes)</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC3013</td>
<td>Preparation to transport dangerous goods by road</td>
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</tr>
<tr>
<td>TLILIC3017B</td>
<td>Licence to drive a heavy combination vehicle</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC3018B</td>
<td>Licence to drive a multi-combination vehicle</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC3019</td>
<td>Licence to operate a reach stacker – greater than 3 tonnes capacity</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC4009</td>
<td>Licence to operate a slewing mobile crane (up to 60 tonnes)</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC4010</td>
<td>Licence to operate a slewing mobile crane (up to 100 tonnes)</td>
<td>None</td>
</tr>
<tr>
<td>TLILIC4011</td>
<td>Licence to operate a slewing mobile crane (over 100 tonnes)</td>
<td>None</td>
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</table>

**M Training and Assessment**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIM4001A</td>
<td>Develop safe car driving behaviours in others</td>
<td>None</td>
</tr>
<tr>
<td>TLIM4002A</td>
<td>Develop safe heavy vehicle driving behaviours in others</td>
<td>None</td>
</tr>
<tr>
<td>TLIM4003A</td>
<td>Develop safe motorcycle riding behaviours in others</td>
<td>None</td>
</tr>
<tr>
<td>TLIM4004A</td>
<td>Mentor individuals or small groups</td>
<td>None</td>
</tr>
</tbody>
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**O Security**

<table>
<thead>
<tr>
<th>Code</th>
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<th>Prerequisites</th>
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<tbody>
<tr>
<td>TLI01002A</td>
<td>Follow security procedures when working with passengers and personnel</td>
<td>None</td>
</tr>
<tr>
<td>TLI02003A</td>
<td>Undertake loading and unloading in a designated secured environment</td>
<td>None</td>
</tr>
<tr>
<td>TLI02011A</td>
<td>Provide revenue protection measures</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>----------</td>
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</tr>
<tr>
<td>TLIO2013A</td>
<td>Administer the security of assets and facilities</td>
<td>None</td>
</tr>
<tr>
<td>TLIO2021A</td>
<td>Follow security procedures when working with goods and cargo</td>
<td>None</td>
</tr>
<tr>
<td>TLIO3004A</td>
<td>Conduct control procedures for transferring explosives and dangerous/hazardous/high risk goods</td>
<td>None</td>
</tr>
<tr>
<td>TLIO3007A</td>
<td>Undertake emergency response action to a security threat</td>
<td>None</td>
</tr>
<tr>
<td>TLIO3012A</td>
<td>Manage disruptive and/or unlawful behaviour</td>
<td>None</td>
</tr>
<tr>
<td>TLIO3015A</td>
<td>Maintain security of railway property and revenue</td>
<td>None</td>
</tr>
<tr>
<td>TLIO3016A</td>
<td>Apply and monitor workplace security procedures</td>
<td>None</td>
</tr>
<tr>
<td>TLIO3019A</td>
<td>Apprehend offenders</td>
<td>None</td>
</tr>
<tr>
<td>TLIO5005A</td>
<td>Plan and manage security procedures for the enterprise</td>
<td>None</td>
</tr>
<tr>
<td>TLIO5006A</td>
<td>Plan and manage security procedures for transferring and transporting dangerous goods</td>
<td>None</td>
</tr>
<tr>
<td>TLIO5017A</td>
<td>Manage security of storage facilities</td>
<td>None</td>
</tr>
<tr>
<td>TLIO5018A</td>
<td>Manage compliance with customs excise</td>
<td>None</td>
</tr>
<tr>
<td>TLIO5020A</td>
<td>Advise on and manage security and safety in international freight transport</td>
<td>None</td>
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</tbody>
</table>

**P Administration and Finance**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>TLIP2014A</td>
<td>Capture records into a records keeping system</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2017A</td>
<td>Maintain control of records</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2018A</td>
<td>Provide information from and about records</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2024A</td>
<td>Conduct financial transactions</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2029A</td>
<td>Prepare and process financial documents</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2030A</td>
<td>Conduct courier/delivery cash transactions</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2032A</td>
<td>Maintain petty cash account</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2033A</td>
<td>Sell products and services</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>TLIP2037A</td>
<td>Carry out financial transactions and maintain records</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2038A</td>
<td>Conduct, balance and secure financial transactions</td>
<td>None</td>
</tr>
<tr>
<td>TLIP2039A</td>
<td>Ensure the confidentiality, privacy and security of customer information</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3015A</td>
<td>Document a records system</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3016A</td>
<td>Identify and classify records to be captured</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3019A</td>
<td>Provide records retrieval service</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3020A</td>
<td>Sentence records</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3021A</td>
<td>Undertake disposal program</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3022A</td>
<td>Undertake movement of records</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3023A</td>
<td>Destroy records</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3026A</td>
<td>Maintain financial records in a small business</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3027A</td>
<td>Organise freight invoicing and payment</td>
<td>None</td>
</tr>
<tr>
<td>TLIP3034A</td>
<td>Advise on and construct fares for customers</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4001A</td>
<td>Develop plans to meet customer and organisation needs</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4002A</td>
<td>Facilitate and capitalise on change in the workplace</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4003A</td>
<td>Implement, maintain and evaluate dangerous goods transport procedures within the workplace</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4005A</td>
<td>Manage workplace information</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4010A</td>
<td>Assess lift requirements and provide quotation</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4013A</td>
<td>Implement and monitor logistics planning and process</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4028A</td>
<td>Administer international trading accounts</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4031A</td>
<td>Maintain customer credit accounts and services</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4038A</td>
<td>Monitor a supply chain operation</td>
<td>None</td>
</tr>
<tr>
<td>TLIP4039A</td>
<td>Monitor transport operations</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>-----------</td>
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<tr>
<td>TLIP4040A</td>
<td>Monitor warehouse operations</td>
<td>None</td>
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<tr>
<td>TLIP5004A</td>
<td>Develop a transport and logistics business plan</td>
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</tr>
<tr>
<td>TLIP5006A</td>
<td>Establish international distribution networks</td>
<td>None</td>
</tr>
<tr>
<td>TLIP5007A</td>
<td>Contribute to the development of a workplace learning environment</td>
<td>None</td>
</tr>
<tr>
<td>TLIP5008A</td>
<td>Manage a transport and logistics business unit</td>
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</tr>
<tr>
<td>TLIP5011A</td>
<td>Develop and evaluate strategies for transport and logistics enterprises</td>
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</tr>
<tr>
<td>TLIP5025A</td>
<td>Set and achieve budget</td>
<td>None</td>
</tr>
<tr>
<td>TLIP5035A</td>
<td>Manage budgets and financial plans</td>
<td>None</td>
</tr>
<tr>
<td>TLIP5036A</td>
<td>Manage assets</td>
<td>None</td>
</tr>
<tr>
<td>TLIP5037A</td>
<td>Develop workplace policies and procedures</td>
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**PC Pathways Certificate**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>TLIPC1001A</td>
<td>Demonstrate care and apply safe practices at work</td>
<td>None</td>
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<tr>
<td>TLIPC1002A</td>
<td>Adapt to work requirements in the transport and logistics industry</td>
<td>None</td>
</tr>
<tr>
<td>TLIPC1003A</td>
<td>Apply effective work practices</td>
<td>None</td>
</tr>
<tr>
<td>TLIPC1004A</td>
<td>Complete courier delivery operations</td>
<td>None</td>
</tr>
<tr>
<td>TLIPC1005A</td>
<td>Complete small store operations</td>
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</table>

**R Contract Procurement**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIR4001A</td>
<td>Monitor supplier performance</td>
<td>None</td>
</tr>
<tr>
<td>TLIR4002A</td>
<td>Source goods/services and evaluate contractors</td>
<td>None</td>
</tr>
<tr>
<td>TLIR4003A</td>
<td>Negotiate a contract</td>
<td>None</td>
</tr>
<tr>
<td>TLIR4008A</td>
<td>Implement and supervise stocktaking procedures</td>
<td>None</td>
</tr>
<tr>
<td>TLIR4009A</td>
<td>Implement purchasing systems</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>TLIR4010A</td>
<td>Plan purchasing</td>
<td>None</td>
</tr>
<tr>
<td>TLIR4012A</td>
<td>Conduct international purchasing</td>
<td>None</td>
</tr>
<tr>
<td>TLIR5005A</td>
<td>Manage a contract</td>
<td>None</td>
</tr>
<tr>
<td>TLIR5006A</td>
<td>Develop, implement and review purchasing strategies</td>
<td>None</td>
</tr>
<tr>
<td>TLIR5007A</td>
<td>Manage international purchasing</td>
<td>None</td>
</tr>
<tr>
<td>TLIR5014A</td>
<td>Manage suppliers</td>
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### Construction and Installation

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>TLIS2004A</td>
<td>Install and maintain rail bonding systems</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2012A</td>
<td>Install and service rail lubrication equipment</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2013C</td>
<td>Install minor structures</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2020A</td>
<td>Install overhead wiring structure</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2027A</td>
<td>Install and maintain surface track drainage</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2028A</td>
<td>Install and replace transoms</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2030A</td>
<td>Carry out track ballasting</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2031A</td>
<td>Install railway sleepers</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2033A</td>
<td>Install and repair temporary track supports</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2034A</td>
<td>Install and repair rail fastening systems</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2035A</td>
<td>Install and repair fences and gates</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2036A</td>
<td>Use chemical repair products</td>
<td>None</td>
</tr>
<tr>
<td>TLIS2044A</td>
<td>Carry out rail installation</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3005A</td>
<td>Install mechanical infrastructure for signalling</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3009A</td>
<td>Install mechanical signalling locking and interlocking devices</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3010A</td>
<td>Test rail using ultrasonic equipment</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------------------------------------------------------</td>
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</tr>
<tr>
<td>TLIS3011A</td>
<td>Test rail using nondestructive testing equipment</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3023A</td>
<td>Erect and mount structures and housings for signalling equipment</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3025A</td>
<td>Implement ballast unloading</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3026B</td>
<td>Implement track maintenance and construction</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3029B</td>
<td>Implement structures maintenance and installation of minor structures</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3037B</td>
<td>Install and repair rail earthworks</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3039A</td>
<td>Measure and mark track for resurfacing</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3040A</td>
<td>Construct concrete or steel points and crossings</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3041A</td>
<td>Construct timber or composite points and crossings</td>
<td>None</td>
</tr>
<tr>
<td>TLIS3045A</td>
<td>Install turnouts</td>
<td>None</td>
</tr>
<tr>
<td>TLIS4007A</td>
<td>Decommission mechanical signalling infrastructure and interlocking equipment from service</td>
<td>None</td>
</tr>
</tbody>
</table>

**U Environment**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIU1009A</td>
<td>Monitor plant and equipment in an environmentally sustainable manner</td>
<td>None</td>
</tr>
<tr>
<td>TLIU1013A</td>
<td>Prepare for environmentally sustainable work practices</td>
<td>None</td>
</tr>
<tr>
<td>TLIU2008A</td>
<td>Apply environmental procedures to rail infrastructure</td>
<td>None</td>
</tr>
<tr>
<td>TLIU2012A</td>
<td>Participate in environmentally sustainable work practices</td>
<td>None</td>
</tr>
<tr>
<td>TLIU3011A</td>
<td>Implement and monitor environmentally sustainable work practices</td>
<td>None</td>
</tr>
<tr>
<td>TLIU3014A</td>
<td>Operate vehicle in an environmentally sustainable manner</td>
<td>None</td>
</tr>
<tr>
<td>TLIU3015A</td>
<td>Identify wastes and hazards in the waste management industry</td>
<td>None</td>
</tr>
<tr>
<td>TLIU4001A</td>
<td>Implement and monitor environmental protection policies and procedures</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>TLIU4010A</td>
<td>Develop workplace policy and procedures for sustainability</td>
<td>None</td>
</tr>
<tr>
<td>TLIU4011A</td>
<td>Apply environmental procedures to rail operations</td>
<td>None</td>
</tr>
<tr>
<td>TLIU5006A</td>
<td>Conduct environmental audits</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td><strong>Equipment and Systems Operations</strong></td>
<td></td>
</tr>
<tr>
<td>TLIW0036A</td>
<td>Apply electric welding process to rail</td>
<td>None</td>
</tr>
<tr>
<td>TLIW0044A</td>
<td>Weld rail on tram/light rail systems using submerged arc welding process</td>
<td>None</td>
</tr>
<tr>
<td>TLIW2001A</td>
<td>Operate under track protection rules</td>
<td>None</td>
</tr>
<tr>
<td>TLIW2012A</td>
<td>Grind rails</td>
<td>None</td>
</tr>
<tr>
<td>TLIW2017A</td>
<td>Cut and join materials</td>
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<tr>
<td>TLIW2018A</td>
<td>Operate hand held air/power equipment for production processes</td>
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<tr>
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<td>Apply surface coatings using a spray gun</td>
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<tr>
<td>TLIW2020A</td>
<td>Undertake pallet repairs</td>
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<td>TLIW2021A</td>
<td>Clean and inspect pallets</td>
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<tr>
<td>TLIW2022A</td>
<td>Manufacture pallets using automated methods</td>
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<td>TLIW2023A</td>
<td>Manufacture pallets using manual methods</td>
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<td>TLIW2024A</td>
<td>Dock boards using computer programmed machinery</td>
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<td>Dock boards on mechanical feeds</td>
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<td>Identify the principles of ballast cleaning operations</td>
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<td>TLIW2031A</td>
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<td>TLIW2037B</td>
<td>Clip and secure points</td>
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<td>Place and remove temporary speed restriction equipment</td>
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<td>Place and remove permanent way stop boards</td>
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<td>Clip points and apply rail safety equipment</td>
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<td>Operate computerised mail and parcels sorting equipment</td>
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<td>Carry out culler facer canceller (CFC) operations</td>
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<td>Weld rail using aluminothermic welding process</td>
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<td>Weld rail using flashbutt welding process</td>
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<td>Operate stand alone signalling/point control equipment</td>
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<td>Operate minor track equipment</td>
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<td>Apply protective coating systems to structures</td>
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<td>Apply codification and cataloguing processes and procedures</td>
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<td>Assess maintenance spares and manage repairable items</td>
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<td>Apply technical risk management systems and techniques</td>
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<td>Plan and conduct road convoy</td>
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<td>Manage contracted support services</td>
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<td>TLIX5044A</td>
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<td>TLIX5045A</td>
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<td>TLIX5046A</td>
<td>Carry out standard customs clearance practices</td>
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<td>TLIX5047A</td>
<td>Determine customs value</td>
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<td>Determine import and/or export prohibitions and/or restrictions</td>
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<td>TLIX5049A</td>
<td>Determine indirect taxes</td>
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<td>TLIX5050A</td>
<td>Determine origin of goods and apply preference schemes or free trade agreements</td>
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<td>TLIX5051A</td>
<td>Determine tariff classification of goods</td>
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<td>TLIX5052A</td>
<td>Determine complex customs value</td>
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<tr>
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<td>Determine tariff classification for complex goods</td>
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<td>TLIX5054A</td>
<td>Comply with biosecurity border clearance</td>
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<td>TLIX5055A</td>
<td>Apply anti-dumping and countervailing measures</td>
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<td>TLIX5056A</td>
<td>Carry out additional customs clearance practices</td>
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<td>TLIX5057A</td>
<td>Prepare documents for customs clearance</td>
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<tr>
<td>TLIX5058A</td>
<td>Review decisions of regulatory bodies</td>
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<td>TLIX5059A</td>
<td>Undertake border clearance functions</td>
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<td>TLIX6001A</td>
<td>Formulate materiel logistics strategies</td>
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<td>Contribute to materiel logistics strategies</td>
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<td>TLIX6046A</td>
<td>Plan deployed logistic support for significant operations</td>
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<td>TLIX6047A</td>
<td>Monitor and provide logistic staff support for significant deployed operations</td>
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<td>TLIX6048A</td>
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<td>Undertake provisioning in support of deployed operations</td>
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<td>TLIX6050A</td>
<td>Plan distribution operations on deployment</td>
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<tr>
<td>TLIX6051A</td>
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<td>TLIX6052A</td>
<td>Plan health support for deployed personnel</td>
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<tr>
<td>TLIX6053A</td>
<td>Coordinate health support operations</td>
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</table>
Imported Units of Competency in TLI10 Transport and Logistics Training Package (Version 4.2)

The TLI10 Transport and Logistics Training Package (Version 4.2) has imported units of competency from other Training Packages. Please check the relevant Assessment Guidelines of the source Training Package by accessing the national training website www.training.gov.au (TGA) or a physical copy regarding any special conditions which may apply to the assessment of imported units of competency. For up-to-date versions of the following units, refer to www.training.gov.au or the respective Industry Skills Councils.

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<tr>
<td>AHCARB205A</td>
<td>Operate and maintain chainsaws</td>
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<tr>
<td>AHCARB202A</td>
<td>Fell small trees</td>
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<tr>
<td>AHCOS501A</td>
<td>Manage occupational health and safety processes</td>
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<tr>
<td>AURVGA3001</td>
<td>Recover vehicle</td>
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AHC10 Agriculture, Horticulture and Conservation and Land Management Training Package

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<td>BSBADM409A</td>
<td>Coordinate business resources</td>
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<td>BSBADM502B</td>
<td>Manage meetings</td>
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<tr>
<td>BSBCCMM301B</td>
<td>Process customer complaints</td>
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<tr>
<td>BSBCCMM401A</td>
<td>Make a presentation</td>
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<td>BSBCCM501B</td>
<td>Identify and interpret compliance requirements</td>
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<td>BSBCCM601B</td>
<td>Research compliance requirements and issues</td>
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<td>BSBCUS201B</td>
<td>Deliver a service to customers</td>
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<td>Deliver and monitor a service to customers</td>
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<tr>
<td>BSBCUS401B</td>
<td>Coordinate implementation of customer service strategy</td>
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<tr>
<td>BSBCUS501C</td>
<td>Manage quality customer service</td>
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<tr>
<td>BSBFIM501A</td>
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<td>BSBFLM405B</td>
<td>Implement operational plan</td>
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<td>BSBHRM402A</td>
<td>Recruit, select and induct staff</td>
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<td>Support the recruitment, selection and induction of staff</td>
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<td>BSBHRM513A</td>
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<td>BSBINN502A</td>
<td>Build and sustain an innovative work environment</td>
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<td>BSBINM401A</td>
<td>Implement workplace information system</td>
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<td>Manage an information or knowledge management system</td>
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<td>BSBITU101A</td>
<td>Operate a personal computer</td>
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<td>BSBITU102A</td>
<td>Develop keyboard skills</td>
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<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
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<td>Implement operational plan</td>
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<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
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<tr>
<td>BSBMGT502B</td>
<td>Manage people performance</td>
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<td>BSBMGT515A</td>
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<td>BSBMGT516C</td>
<td>Facilitate continuous improvement</td>
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<td>Provide leadership across the organisation</td>
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<td>BSBMGT616A</td>
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<td>BSBOHS407A</td>
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<td>BSBPMG401A</td>
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<td>BSBPMG416A</td>
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<td>BSBPUR301B</td>
<td>Purchase goods and services</td>
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<td>BSBREL401A</td>
<td>Establish networks</td>
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<td>BSBREL402A</td>
<td>Build client relationships and business networks</td>
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<td>BSBRG304B</td>
<td>Maintain business records</td>
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<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
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<td>BSBRSK501B</td>
<td>Manage risk</td>
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<td>BSBSUS201A</td>
<td>Participate in environmentally sustainable work practices</td>
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<tr>
<td>BSBSUS501A</td>
<td>Develop workplace policy and procedures for sustainability</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWHS303A</td>
<td>Participate in WHS hazard identification, risk assessment and risk control</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWHS501A</td>
<td>Ensure a safe workplace</td>
<td>Nil</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisite</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------------------------------------------</td>
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</tr>
<tr>
<td>BSBWOR201A</td>
<td>Manage personal stress in the workplace</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWOR301B</td>
<td>Organise personal work priorities and development</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWOR501B</td>
<td>Manage personal work priorities and professional development</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWOR301B</td>
<td>Organise personal work priorities and development</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWOR402A</td>
<td>Promote team effectiveness</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWOR502B</td>
<td>Ensure team effectiveness</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWRK509A</td>
<td>Manage industrial relations</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWRK411A</td>
<td>Support employee and industrial relations procedures</td>
<td>Nil</td>
</tr>
<tr>
<td>BSBWRT301A</td>
<td>Write simple documents</td>
<td>Nil</td>
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</table>

**CPC08 Construction, Plumbing and Services Training Package**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisite</th>
</tr>
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<tbody>
<tr>
<td>CPCCLDG3001A</td>
<td>Licence to perform dogging</td>
<td>Nil</td>
</tr>
<tr>
<td>CPCCLRG3001A</td>
<td>Licence to perform rigging basic level</td>
<td>Nil</td>
</tr>
<tr>
<td>CPCCLRG3002A</td>
<td>Licence to perform rigging intermediate level</td>
<td>CPCCLRG3001A</td>
</tr>
<tr>
<td>CPCCLRG4001A</td>
<td>Licence to perform rigging advanced level</td>
<td>CPCCLRG3002A</td>
</tr>
<tr>
<td>CPCCOHS1001A</td>
<td>Work safely in the construction industry</td>
<td>Nil</td>
</tr>
<tr>
<td>CPCCOHS2001A</td>
<td>Apply OHS requirements, policies and procedures in the construction industry</td>
<td>Nil</td>
</tr>
<tr>
<td>CPCCCM2010A</td>
<td>Work safely at heights</td>
<td>CPCCOHS2001A</td>
</tr>
<tr>
<td>CPCCCM2007A</td>
<td>Use explosive power tools</td>
<td>CPCCOHS2001A</td>
</tr>
<tr>
<td>CPCCCM2008A</td>
<td>Erect and dismantle restricted height scaffolding</td>
<td>CPCCOHS2001A</td>
</tr>
<tr>
<td>CPCCCM3003A</td>
<td>Work safely around power sources, services and assets</td>
<td>CPCCOHS2001A</td>
</tr>
<tr>
<td>CPCCSF2003A</td>
<td>Cut and bend materials using oxy-LPG equipment</td>
<td>CPCCOHS2001A</td>
</tr>
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### Imported Units of Competency in TLI10 Transport and Logistics Training Package (Version 4.2)

**Date this document was generated:** 16 August 2014

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisite</th>
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<tbody>
<tr>
<td>CPCCCO3034A</td>
<td>Conduct concrete agitator truck operations</td>
<td>CPCCOHS1001A</td>
</tr>
<tr>
<td>CPCCCA2003A</td>
<td>Erect and dismantle formwork for footings and slabs on ground</td>
<td>CPCCOHS2001A</td>
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**CPP07 Property Services Training Package**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>CPPSEC5001A</td>
<td>Establish and maintain an occupational health and safety system</td>
<td>Nil</td>
</tr>
<tr>
<td>CPPWMT3011A</td>
<td>Respond to waste emergencies</td>
<td>Nil</td>
</tr>
<tr>
<td>CPPWMT3015A</td>
<td>Move waste using loadshifting equipment</td>
<td>Nil</td>
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<tr>
<td>CPPWMT3044A</td>
<td>Identify wastes and hazards</td>
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**FDF10 Food Processing Training Package**

<table>
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<th>Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>FDFFS3001A</td>
<td>Monitor the implementation of quality and food safety programs</td>
<td>FDFFS2001A</td>
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**FPI11 Forest and Forest Products Training Package**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>FPICOT3261</td>
<td>Transport forestry logs using trucks</td>
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**HLT07 Health Training Package**

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<tr>
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<tbody>
<tr>
<td>HLTAMBPD401C</td>
<td>Manage personal stressors in the work environment</td>
<td>Nil</td>
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<tr>
<td>HLTCSD306D</td>
<td>Respond effectively to behaviours of concern</td>
<td>Nil</td>
</tr>
<tr>
<td>HLTFA211A</td>
<td>Provide basic emergency life support</td>
<td>Nil</td>
</tr>
<tr>
<td>HLTFA311A</td>
<td>Apply first aid</td>
<td>Nil</td>
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<tr>
<td>HLTFA412A</td>
<td>Apply advanced first aid</td>
<td>HLTFA311A</td>
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**MAR13 Maritime Training Package**

<table>
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<tr>
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<tbody>
<tr>
<td>MARC1001A</td>
<td>Carry out shore-based mooring and untying operations</td>
<td>Nil</td>
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<tr>
<td>MARE1001A</td>
<td>Communicate during shore-based mooring and untying operations</td>
<td>Nil</td>
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<tr>
<td>MARF1004A</td>
<td>Follow work health and safety, and emergency</td>
<td>Nil</td>
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<tr>
<td>Code</td>
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<td>Prerequisite</td>
</tr>
<tr>
<td>-----------------</td>
<td>---------------------------------------------------------</td>
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</tr>
<tr>
<td>MSS402080A</td>
<td>Undertake root cause analysis</td>
<td>Nil</td>
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<tr>
<td>MEM12023A</td>
<td>Perform engineering measurements</td>
<td>Nil</td>
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<tr>
<td>MEM18001C</td>
<td>Use hand tools</td>
<td>Nil</td>
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<tr>
<td>MEM24001B</td>
<td>Perform basic penetrant testing</td>
<td>MEM24012C</td>
</tr>
<tr>
<td>MEM24003B</td>
<td>Perform basic magnetic particle testing</td>
<td>MEM24012C</td>
</tr>
<tr>
<td>MEM24012C</td>
<td>Apply metallurgy principles</td>
<td>Nil</td>
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<tr>
<td>NWP227B</td>
<td>Control vegetation on a site</td>
<td>Nil</td>
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<tr>
<td>PMC552061C</td>
<td>Deliver concrete to site</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV205B</td>
<td>Participate in workplace change</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV306B</td>
<td>Implement change</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV404B</td>
<td>Develop and implement work unit plans</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV406B</td>
<td>Gather and analyse information</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV413A</td>
<td>Compose complex workplace documents</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV421A</td>
<td>Exercise delegations</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV503B</td>
<td>Coordinate resource allocation and usage</td>
<td>Nil</td>
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<tr>
<td>PSPGOV504B</td>
<td>Undertake research and analysis</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV506A</td>
<td>Support workplace coaching and mentoring</td>
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<td>Title</td>
<td>Prerequisite</td>
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<tr>
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<tr>
<td>PSPGOV511A</td>
<td>Provide leadership</td>
<td>Nil</td>
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<tr>
<td>PSPGOV512A</td>
<td>Use complex workplace communication strategies</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV513A</td>
<td>Refine complex workplace documents</td>
<td>Nil</td>
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<tr>
<td>PSPGOV515A</td>
<td>Develop and use political nous</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV516A</td>
<td>Develop and use emotional intelligence</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV518A</td>
<td>Benchmark performance</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV519A</td>
<td>Manage performance</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV524A</td>
<td>Interpret data and related statistics</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV602B</td>
<td>Establish and maintain strategic networks</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV604A</td>
<td>Foster leadership and innovation</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV605A</td>
<td>Persuade and influence opinion</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPGOV606A</td>
<td>Prepare high-level/sensitive written materials</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPHR504A</td>
<td>Implement workforce planning and succession strategies</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPHR620A</td>
<td>Manage organisational development</td>
<td>Nil</td>
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<tr>
<td>PSPMNGT602B</td>
<td>Manage resources</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPMNGT608B</td>
<td>Manage risk</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPMNGT610A</td>
<td>Manage public sector financial resources</td>
<td>Nil</td>
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<tr>
<td>PSPMNGT613A</td>
<td>Develop partnering arrangements</td>
<td>Nil</td>
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<tr>
<td>PSPMNGT615A</td>
<td>Influence workforce effectiveness</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPMNGT701B</td>
<td>Provide strategic direction</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPM401B</td>
<td>Design simple projects</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPM402B</td>
<td>Manage simple projects</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPM403B</td>
<td>Close simple projects</td>
<td>Nil</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisite</td>
</tr>
<tr>
<td>--------------</td>
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</tr>
<tr>
<td>PSPPM504A</td>
<td>Carry out complex project activities</td>
<td>Nil</td>
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<tr>
<td>PSPPOL602A</td>
<td>Provide policy advice</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPOL603A</td>
<td>Manage policy implementation</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPOL404A</td>
<td>Support policy implementation</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC303A</td>
<td>Carry out basic procurement</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC405C</td>
<td>Dispose of assets</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC411A</td>
<td>Plan procurement</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC412A</td>
<td>Develop and distribute requests for offers</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC413A</td>
<td>Select providers and develop contracts</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC414A</td>
<td>Manage contracts</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC505A</td>
<td>Manage procurement risk</td>
<td>Nil</td>
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<tr>
<td>PSPPROC506A</td>
<td>Plan to manage a contract</td>
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</tr>
<tr>
<td>PSPPROC503B</td>
<td>Manage contract performance</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC504B</td>
<td>Finalise contracts</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPPROC607A</td>
<td>Manage strategic contracts</td>
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</tr>
<tr>
<td>PSPPROC603C</td>
<td>Divest strategic assets</td>
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<tr>
<td>PSPPROC604B</td>
<td>Plan for strategic procurement</td>
<td>Nil</td>
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<tr>
<td>PSPPROC605B</td>
<td>Coordinate strategic procurement</td>
<td>Nil</td>
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<tr>
<td>PSPPROC606B</td>
<td>Negotiate strategic procurement</td>
<td>Nil</td>
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<tr>
<td>PSPPROC704A</td>
<td>Influence and define strategic procurement</td>
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</tr>
<tr>
<td>PSPPROC705A</td>
<td>Establish strategic procurement context</td>
<td>Nil</td>
</tr>
<tr>
<td>PSPSEC602A</td>
<td>Manage security awareness</td>
<td>Nil</td>
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</table>

**PUA12 Public Safety Training Package**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisite</th>
</tr>
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<tbody>
<tr>
<td>PUACOM007B</td>
<td>Liaise with other organisations</td>
<td>PUACOM005B</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisite</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------------------------------</td>
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</tr>
<tr>
<td>PUADEFVH001A</td>
<td>Conduct recovery vehicle operations in a field environment</td>
<td>Nil</td>
</tr>
<tr>
<td>PUADEFVH002A</td>
<td>Extract disabled equipment using winching techniques in a field environment</td>
<td>Nil</td>
</tr>
<tr>
<td>PUADEFVH001A</td>
<td>Suppress urban fire</td>
<td>HLTFA311A, PUAFIR203B</td>
</tr>
<tr>
<td>PUAOPE001B</td>
<td>Supervise response</td>
<td>PUAFIR302B or PUAFIR303B (only when used in PUAFIR Fire Sector Qualification)</td>
</tr>
<tr>
<td>PUAWER005B</td>
<td>Operate as part of an emergency control organisation</td>
<td>Nil</td>
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**RII09 Resources and Infrastructure Training Package**

<table>
<thead>
<tr>
<th>Code</th>
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<th>Prerequisite</th>
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</thead>
<tbody>
<tr>
<td>RIICBS312A</td>
<td>Conduct bitumen tanker operations</td>
<td>Nil</td>
</tr>
<tr>
<td>RIICCM201A</td>
<td>Carry out measurements and calculations</td>
<td>Nil</td>
</tr>
<tr>
<td>RIICCM203A</td>
<td>Read and interpret plans and specifications</td>
<td>Nil</td>
</tr>
<tr>
<td>RIICCM205A</td>
<td>Carry out manual excavation</td>
<td>Nil</td>
</tr>
<tr>
<td>RIICCM207A</td>
<td>Spread and compact materials manually</td>
<td>Nil</td>
</tr>
<tr>
<td>RIICCM208A</td>
<td>Carry out basic levelling</td>
<td>Nil</td>
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<tr>
<td>RIICCM209A</td>
<td>Carry out concrete work</td>
<td>Nil</td>
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<tr>
<td>RIIBEF402A</td>
<td>Supervise on-site operations</td>
<td>Nil</td>
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<tr>
<td>RIIHAN212A</td>
<td>Conduct non-slewing crane operations</td>
<td>Nil</td>
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<tr>
<td>RIIHAN301B</td>
<td>Operate elevating work platform</td>
<td>Nil</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisite</td>
</tr>
<tr>
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</tr>
<tr>
<td>RIIOHS202A</td>
<td>Enter and work in confined spaces</td>
<td>Nil</td>
</tr>
<tr>
<td>RIIOHS204A</td>
<td>Work safely at heights</td>
<td>Nil</td>
</tr>
<tr>
<td>RIIOHS205A</td>
<td>Control traffic with a stop-slow bat</td>
<td>Nil</td>
</tr>
<tr>
<td>RIIOHS302A</td>
<td>Implement traffic management plan</td>
<td>Nil</td>
</tr>
<tr>
<td>RIIMPO317A</td>
<td>Conduct roller operations</td>
<td>Nil</td>
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<tr>
<td>RIIMPO319A</td>
<td>Conduct backhoe/loader operations</td>
<td>Nil</td>
</tr>
<tr>
<td>RIIMPO320B</td>
<td>Conduct civil construction excavator operations</td>
<td>Nil</td>
</tr>
<tr>
<td>RIIMPO321B</td>
<td>Conduct civil construction wheeled front end loader operations</td>
<td>Nil</td>
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<tr>
<td>RIIMPO322A</td>
<td>Conduct civil construction tracked front end loader operations</td>
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<tr>
<td>RIIMPO318B</td>
<td>Conduct skid steer loader operations</td>
<td>Nil</td>
</tr>
<tr>
<td>RIIMPO326A</td>
<td>Conduct civil construction water cart operations</td>
<td>Nil</td>
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<tr>
<td>RIIRIS401A</td>
<td>Apply site risk management system</td>
<td>Nil</td>
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<tr>
<td>SIR07 Retail Services Training Package</td>
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<tr>
<td>SIRCDIS302</td>
<td>Deliver medicines to customers outside the pharmacy</td>
<td>Nil</td>
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<tr>
<td>SIT07 Tourism Hospitality and Events</td>
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<tr>
<td>SITXCOM003A</td>
<td>Deal with conflict situations</td>
<td>Nil</td>
</tr>
<tr>
<td>SITXFIN004A</td>
<td>Manage finances within a budget</td>
<td>Nil</td>
</tr>
<tr>
<td>SITXEVT018B</td>
<td>Develop a transport strategy for an event</td>
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</tr>
<tr>
<td>SITXFSA001A</td>
<td>Implement food safety procedures</td>
<td>SITXOHS002A</td>
</tr>
<tr>
<td>SITXOHS002A</td>
<td>Follow workplace hygiene procedures</td>
<td>Nil</td>
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<tr>
<td>SIT12 Tourism, Travel and Hospitality Training Package</td>
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</tr>
<tr>
<td>SITHFAB201</td>
<td>Provide responsible service of alcohol</td>
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<tr>
<td>Code</td>
<td>Title</td>
<td>Prerequisite</td>
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<tr>
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<tr>
<td>SITXCOM401</td>
<td>Manage conflict</td>
<td>Nil</td>
</tr>
<tr>
<td>SITXFSA101</td>
<td>Use hygienic practices for food safety</td>
<td>Nil</td>
</tr>
<tr>
<td>SITXMPR404</td>
<td>Coordinate marketing activities</td>
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</table>

**TAE10 Training and Education Training Package**

<table>
<thead>
<tr>
<th>Code</th>
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<th>Prerequisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAEASS402B</td>
<td>Assess competence</td>
<td>Nil</td>
</tr>
<tr>
<td>TAEDEL301A</td>
<td>Provide work skill instruction</td>
<td>Nil</td>
</tr>
<tr>
<td>TAEASS401B</td>
<td>Plan assessment activities and processes</td>
<td>Nil</td>
</tr>
<tr>
<td>TAEDEL402A</td>
<td>Plan, organise and facilitate learning in the workplace</td>
<td>Nil</td>
</tr>
<tr>
<td>TAEDES401A</td>
<td>Design and develop learning programs</td>
<td>Nil</td>
</tr>
</tbody>
</table>

**UET12 Transmission, Distribution and Rail Sector Training Package**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>UETTDRRF02B</td>
<td>Perform pole top rescue</td>
<td>Nil</td>
</tr>
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</table>

**UEG11 Gas Industry Training Package**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Prerequisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>UEGNSG601A</td>
<td>Assess the operational capability of gas safety equipment on tankers</td>
<td>Nil</td>
</tr>
<tr>
<td>UEGNSG603B</td>
<td>Load, unload and exchange gas cylinders</td>
<td>Nil</td>
</tr>
</tbody>
</table>

Where any of the units listed above are used to form a qualification or Skill Set they do not count as units imported under the following packaging rule:

up to 2 suitable units (aligned at AQF xx) drawn with appropriate contextualisation from either other Transport and Logistics Certificate xx qualifications, or other relevant endorsed Training Packages.

**Summary mapping**

**Mapping of TLI10 Transport and Logistics Training Package Version 4.2 to TLI10 Transport and Logistics Training Package Version 4.1**

All units of competency previously listed in TLI10 Version 4.1 as ‘not carried forward’ have been reinstated in TLI10 Version 4.2.
Mapping of TLI10 Transport and Logistics Training Package Version 4.1 to TLI10 Transport and Logistics Training Package Version 4.0

This table shows the relationship between qualifications and units of competency that have changed in the TLI10 Transport and Logistics Training Package Version 4.1 and the qualifications and units of competency in the TLI10 Transport and Logistics Training Package Version 4.0.

Legend:  
E = Equivalent  
N = Not Equivalent

<table>
<thead>
<tr>
<th>Code</th>
<th>Title (Version 4.0)</th>
<th>Comment</th>
<th>E/N</th>
<th>Code</th>
<th>Title (Version 4.1)</th>
</tr>
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<tbody>
<tr>
<td>TLI33513</td>
<td>Certificate III in Stevedoring</td>
<td>Employability Skills edited</td>
<td>E</td>
<td>TLI33513</td>
<td>Certificate III in Stevedoring</td>
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<tr>
<td>TLI41610</td>
<td>Certificate IV in International Freight Forwarding (Senior Operator)</td>
<td>Superseded unit replaced</td>
<td>E</td>
<td>TLI41610</td>
<td>Certificate IV in International Freight Forwarding (Senior Operator)</td>
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</table>

Mapping of TLI10 (Version 4) to TLI10 (Version 3)

This table shows the relationship between qualifications and units of competency that have changed in the TLI10 (Version 4) Training Package and the qualifications and units of competency in the TLI10 (Version 3) Training Package.

Legend:  
E = Equivalent  
N = Not Equivalent

<table>
<thead>
<tr>
<th>Code</th>
<th>Title (Version 3.0)</th>
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<th>Code</th>
<th>Title (Version 4.0)</th>
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<tbody>
<tr>
<td>TLI21210</td>
<td>Certificate II in Driving Operations</td>
<td>Revised qualification 3 units added to licensing units 1 unit added to general elective units</td>
<td>E</td>
<td>TLI21210</td>
<td>Certificate II in Driving Operations</td>
</tr>
<tr>
<td>TLI21311</td>
<td>Certificate II in Rail Infrastructure</td>
<td>Revised qualification Imported units updated</td>
<td>E</td>
<td>TLI21311</td>
<td>Certificate II in Rail Infrastructure</td>
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<tr>
<td>Code</td>
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<td>Title (Version 4.0)</td>
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<tr>
<td>TLI21413</td>
<td>Certificate II in Stevedoring</td>
<td>Revised qualification</td>
<td>E</td>
<td>TLI21413</td>
<td>Certificate II in Stevedoring</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 units added to general elective units</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Generic qualifications have been replaced by a specific qualification</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>that reflects current work requirements</td>
<td></td>
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<tr>
<td>TLI20410</td>
<td>Certificate II in Transport and Logistics (Rail Operations)</td>
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<tr>
<td>TLI21510</td>
<td>Certificate II in Furniture Removal</td>
<td>Revised qualification</td>
<td>N</td>
<td>TLI22413</td>
<td>Certificate II in Furniture Removal</td>
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<tr>
<td></td>
<td></td>
<td>2 units moved from core units to general elective units</td>
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<td></td>
<td></td>
<td>2 units replaced in core</td>
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<tr>
<td></td>
<td></td>
<td>Core units reduced from 9 units to 7 units</td>
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<td></td>
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<td>2 units removed from general elective units</td>
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<td></td>
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<td>10 units added to general elective units</td>
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<td>TLI31210</td>
<td>Certificate III in Driving Operations</td>
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<td>Certificate III in Driving Operations</td>
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<tr>
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<td>to licensing list</td>
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<tr>
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<td>3 units removed from general elective units</td>
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<td>2 units added to general elective units</td>
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<td>Generic qualification has been replaced by a specific qualification that reflects current work requirements</td>
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<td>New qualification</td>
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<td>TLI33213</td>
<td>Certificate III in Terminal Train Driving</td>
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<td></td>
<td>TLI33313</td>
<td>Certificate III in Furniture Removal</td>
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<td>New qualification</td>
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<td>TLI33413</td>
<td>Certificate III in Waste Driving Operations</td>
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<td>Certificate III in Stevedoring</td>
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<td>Total number of units required to achieve qualification increased by 3 units from 9 units to 12 units</td>
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<td>4 core units now required</td>
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<td>3 new units developed and added to Group E and Group F specialist elective units and general elective units</td>
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<td>4 units added to specialist elective groups</td>
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<td>TLI42111</td>
<td>Certificate IV in Driving Operations</td>
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<td>1 unit removed from general elective units</td>
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<td>1 unit added to general elective units</td>
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<td>TLI40410</td>
<td>Certificate IV in Transport and Logistics (Rail Operations)</td>
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<td>TLI42613</td>
<td>Certificate IV in Train Driving</td>
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<tr>
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<td>replaced by a specific qualification that reflects current work requirements</td>
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<tr>
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<td>New qualification</td>
<td>TLI42713</td>
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<td>Certificate IV in Tram/Light Rail Control</td>
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<td>TLI50613</td>
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<td>Diploma of Rail Operations Management</td>
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<tr>
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<td>New qualification</td>
<td>TLI50713</td>
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<td>Diploma of Bus and Coach Operations</td>
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<td>New qualification</td>
<td>TLI50813</td>
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<td>Diploma of Customs Broking</td>
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<td>New unit</td>
<td>TLI4055A</td>
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<td>Coordinate terminal/wharf equipment operations</td>
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<tr>
<td></td>
<td>New unit</td>
<td>TLIB4078A</td>
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<td>Carry out a train roll-by inspection</td>
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<td>New unit</td>
<td>TLIB4079A</td>
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<td>Conduct a general train examination</td>
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<tr>
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<td>New unit</td>
<td>TLIB4080A</td>
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<td>Identify, diagnose and rectify minor faults on motive power units and rolling stock</td>
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<td>TLIB4081A</td>
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<td>Provision a motive power unit</td>
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<td>TLIB4082A</td>
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<td>Set up motive power units in multi-coupled consist</td>
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<td>E/N</td>
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</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC3083A</td>
<td>Operate a front lift mobile compaction/collection vehicle</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC3084A</td>
<td>Operate a lift on/lift off collection vehicle</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC3085A</td>
<td>Operate a liquid waste collection vehicle</td>
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<td></td>
<td>New unit</td>
<td></td>
<td>TLIC3086A</td>
<td>Operate a multi-lift collection vehicle</td>
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<td>New unit</td>
<td></td>
<td>TLIC3087A</td>
<td>Operate a rear loading mobile compaction/collection vehicle</td>
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<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC3088A</td>
<td>Operate a roll on/roll off collection vehicle</td>
<td></td>
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<tr>
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<td>New unit</td>
<td></td>
<td>TLIC3089A</td>
<td>Operate a side loading mobile compaction/collection vehicle</td>
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<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC4071A</td>
<td>Establish and operate train braking system</td>
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</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC4072A</td>
<td>Operate and monitor a motive power unit on a main line</td>
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<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC4073A</td>
<td>Set up, operate and shut down a distributed power system</td>
<td></td>
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<tr>
<td></td>
<td>New unit</td>
<td></td>
<td>TLIC4074A</td>
<td>Shunt, couple and uncouple rail vehicles</td>
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</tr>
<tr>
<td>Code</td>
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<td>E/N</td>
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<td>New unit</td>
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<td></td>
<td>TLID3047A</td>
<td>Shift loads using ship mounted crane</td>
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<tr>
<td></td>
<td>New unit</td>
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<td>TLID3048A</td>
<td>Pack and unpack furniture and effects</td>
</tr>
<tr>
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<td>New unit</td>
<td></td>
<td></td>
<td>TLID3049A</td>
<td>Pack and wrap furniture and effects for international removals</td>
</tr>
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<td>New unit</td>
<td></td>
<td></td>
<td>TLID3050A</td>
<td>Coordinate furniture removal</td>
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<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLID3051A</td>
<td>Segregate waste according to waste types</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
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<td></td>
<td>TLIE2032A</td>
<td>Assess removal</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIE4033A</td>
<td>Use communications systems to control tram/light rail operations</td>
</tr>
<tr>
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<td>New unit</td>
<td></td>
<td></td>
<td>TLIF3014A</td>
<td>Operate as an off-sider in the waste management industry</td>
</tr>
<tr>
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<td>New unit</td>
<td></td>
<td></td>
<td>TLIF3015A</td>
<td>Work safely as a non-electrical licensed worker near electrical assets</td>
</tr>
<tr>
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<td>New unit</td>
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<td></td>
<td>TLIF4109A</td>
<td>Communicate effectively to coordinate incident response procedures</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIF4110A</td>
<td>Respond to abnormal situations and emergencies when driving a train</td>
</tr>
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<tr>
<td></td>
<td>New unit</td>
<td>TLIF4111A</td>
<td></td>
<td>Work effectively in a train-driving environment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td>TLIF5021A</td>
<td></td>
<td>Apply rail safeworking rules and procedures</td>
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</tr>
<tr>
<td></td>
<td>New unit</td>
<td>TLIF5022A</td>
<td></td>
<td>Develop and manage fitness for work policy and procedures</td>
<td></td>
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<tr>
<td></td>
<td>New unit</td>
<td>TLIF5023A</td>
<td></td>
<td>Undertake a derailment investigation</td>
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<tr>
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<td>New unit</td>
<td>TLIF5024A</td>
<td></td>
<td>Develop plans for emergency response and recovery of rail networks</td>
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<tr>
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<td>New unit</td>
<td>TLIG3003A</td>
<td></td>
<td>Apply positive behaviours in the workplace</td>
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</tr>
<tr>
<td></td>
<td>New unit</td>
<td>TLII2020A</td>
<td></td>
<td>Provide assistance to customers with specific needs</td>
<td></td>
</tr>
<tr>
<td>TLII3021A</td>
<td>Provide customer service in rail operations</td>
<td>N</td>
<td></td>
<td>Provide customer service in rail operations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New unit Reference to customers with special needs removed from TLII3021A; new unit developed, TLII2020A Provide assistance to customers with specific needs</td>
<td>N</td>
<td></td>
<td>Provide customer service in rail operations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td>TLIL4083A</td>
<td></td>
<td>Assist with train</td>
<td></td>
</tr>
<tr>
<td>Code</td>
<td>Title (Version 3.0)</td>
<td>Comment</td>
<td>E/N</td>
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<td>operations</td>
</tr>
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<td>New unit</td>
<td>TLIL4084A</td>
<td>Control daily tram/light rail operations</td>
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<tr>
<td>New unit</td>
<td>TLIL4085A</td>
<td>Coordinate tram/light rail traffic movement</td>
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<td>New unit</td>
<td>TLIL5065A</td>
<td>Roster train crews</td>
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<tr>
<td>New unit</td>
<td>TLIL5066A</td>
<td>Apply rail resource management principles</td>
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<td>New unit</td>
<td>TLIL5067A</td>
<td>Develop a passenger transport plan</td>
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<td>TLIL5068A</td>
<td>Implement a passenger transport plan</td>
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<td>New unit</td>
<td>TLIL5069A</td>
<td>Manage a rail yard or terminal</td>
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<td>New unit</td>
<td>TLIL5070A</td>
<td>Manage rail freight operations</td>
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<td>New unit</td>
<td>TLIL5071A</td>
<td>Manage rail passenger operations</td>
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<td>New unit</td>
<td>TLIL5072A</td>
<td>Manage rail yard operations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIL5073A</td>
<td>Manage train crewing and rostering</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIP2038A</td>
<td>Conduct, balance and secure financial transactions</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>New unit</td>
<td>TLIP2039A</td>
<td>Ensure the confidentiality, privacy and security</td>
<td></td>
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</tr>
<tr>
<td>Code</td>
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<td>Comment</td>
<td>E/N</td>
<td>Code</td>
<td>Title (Version 4.0)</td>
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<td></td>
<td></td>
<td></td>
<td>of customer information</td>
</tr>
<tr>
<td>New unit</td>
<td>TLIP5037A</td>
<td>Develop workplace policy and procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIU3015A</td>
<td>Identify wastes and hazards in the waste management industry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIU4011A</td>
<td>Apply environmental procedures to rail operations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIW5001A</td>
<td>Apply rail communications systems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIW5002A</td>
<td>Manage rail assets and interfaces</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>New unit</td>
<td>TLIW5003A</td>
<td>Manage rail network control systems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIW5004A</td>
<td>Manage train planning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TLIA4057A</td>
<td>Analyse, advise on and carry out integrated border clearance transactions</td>
<td>Revised unit Unit revised to reflect current work requirements E</td>
<td>TLIX4036A</td>
<td>Analyse, advise on and carry out integrated border clearance transactions</td>
<td></td>
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<tr>
<td>New unit</td>
<td>TLIX5046A</td>
<td>Carry out standard customs clearance practices</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIX5047A</td>
<td>Determine customs value</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New unit</td>
<td>TLIX5048A</td>
<td>Determine import and/or export prohibitions and/or</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Code</td>
<td>Title (Version 3.0)</td>
<td>Comment</td>
<td>E/N</td>
<td>Code</td>
<td>Title (Version 4.0)</td>
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</tr>
<tr>
<td></td>
<td>restrictions</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5049A</td>
<td>Determine indirect taxes</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5050A</td>
<td>Determine origin of goods and apply preference schemes or free trade agreements</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5051A</td>
<td>Determine tariff classification of goods</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5052A</td>
<td>Determine complex customs value</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5053A</td>
<td>Determine tariff classification for complex goods</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5054A</td>
<td>Comply with biosecurity border clearance</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5055A</td>
<td>Apply anti-dumping and countervailing measures</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5056A</td>
<td>Carry out additional customs clearance practices</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX55057A</td>
<td>Prepare documents for customs clearance</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5058A</td>
<td>Review decisions of regulatory bodies</td>
</tr>
<tr>
<td></td>
<td>New unit</td>
<td></td>
<td></td>
<td>TLIX5059A</td>
<td>Undertake border clearance functions</td>
</tr>
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</table>
Qualifications not carried forward

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLI10410</td>
<td>Certificate I in Transport and Logistics (Rail Operations)</td>
</tr>
<tr>
<td>TLI20410</td>
<td>Certificate II in Transport and Logistics (Rail Operations)</td>
</tr>
<tr>
<td>TLI30410</td>
<td>Certificate III in Transport and Logistics (Rail Operations)</td>
</tr>
<tr>
<td>TLI40410</td>
<td>Certificate IV in Transport and Logistics (Rail Operations)</td>
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</table>

Units not carried forward

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
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</thead>
<tbody>
<tr>
<td>TLIA4057A</td>
<td>Analyse, advise on and carry out integrated border clearance transactions</td>
</tr>
<tr>
<td>TLIE2017A</td>
<td>Undertake initial removal survey</td>
</tr>
<tr>
<td>TLIF4021A</td>
<td>Respond to train-driving emergencies and abnormal situations</td>
</tr>
<tr>
<td>TLI3021A</td>
<td>Provide customer service in rail operations</td>
</tr>
</tbody>
</table>

ISC upgrades
The following changes have been included as ISC upgrades:

Twenty (20) new skill sets:

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLISS00072</td>
<td>Compiler/Classifier Skill Set</td>
</tr>
<tr>
<td>TLISS00073</td>
<td>Furniture Removal Pre-Packer Skill Set</td>
</tr>
<tr>
<td>TLISS00074</td>
<td>Furniture Removal Team Leader Skill Set</td>
</tr>
<tr>
<td>TLISS00075</td>
<td>International Furniture Removal Packer and Wrapper Skill Set</td>
</tr>
<tr>
<td>TLISS00076</td>
<td>Introduction to the Waste Industry Skill Set</td>
</tr>
<tr>
<td>TLISS00077</td>
<td>Rail Operations Safeworking Skill Set</td>
</tr>
<tr>
<td>TLISS00078</td>
<td>Rail Signal Panel Operation Skill Set</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>TLISS00079</td>
<td>Stevedoring Clerical Skill Set</td>
</tr>
<tr>
<td>TLISS00080</td>
<td>Stevedoring Crane Operations Skill Set</td>
</tr>
<tr>
<td>TLISS00081</td>
<td>Stevedoring Equipment Controller Skill Set</td>
</tr>
<tr>
<td>TLISS00082</td>
<td>Stevedoring Equipment Operations/Light Load Shifting Skill Set</td>
</tr>
<tr>
<td>TLISS00083</td>
<td>Stevedoring Gantry Crane Operations Skill Set</td>
</tr>
<tr>
<td>TLISS00084</td>
<td>Stevedoring Operation Induction and Safety Skill Set</td>
</tr>
<tr>
<td>TLISS00085</td>
<td>Stevedoring Reefer Skill Set</td>
</tr>
<tr>
<td>TLISS00086</td>
<td>Stevedoring Ship Mounted Crane Operations Skill Set</td>
</tr>
<tr>
<td>TLISS00087</td>
<td>Stevedoring Team Leader Skill Set</td>
</tr>
<tr>
<td>TLISS00088</td>
<td>Tow Truck Driver Skill Set</td>
</tr>
<tr>
<td>TLISS00089</td>
<td>Train Buffet Operations Skill Set</td>
</tr>
<tr>
<td>TLISS00090</td>
<td>Waste Industry Off-Sider Skill Set</td>
</tr>
<tr>
<td>TLISS00091</td>
<td>Stevedoring Equipment Operations/Specialised Load Shifting Skill Set</td>
</tr>
</tbody>
</table>

**Four (4) revised skills sets:**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLISS00037</td>
<td>Open Road Operator Skill Set</td>
<td>E</td>
</tr>
<tr>
<td>TLISS00064</td>
<td>Rail Maintainer Skill Set</td>
<td>E</td>
</tr>
<tr>
<td>TLISS00047</td>
<td>Road Tunnel Operator Skill Set</td>
<td>E</td>
</tr>
<tr>
<td>TLISS00070</td>
<td>Mentoring Skill Set</td>
<td>E</td>
</tr>
</tbody>
</table>

**Nine (9) revised units of competency:**

<table>
<thead>
<tr>
<th>Code (Version 3.0)</th>
<th>Title (Version 3.0)</th>
<th>Code (Version 4.0)</th>
<th>Title (Version 4.0)</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3019A</td>
<td>Test train braking system</td>
<td>TLIB3019B</td>
<td>Test train braking system</td>
<td>E</td>
</tr>
<tr>
<td>TLIB3113A</td>
<td>Diagnose and rectify minor faults</td>
<td>TLIB3113B</td>
<td>Diagnose and rectify minor faults on motive</td>
<td>E</td>
</tr>
<tr>
<td>Code (Version 3.0)</td>
<td>Title (Version 3.0)</td>
<td>Code (Version 4.0)</td>
<td>Title (Version 4.0)</td>
<td>Comment</td>
</tr>
<tr>
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<td>--------------------</td>
<td>---------</td>
</tr>
<tr>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substances</td>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substances</td>
<td>E</td>
</tr>
<tr>
<td>TLIF3003A</td>
<td>Implement and monitor occupational health and safety procedures</td>
<td>TLIF3003A</td>
<td>Implement and monitor occupational health and safety procedures</td>
<td>E</td>
</tr>
<tr>
<td>TLIF4095A</td>
<td>Apply occupational health and safety requirements for driving operations</td>
<td>TLIF4095A</td>
<td>Apply occupational health and safety requirements for driving operations</td>
<td>E</td>
</tr>
<tr>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
<td>E</td>
</tr>
<tr>
<td>TLILIC2005A</td>
<td>Licence to operate a boom-type elevating work platform (boom length 11 metres or more)</td>
<td>TLILIC2005A</td>
<td>Licence to operate a boom-type elevating work platform (boom length 11 metres or more)</td>
<td>E</td>
</tr>
<tr>
<td>TLIO2021A</td>
<td>Follow security procedures when working with goods and cargo</td>
<td>TLIO2021A</td>
<td>Follow security procedures when working with goods and cargo</td>
<td>E</td>
</tr>
<tr>
<td>TLIR5005A</td>
<td>Manage a contract</td>
<td>TLIR5005A</td>
<td>Manage a contract</td>
<td>E</td>
</tr>
</tbody>
</table>

**Overview of Training Packages**

**What is a Training Package?**
A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.

Each Training Package:

- provides a consistent and reliable set of components for training, recognising and assessing peoples skills, and may also have optional support materials
- enables nationally recognised qualifications to be awarded through direct assessment of workplace competencies
- encourages the development and delivery of flexible training which suits individual and industry requirements
- encourages learning and assessment in a work-related environment which leads to verifiable workplace outcomes.

**How do Training Packages fit within the National Skills Framework?**

The National Skills Framework applies nationally, is endorsed by the Ministerial Council for Vocational and Technical Education, and comprises the Australian Quality Training Framework 2013, AQTF (Version 2013), and Training Packages endorsed by the National Skills Standards Council (NSSC).

**How are Training Packages developed?**

Training Packages are developed by Industry Skills Councils or enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement of Training Packages, developers must provide evidence of extensive research, consultation and support within the industry area or enterprise.

**How do Training Packages encourage flexibility?**

Training Packages describe the skills and knowledge needed to perform effectively in the workplace without prescribing how people should be trained.

Training Packages acknowledge that people can achieve vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it. For example, some experienced workers might be able to demonstrate competency against the units of competency, and even gain a qualification, without completing a formal training program.

With Training Packages, assessment and training may be conducted at the workplace, off-the-job, at a training organisation, during regular work, or through work experience, work placement, work simulation or any combination of these.

**Who can deliver and assess using Training Packages?**

Training and assessment using Training Packages must be conducted by a Registered Training Organisation (RTO) that has the qualifications or specific units of competency on its scope of registration, or that works in partnership with another RTO, as specified in the AQTF (Version 2013).
Training Package Components

Training Packages are made up of mandatory components endorsed by the NQC, and optional support materials.

Training Package endorsed components

The nationally endorsed components include the Competency Standards, Assessment Guidelines and Qualifications Framework. These form the basis of training and assessment in the Training Package and, as such, they must be used.
**Overview of Training Packages**

**Competency standards**

Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy; and occupational health and safety requirements. The units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

**Assessment guidelines**

The Assessment Guidelines provide an industry framework to ensure all assessments meet industry needs and nationally agreed standards as expressed in the Training Package and the AQTF (Version 2013). The Assessment Guidelines must be followed to ensure the integrity of assessment leading to nationally recognised qualifications.

**Qualifications framework**

Each Training Package provides details of those units of competency that must be achieved to award AQF qualifications. The rules around which units of competency can be combined to make up a valid AQF qualification in the Training Package are referred to as the ‘packaging rules’. The packaging rules must be followed to ensure the integrity of nationally recognised qualifications issued.

**Training Package Support Materials**

The endorsed components of Training Packages are complemented and supported by optional support materials that provide for choice in the design of training and assessment to meet the needs of industry and learners. Training Package support materials can relate to single or multiple units of competency, an industry sector, a qualification or the whole Training Package. They tend to fall into one or more of the categories illustrated below.
Training Package support materials are produced by a range of stakeholders such as RTOs, individual trainers and assessors, private and commercial developers and Government agencies.

**Training Package, Qualification and Unit of Competency Codes**

There are agreed conventions for the national codes used for Training Packages and their components. Always use the correct codes, exactly as they appear in the Training Package, and with the code always before the title.

**Training Package codes**

Each Training Package has a unique five-character national code assigned when the Training Package is endorsed, for example XYZ08. The first three characters are letters identifying the Training Package industry coverage and the last two characters are numbers identifying the year of endorsement.

**Qualification codes**

Within each Training Package, each qualification has a unique eight-character code, for example XYZ10108. Qualification codes are developed as follows:

- the first three letters identify the Training Package;
- the first number identifies the qualification level (noting that, in the qualification titles themselves, arabic numbers are not used);
- the next two numbers identify the position in the sequence of the qualification at that level; and
- the last two numbers identify the year in which the qualification was endorsed. (Where qualifications are added after the initial Training Package endorsement, the last two numbers may differ from other Training Package qualifications as they identify the year in which those particular qualifications were endorsed.)

**Unit of Competency codes**

Within each Training Package, each unit of competency has a unique code. Unit of competency codes are assigned when the Training Package is endorsed, or when new units of competency are added to an existing endorsed Training Package. Unit codes are developed as follows:

- a typical code is made up of 12 characters, normally a mixture of uppercase letters and numbers, as in TLIR4012A
- the first three characters signify the Training Package (TLI10 Transport and Logistics Training Package) – in the above example and up to eight characters, relating to an industry sector, function or skill area, follow
- the last character is always a letter and identifies the unit of competency version. An ‘A’ at the end of the code indicates that this is the original unit of competency. ‘B’, or another incremented version identifier means that minor changes have been made. Typically this would mean that wording has changed in the range statement or evidence guide, providing clearer intent
- where changes are made that alter the outcome, a new code is assigned and the title is changed.
Training Package, Qualification and Unit of Competency Titles
There are agreed conventions for titling Training Packages and their components. Always use the correct titles, exactly as they appear in the Training Package, and with the code always placed before the title.

Training Package titles
The title of each endorsed Training Package is unique and relates the Training Packages broad industry coverage.

Qualification titles
The title of each endorsed Training Package qualification is unique. Qualification titles use the following sequence:

- first, the qualification is identified as either Certificate I, Certificate II, Certificate III, Certificate IV, Diploma, Advanced Diploma, Vocational Graduate Certificate, or Vocational Graduate Diploma;
- this is followed by the words ‘in’ for Certificates I to IV, and ‘of’ for Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma;
- then, the industry descriptor, for example Telecommunications; and
- then, if applicable, the occupational or functional stream in brackets, for example (Computer Systems).

For example:

- TLI21610 Certificate II in Warehousing Operations
- TLI32410 Certificate III in Logistics Operations.

Unit of Competency titles
Each unit of competency title is unique. Unit of competency titles describe the competency outcome concisely, and are written in sentence case.

For example:

- TLIA1001A Secure cargo
- TLIB3006A Carry out inspection of vehicles designed to carry special loads.

Below is an explanation of the unit of competency identifier and the relevance of the numbers.
Overview of Training Packages

Field of competency
Sequence number of the unit

TLIA2011A Package Goods

This identifies the Training Package
A QF level where unit first appears (even though the unit may be included in qualifications at varying levels)

Version Identifier

Date this document was generated: 16 August 2014

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Historical Information

TLI10 Transport and Logistics Training Package (Version 1.1)

TLI10 Transport and Logistics Training Package (Version 1.1) is the outcome of an extensive review and redevelopment process.

Profile of the Australian Transport and Logistics Industry

A snapshot

Transport and Logistics is often referred to as the ‘backbone’ of the Australian economy. It directly affects every part of the economy and everyone’s standard of living – from what we buy, to the price we pay for goods, to how we get from place to place. The transport and logistics network comprises ports, roads, railways, freight terminals, airports, and distribution and materials handling centers. Because of its integration within the economy and the embedded nature of its functions, the relative ‘health’ of the Transport and Logistics Industry is often considered a barometer for the overall strength of the economy. The industry is characterised by diversity of mode, size, freight type, ownership, location, employees’ skills and infrastructure requirements. Transport and logistics involves almost every type of occupation, from crews of vehicles, trains, vessels and aircraft to staff involved in engineering, infrastructure, tourism, hospitality, security, retailing, warehousing, administration and IT.

Industry overview

As global markets continue to recover, Australia’s future success depends on achieving higher levels of productivity growth in all areas of the economy. The Transport and Logistics Industry is a significant contributor to the nation’s prosperity through the efforts of its 1.2 million-strong workforce and through the vital role it plays in underpinning the competitiveness of all other industries. The Australia to 2050 report highlights the impact of infrastructure investment on lifting economic growth. This was underscored by announcements of increased Commonwealth Government investment, totaling $36 billion, in roads, railways and ports. The success of these projects will depend on access to highly skilled people across a broad range of transport and logistics capabilities in the construction and operational phases. Infrastructure has emerged as a key national priority, with renewed focus on long-term planning and the identification of inefficiencies and bottlenecks. Regulatory reform has been aimed at ensuring the coordination of all levels of government to build an efficient, safe, sustainable, accessible and competitive transport system. Initiatives include the creation of single national regulators for heavy vehicles, rail safety and maritime safety.

Australia’s freight task in 2020 will be double that of 2006. By 2050, it will be tripled. Capacity constraints and congestion are already evident, which means that delivering transport and logistics services will become increasingly difficult for the 165,000+ enterprises in the industry. The flow-on effect of this to other industries is significant; an efficient Transport and Logistics Industry allows other industries to maintain competitiveness through efficient supply chain and transport systems.
The industry continues to examine its impact on the environment, including ways that this can be reduced through the adoption of more sustainable practices. Conservative estimates put employment growth in transport and logistics at an average 1.3 per cent a year until 2013–14. The all-industries rate for the same period is one per cent. These figures were calculated before the infrastructure projects were announced, making it likely that employment demands in transport and logistics will be higher than the projection. The skills base and labor pool in Australia’s Transport and Logistics Industry will need to increase in size and capability if it is to respond to the challenges arising from the productivity agenda and population growth.

**Logistics Management, Road Transport and Warehousing**

Improvement to Australia’s economic productivity will depend on a well integrated transport system that ensures safe and efficient mobility of people and goods. The economic, social and environmental consequences of congested and capacity-constrained supply chains are well documented. The expected productivity growth of the Commonwealth Government’s $36 billion investment in roads, railways and ports will only be realised if the transport and logistics workforce is able to respond to the skill demands of this investment.

**Occupations in Skill Demand**

- Truck Driver (General Freight, Delivery, Multi-Combination, Dangerous Goods Tanker)
- Transport/Logistics Manager
- Bus Driver
- Forklift Operator
- Warehouse Administrator
- Supply and Distribution Manager
- Driving Instructor

**Rail**

The Australian Rail sector employs more than 40,000 people directly and another 60,000 indirectly. An efficient, effective and safe rail system is required to meet Australia’s short and long-term transport needs. Rail competes nationally and internationally to attract, develop and retain essential staff to ensure continuing services and meet increasing demand. The Australian Government has announced the establishment of a single national rail safety regulator to address the disjointed, state-based arrangements currently in place. The introduction of a single national system could lead to productivity and capacity gains of up to 30 per cent.

**Occupations in Skill Demand**

- Train Driver/Locomotive Driver (particularly heavy haulage)
- Railway Track Worker
- Signalling Technician/Operator
- Rail Engineer
- Rail Plant Driver/Operator

**Ports**
Ports form important logistical hubs whose value-adding processes drive economic growth. To be internationally competitive, Australia’s ports need to be efficient. This requires a highly skilled and flexible workforce to cope with existing demand and to attract and sustain future business growth. At present there are 120,000 Maritime Security Identification Card (MSIC) holders operating in Australian ports, which includes mariners, truck drivers, oil and gas rig employees and stevedores. Gaining the full benefits that ports can provide is a constant challenge because of skilled labor shortages and capacity constraints in some ports.

**Occupations in Skill Demand**
- Harbour Master
- Stevedore (in particular Forklift Operator, Gantry Crane Operator)
- Marine Pilot
- Safety and Environment Manager
- Launch Coxswain
- Port Engineer
- Hydrographer

**Impacts on Training Package Development**

Increased customer requirements, outsourcing, industry reform, competitive pressures, safety requirements, new technologies, environmental considerations, and regulatory and licensing requirements have all been addressed in the development of TLI10 Version 2. Relevant units have been modified in accordance with these influences to reflect the current business environment and to equip learners with the skills and knowledge to handle challenges arising from their effects. In particular, the influence of regulatory and licensing requirements and reforms to the Transport and Logistics Industry are covered in greater detail below.

**Applicable regulatory requirements**

The Transport and Logistics Industry is tightly regulated by a range of international, national and state/territory conventions, codes and legislation. These regulations, licence arrangements and codes of practice pertain to many different aspects of operations including safety, health, hygiene, security, anti-discrimination, equal employment opportunity, quarantine, and customs and immigration. Examples of regulations relevant to various standards in the Training Package include but are not limited to:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements including mass and loading regulations and state/territory oversize/mass pilot/escort permit requirements
- fatigue management regulations and codes of practice
- relevant state/territory road rules

Australian, international and state/territory regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including:

- Australian and International Dangerous Goods Codes
- Australian Marine Orders and the International Maritime Dangerous Goods Code
- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- relevant state/territory authority regulations
- quarantine regulations administered by the Australian Quarantine and Inspection Service (AQIS)
- customs regulations (export/import/bond requirements)
- state/territory rail industry safeworking codes and regulations
- relevant state/territory rail safety Act
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant state/territory water use regulations.

Persons employed in the Transport and Logistics Industry need to fulfil competency and training requirements as detailed in the regulations relevant to their occupation. Persons assessed as complying with these requirements are usually provided with some form of certification by the respective authorities. These are certificates required by the relevant state/territory or Australian legislation or international code or convention before a person can be allowed to work in the occupation covered under the legislation. These certificates should not be confused with national educational qualifications that are issued by Registered Training Organisations.

While in the Transport and Logistics Industry there is a close relationship between the regulatory certificates and the National VET qualifications, they are issued by different organisations under different legislative authority.

**Reforms and regulatory requirements**

It should be noted that regulatory requirements are usually subject to ongoing review and improvement. There are also many national initiatives to improve consistency and cooperative arrangements across state/territory regulatory requirements. Given the dynamic nature of these reforms and improvements, it is important that Registered Training Organisations access and interpret current regulatory requirements from the relevant regulatory authorities and adjust their training and assessment resources and processes to suitably incorporate and accommodate any pertinent changes to regulatory requirements.

**Training Package Review Methodology**

The broad processes for the review of the Transport and Logistics Training Package are indicated in Figure 1. They included:

**Desktop research drawing from a range of information sources**

Including:

- the existing version of the Transport and Logistics Training Package (i.e. TLI10 Transport and Logistics Training Package Version 2)
- transport and logistics regulations, certification requirements and codes of practice
- trends and developments in the organisation of the Transport and Logistics Industry
- international trends and developments in Transport and Logistics training
- guidelines for Training Package development
- continuous improvement register
- related developments in higher education and schools
- related Training Packages (e.g. tourism, hospitality, business management, engineering)
- existing approved courses for transport and logistics occupations.

**Industry and VET consultation processes**
Including:

- consultative forums of key stakeholders at key stages of the project
- individual consultative meetings as required
- maintenance of an issues register to track inputs and suggested changes received from stakeholders
- meetings with the equity adviser appointed to the review to ensure that all equity requirements had been fulfilled
- meetings with representatives of the various transport and logistics regulatory authorities to ensure that all proposed changes were consistent with regulatory requirements
- development of schedules of agreed changes to guide the consultants and the project steering committee
- reference groups of industry advisers established by the review steering committee to assist the consultants in reviewing, drafting and editing of competency units and qualifications
- posting of draft new and revised units of competency on the TLIISC website for review and comment by stakeholders.

Validation and editing of final products

Including:

- validation meetings to confirm that agreed changes had been made and to identify any further adjustments necessary
- desktop analysis to confirm the Employability Skills are appropriately incorporated into the Transport and Logistics Training Package
- checks to ensure that the revised Training Package meets the requirements laid out in the Training Package Development Handbook
- final editing and proofreading of the units of competency that comprise the revised Transport and Logistics Training Package.

Figure 1: TLI10 Transport and Logistics Training Package Review and Redevelopment Process
TLI10 Transport and Logistics Training Package (Version 4)

TLI10 Transport and Logistics Training Package (Version 4) is the outcome of TLISC continuous improvement process.

Objectives/Background

The projects for the TLI10 Transport and Logistics Training Package Version 4 are separated into the relevant sectors. The key objectives for the work on this version of TLI10 are to the:

Logistics Sector:
Furniture Removal
During the development of the new Certificate III in Furniture Removal, it was identified that there would also be a requirement to review the existing Certificate II in Furniture Removal. This further review led to the redevelopment of a small number of existing units, the development of new units, and realignment of some units, to better reflect current job roles and functions. To further support career pathways in the furniture removal industry, three new Skill Sets have been developed. These units, Skill Sets and qualifications were developed in consultation with industry stakeholders, ensuring they meet industry’s requirements.

Bus & Coach Operations
The development of the new Diploma identified the requirement to create new units for operational managers within the Bus & Coach industry. There are a number of applicable roles across the industry with a common focus on the management of the movement of passengers. As well as developing three new units, a number of specific units from other Training Packages have been included. The qualification and units were developed in consultation with relevant stakeholders to ensure appropriate alignment to existing job roles and the needs of industry.

Customs Broking
Customs Broking is a licenced occupation, which although it has previously been aligned to eleven units of competency within the TLI10 Training Package, it hadn't been structured as a qualification outcome. To align the new qualification to the Customs Broking job role, fifteen new units were developed, recognising contemporary work practices, systems and regulatory requirements. The qualification was developed in consultation with industry stakeholders, including Australian Customs and the Dept of Agriculture Fisheries and Forestry. There is further support for career pathways through the added development of a Skill Set for Classifier/Compilers.

Road Transport:
Waste Driving Operations
During a review of qualification support for Waste industry driver’s it was identified that there were a range of specific requirements due to vehicle equipment types, safety factors and waste handling & identification. This led to the development of eleven units for the new Waste Driving Operations qualification. The qualification also includes all classes of heavy vehicle licencing and driving units. Developed in consultation with industry stakeholders, the new units and qualification plus two new Skill Sets, support clearer career pathways within the Road Transport Industry.
Ports: Stevedoring
Following a review of the Certificate II in Stevedoring in 2012, a clear need was identified to review the Certificate III in Stevedoring. The intent of the review was to increase the coverage of the qualification across the range of Stevedoring job roles at this level. This work saw the development of two new units and the addition of four new job groups to the already existing two, providing a total of six. An additional nine new Skill Sets were also developed to support career movement across organisations and the sector. This increased breadth and depth responds to the needs of industry, following extensive consultation with stakeholders.

Assessment Guidelines

Introduction

These Assessment Guidelines provide the endorsed framework for assessment of units of competency in this Training Package. They are designed to ensure that assessment is consistent with the Australian Quality Training Framework (AQTF) Essential Standards for Initial and Continuing Registration. Assessments against the units of competency in this Training Package must be carried out in accordance with these Assessment Guidelines.

Assessment System Overview

This section provides an overview of the requirements for assessment when using this Training Package, including a summary of the AQTF requirements; licensing and registration requirements; and assessment pathways. Quality assessment underpins the credibility of the vocational education and training sector. The Assessment Guidelines of a Training Package are an important tool in supporting quality assessment.

Assessment within the National Skills Framework is the process of collecting evidence and making judgements about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

Assessment must be carried out in accordance with the:

- benchmarks for assessment
- specific industry requirements
- principles of assessment
- rules of evidence
- assessment requirements set out in the AQTF.

Benchmarks for Assessment

The endorsed units of competency in this Training Package are the benchmarks for assessment. As such, they provide the basis for nationally recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by Registered Training Organisations (RTOs).
Industry Requirements

Where necessary, Industry requirements additional to the Training Package Assessment Guidelines can be inserted here. This may include advice on:

- the context in which assessment is conducted,
- industry workplace conditions and expectations,
- realistic simulated work environments that are acceptable to industry; and
- in general terms, of suitable/current resources and equipment.

Principles of Assessment

All assessments carried out by RTOs are required to demonstrate compliance with the principles of assessment:

- validity
- reliability
- flexibility
- fairness
- sufficiency.

These principles must be addressed in the:

- design, establishment and management of the assessment system for this Training Package
- development of assessment tools, and
- the conduct of assessment.

Validity

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

a) assessment against the units of competency must cover the broad range of skills and knowledge that are essential to competent performance

b) assessment of knowledge and skills must be integrated with their practical application

c) judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliability

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the required competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Flexibility
To be flexible, assessment should reflect the candidate’s needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and support continuous competency development.

**Fairness**

Fairness in assessment requires consideration of the individual candidate’s needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

**Sufficiency**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency. Sufficiency is also one of the rules of evidence.

**Rules of Evidence**

The rules of evidence guide the collection of evidence that address the principles of validity and reliability, guiding the collection of evidence to ensure that it is valid, sufficient, current and authentic.

**Valid**

Valid evidence must relate directly to the requirements of the unit of competency. In ensuring evidence is valid, assessors must ensure that the evidence collected supports demonstration of the outcomes and performance requirements of the unit of competency together with the knowledge and skills necessary for competent performance. Valid evidence must encapsulate the breadth and depth of the unit of competency, which will necessitate using a number of different assessment methods.

**Sufficient**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

**Current**

In assessment, currency relates to the age of the evidence presented by a candidate to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

**Authentic**

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate’s own work.

**Assessment Requirements of the Australian Quality Training Framework**
Assessment leading to nationally recognised AQF qualifications and Statements of Attainment in the vocational education and training sector must meet the requirements of the AQTF as expressed in the AQTF 2010 Essential Standards for Registration. The AQTF 2010 Essential Standards for Initial and Continuing Registration can be downloaded from <www.training.com.au>.

The following points summarise the assessment requirements.

Registration of Training Organisations
Assessment must be conducted by, or on behalf of, an RTO formally registered by a State or Territory Registering Body in accordance with the AQTF. The RTO must have the specific units of competency and/or AQF qualifications on its scope of registration.

Quality training and assessment
Each RTO must provide quality training and assessment across all its operations. See the AQTF 2010 Essential Standards for Initial and Continuing Registration, Standard 1.

Assessor competency requirements
Each person involved in training and assessment must be competent for the functions they perform. See the AQTF 2010 Essential Standards for Initial and Continuing Registration, Standard 1 for assessor (and trainer) competency requirements. See also the AQTF 2010 Users’ Guide to the Essential Standards for Registration – Appendix 2.

Assessment requirements
The RTOs assessments, including RPL, must meet the requirements of the relevant endorsed Training Package. See the AQTF 2010 Essential Standards for Initial and Continuing Registration.

Assessment strategies
Each RTO must have strategies for training and assessment that meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders. See the AQTF 2010 Essential Standards for Initial and Continuing Registration.

National recognition
Each RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO. See the AQTF 2010 Essential Standards for Initial and Continuing Registration.

Access and equity and client outcomes
Each RTO must adhere to the principles of access and equity and maximise outcomes for its clients. See the AQTF 2010 Essential Standards for Initial and Continuing Registration.
Monitoring assessments

Training and/or assessment provided on behalf of the RTO must be monitored to ensure that it is in accordance with all aspects of the AQTF 2010 Essential Standards for Initial and Continuing Registration.

Recording assessment outcomes

Each RTO must manage records to ensure their accuracy and integrity. See the AQTF 2010 Essential Standards for Initial and Continuing Registration.

Issuing AQF qualifications and Statement of Attainment

Each RTO must issue AQF qualifications and Statements of Attainment that meet the requirements of the current AQF Implementation Handbook and the endorsed Training Packages within the scope of its registration. An AQF qualification is issued once the full requirements for a qualification, as specified in the nationally endorsed Training Package are met. A Statement of Attainment is issued when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s). See the AQTF and the edition of the AQF Implementation Handbook—available on the AQF Council website <www.aqf.edu.au>.

Licensing/Registration Requirements

This section provides information on licensing/registration requirements for this Training Package, with the following important disclaimer.

Licensing and registration requirements that apply to specific industries, and vocational education and training, vary between each state and territory, and can regularly change. The developers of this Training Package, and DEST, consider that the licensing/registration requirements described in this section apply to RTOs, assessors or candidates with respect to this Training Package. While reasonable care has been taken in its preparation, the developers of this Training Package and DEST cannot guarantee that the list is definitive or accurate at the time of reading; the information in this section is provided in good faith on that basis.

Contact the relevant state or territory department(s) to check if the licensing/registration requirements described below still apply, and to check if there are any others with which you must comply. For further information contact:

Transport and Logistics Industry Skills Council
Level 4, 411 Collins Street
Melbourne VIC
Phone: 03 9604 7200
Email: tlisc@tlisc.org.au
Web: www.tlisc.org.au

Requirements for assessors
In order to conduct assessment for statutory licensing or other industry registration requirements, assessors must meet the requirements outlined in the following chart, in addition to the AQF requirements.

**Licensing**

**Licensing authorities**

Licensing authorities across Australia have actively participated in the development of this Training Package and it is envisaged that over time the state and territory licensing requirements in a number of occupations will be aligned with the units of competency and qualifications in this Training Package. There is no one ‘national’ licence for the sector or any of its functions. Certification responsibilities and systems are administered by state legislation and may differ between states and territories.

The developers of this Training Package, together with DIISRTE, consider that the licensing/registration requirements described in this section apply to RTOs, assessors or candidates with respect to this Training Package. While reasonable care has been taken in its preparation, the developers of this Training Package and DIISRTE cannot guarantee that the list is definitive or accurate at the time of reading; the information in this section is provided in good faith on that basis.

In order to conduct assessments for statutory licensing or other industry registration conditions, assessors may need to meet additional requirements. While RTOs may have information on the licensing requirements for their particular state or territory, these requirements may change over time and differ between state and territory jurisdictions. Users of this Training Package are therefore advised to consult the relevant licensing authority in their state or territory to determine the specific licensing requirements.

The regulatory authorities for the Dangerous Goods and High Risk Licensing, Customs Broking, Taxi and Heavy Vehicle Licensing at the time of publication of this Training Package are:

**Dangerous Goods and High Risk Licensing**

<table>
<thead>
<tr>
<th>Jurisdiction</th>
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<th>Contact</th>
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<tbody>
<tr>
<td>Australian Capital Territory</td>
<td>WorkSafe ACT</td>
<td>Telephone: (02) 6207 3000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Website: <a href="http://www.worksafe.act.gov.au">www.worksafe.act.gov.au</a></td>
</tr>
<tr>
<td>New South Wales</td>
<td>WorkCover NSW</td>
<td>Telephone: 13 10 50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Website: <a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a></td>
</tr>
<tr>
<td>Northern Territory</td>
<td>NT WorkSafe</td>
<td>Telephone: 1800 019 115</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Website: <a href="http://www.worksafe.nt.gov.au">www.worksafe.nt.gov.au</a></td>
</tr>
<tr>
<td>South Australia</td>
<td>SafeWork SA</td>
<td>Telephone: 1300 365 255</td>
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## Licensing

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<tr>
<td>Tasmania</td>
<td>Workplace Standards Tasmania</td>
<td>Telephone: (03) 6233 7657 Website: <a href="http://workplacestandards.tas.gov.au">http://workplacestandards.tas.gov.au</a></td>
</tr>
<tr>
<td>Victoria</td>
<td>WorkSafe Victoria</td>
<td>Telephone: 1800 136 089 Website: <a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a></td>
</tr>
<tr>
<td>West Australia</td>
<td>Department of Commerce</td>
<td>Telephone: 1300 307 877 Website: <a href="http://www.commerce.wa.gov.au">www.commerce.wa.gov.au</a></td>
</tr>
<tr>
<td>Queensland Dangerous Goods</td>
<td>Department of Transport and Main Roads</td>
<td>Telephone: 13 23 80 Website: <a href="http://www.tmr.qld.gov.au">www.tmr.qld.gov.au</a></td>
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## Customs Broking

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<tr>
<td>National</td>
<td>Australian Customs and Border Protection Service</td>
<td>Telephone: 1300 363 263 Website: <a href="http://www.customs.gov.au/">www.customs.gov.au/</a></td>
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## Taxi

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<tr>
<td>Australian Capital Territory</td>
<td>ACT Department of Territory and Municipal Services</td>
<td>Telephone: 13 22 81 Website: <a href="http://www.tams.act.gov.au">www.tams.act.gov.au</a></td>
</tr>
<tr>
<td>Queensland</td>
<td>Department of Transport and Main Roads</td>
<td>Telephone: 13 23 80 Website: <a href="http://www.tmr.qld.gov.au">www.tmr.qld.gov.au</a></td>
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<tr>
<td>South Australia</td>
<td>SA Department of Planning, Transport and Infrastructure</td>
<td>Telephone: (08) 8343 2222</td>
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<td></td>
<td></td>
<td>Website: <a href="http://www.dpti.sa.gov.au">www.dpti.sa.gov.au</a></td>
</tr>
<tr>
<td>Tasmania</td>
<td>Department of Infrastructure, Energy &amp; Resources</td>
<td>Telephone: 1300 135 513</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Website: <a href="http://www.transport.tas.gov.au">www.transport.tas.gov.au</a></td>
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<tr>
<td>Victorian</td>
<td>Department of Transport</td>
<td>Telephone: (03) 9655 6666</td>
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<td>Website: <a href="http://www.transport.vic.gov.au">www.transport.vic.gov.au</a></td>
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<tr>
<td>West Australia</td>
<td>WA Department of Transport</td>
<td>Telephone: 13 11 56</td>
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## Heavy Vehicle

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<tr>
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<td>Vic Roads</td>
<td>Telephone: 13 11 71</td>
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<tr>
<td></td>
<td></td>
<td>Website: <a href="http://www.vicroads.vic.gov.au">www.vicroads.vic.gov.au</a></td>
</tr>
<tr>
<td>Australian Capital</td>
<td>ACT Road Transport Authority</td>
<td>Telephone: 13 22 81</td>
</tr>
<tr>
<td>Territory</td>
<td></td>
<td>Website: <a href="http://www.rego.act.gov.au">www.rego.act.gov.au</a></td>
</tr>
<tr>
<td>New South Wales</td>
<td>Transport Roads and Maritime Services</td>
<td>Telephone: 13 22 13</td>
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<tr>
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<td>Website: <a href="http://www.rta.nsw.gov.au">www.rta.nsw.gov.au</a></td>
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<tr>
<td>Northern Territory</td>
<td>Department of Transport</td>
<td>Telephone: 1300 654 628</td>
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<td>Website: <a href="http://www.transport.nt.gov.au">www.transport.nt.gov.au</a></td>
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<tr>
<td>Queensland</td>
<td>Department of Transport and Main Roads</td>
<td>Telephone: 13 23 80</td>
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<td>Telephone: 1300 135 513</td>
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<td></td>
<td>Website: <a href="http://www.transport.tas.gov.au">www.transport.tas.gov.au</a></td>
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Pathways

The competencies in this Training Package may be attained in a number of ways including through:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

Assessment under this Training Package leading to an AQF qualification or Statement of Attainment may follow a learning and assessment pathway, or a recognition pathway, or a combination of the two as illustrated in the following diagram.
Each of these assessment pathways leads to full recognition of competencies held – the critical issue is that the candidate is competent, not how the competency was acquired. Assessment, by any pathway, must comply with the assessment requirements set out in the Assessment Guidelines of the Training Package, the AQTF and, where relevant, the Australian Qualifications Framework.

**Learning and assessment pathways**

Usually, learning and assessment are integrated, with evidence being collected and feedback provided to the candidate at anytime throughout the learning and assessment process. Learning and assessment pathways may include structured programs in a variety of contexts using a range of strategies to meet different learner needs. Structured learning and assessment programs could be: group-based, work-based, project-based, self-paced, action learning-based; conducted by distance or e-learning; and/or involve practice and experience in the workplace.

Learning and assessment pathways to suit Australian Apprenticeships have a mix of formal structured training and structured workplace experience with formative assessment activities through which candidates can acquire and demonstrate skills and knowledge from the relevant units of competency.

**Credit pathways**

*Credit* is the value assigned for the recognition of equivalence in content between different types of learning and/or qualifications which reduces the volume of learning required to achieve a qualification.

Credit arrangements must be offered by all RTOs that offer Training Package qualifications. Each RTO must have a systematic institutional approach with clear, accessible and transparent policies and procedures.

Competencies already held by individuals can be formally assessed against the units of competency in this Training Package, and should be recognised regardless of how, when or where they were acquired, provided that the learning is relevant to the unit of competency outcomes.

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process which determines the credit outcomes of an individual application for credit.

The availability of Recognition of Prior Learning (RPL) provides all potential learners with access to credit opportunities.

The recognition of prior learning pathway is appropriate for candidates who have previously attained skills and knowledge and who, when enrolling in qualifications, seek to shorten the duration of their training and either continue or commence working. This may include the following groups of people:

- existing workers
- individuals with overseas qualifications
- recent migrants with established work histories
• people returning to the workplace
• people with disabilities or injuries requiring a change in career.

As with all assessment, RPL assessment should be undertaken by academic or teaching staff with expertise in the subject, content of skills area, as well as knowledge of and expertise in RPL assessment policies and procedures.

Assessment methods used for RPL should provide a range of ways for individuals to demonstrate that they have met the required outcomes and can be granted credit. These might include:

• questioning (oral or written)
• consideration of a portfolio and review of contents
• consideration of third party reports and/or other documentation such as documentation such as articles, reports, project material, papers, testimonials or other products prepared by the RPL applicant that relate to the learning outcomes of the relevant qualification component
• mapping of learning outcomes from prior formal or non-formal learning to the relevant qualification components
• observation of performance
• participation in structured assessment activities the individual would normally be required to undertake if they were enrolled in the qualification component/s.

In a Recognition of Prior Learning (RPL) pathway, the candidate provides current, quality evidence of their competency against the relevant unit of competency. This process may be directed by the candidate and verified by the assessor. Where the outcomes of this process indicate that the candidate is competent, structured training is not required. The RPL requirements of the AQTF must be met.

As with all assessment, the assessor must be confident that the evidence indicates that the candidate is currently competent against the endorsed unit of competency. This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients, work samples and/or observation of the candidate. The onus is on candidates to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies. In judging evidence, the assessor must ensure that the evidence of prior learning is:

• authentic (the candidate’s own work);
• valid (directly related to the current version of the relevant endorsed unit of competency);
• reliable (shows that the candidate consistently meets the endorsed unit of competency);
• current (reflects the candidate’s current capacity to perform the aspect of the work covered by the endorsed unit of competency); and
• sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills).

**Credit transfer**

*Credit transfer is a process which provides learners with agreed and consistent credit outcomes based on equivalences in content between matched qualifications.*

This process involves education institutions:
• mapping, comparing and evaluating the extent to which the defined learning outcomes and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes and assessment requirements of the individual components of another qualification
• making an educational judgment of the credit outcomes to be assigned between the matched components of the two qualifications
• setting out the agreed credit outcomes in a documented arrangement or agreement, and
• publicising the arrangement/agreement and credit available.

Combination of pathways
Credit may be awarded on the basis of a combination of credit transfer plus an individual RPL assessment for additional learning. Once credit has been awarded on the basis of RPL, subsequent credit transfer based on these learning outcomes should not include revisiting the RPL assessment but should be based on credit transfer or articulation or other arrangements between providers.
Where candidates for assessment have gained competencies through work and life experience and gaps in their competence are identified, or where they require training in new areas, a combination of pathways may be appropriate.
In such situations, the candidate may undertake an initial assessment to determine their current competency. Once current competency is identified, a structured learning and assessment program ensures that the candidate acquires the required additional competencies identified as gaps.

Assessor Requirements
This section identifies the specific requirements on the vocational competence and experience for assessors, to ensure that they meet the needs of industry and their obligations under AQTF, and clarifies how others may contribute to the assessment process where one person alone does not hold all the required competencies.

Assessor competencies
The AQTF 2010 specifies mandatory competency requirements for assessors. For information, Standard 1, Element 1.4 from the AQTF 2010 Essential Standards for Registration follows:

<table>
<thead>
<tr>
<th>1.4</th>
<th>Training and assessment are conducted by trainers and assessors who:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</td>
</tr>
<tr>
<td>b.</td>
<td>have the relevant vocational competencies at least to the level being delivered or assessed, and</td>
</tr>
<tr>
<td>c.</td>
<td>can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</td>
</tr>
<tr>
<td>d.</td>
<td>continue to develop their Vocational Education and Training (VET) knowledge</td>
</tr>
</tbody>
</table>
Designing Assessment Tools
This section provides an overview on the use and development of assessment tools.

Use of assessment tools
Assessment tools provide a means of collecting the evidence that assessors use in making judgements about whether candidates have achieved competency. There is no set format or process for the design, production or development of assessment tools. Assessors may use prepared assessment tools, such as those specifically developed to support this Training Package, or they may develop their own.

Using prepared assessment tools
If using prepared assessment tools, assessors should ensure these relate to the current version of the relevant unit of competency. The current unit of competency can be checked on the National Register <www.training.gov.au>.

Developing assessment tools
When developing their own assessment tools, assessors must ensure that the tools:
- are benchmarked against the relevant unit or units of competency;
- are reviewed as part of the validation of assessment strategies required under the AQTF; and
- meet the assessment requirements expressed in the AQTF 2010 Essential Standards for Initial and Continuing Registration.

A key reference for assessors developing assessment tools is TAE10 Training and Education Training Package.

Language, literacy and numeracy
The design of assessment tools must reflect the language, literacy and numeracy competencies required for the performance of a task in the workplace and not exceed these expectations.

Conducting Assessment
This section details the mandatory assessment requirements and provides information on equity in assessment including reasonable adjustment.

Mandatory assessment requirements
Assessments must meet the criteria set out in the AQTF 2010 *Essential Standards for Initial and Continuing Registration*. For information, the mandatory assessment requirements from Standard 1 from the AQTF 2010 *Essential Standards for Initial and Continuing Registration* are as follows:

1.5 Assessment, including Recognition of Prior Learning (RPL):

a) meets the requirements of the relevant Training Package or accredited course
b) is conducted in accordance with the principles of assessment and the rules of evidence
c) meets workplace and, where relevant, regulatory requirements
d) is systematically validated.

**Assessment of Employability Skills**

Employability Skills are integral to workplace competency. As such, they must be considered in the design, customisation, delivery and assessment of vocational education and training programs in an integrated and holistic way, as represented diagrammatically below.
Employability Skills are embedded within each unit of competency, and an Employability Skills Summary is available for each qualification. Training providers must use Employability Skills information in order to design valid and reliable training and assessment strategies. This analysis could include:

- reviewing units of competency to locate relevant Employability Skills and determine how they are applied within the unit
- analysing the Employability Skills Summary for the qualification in which the unit or units are packaged to help clarify relevant industry and workplace contexts and the application of Employability Skills at that qualification outcome
- designing training and assessment to address Employability Skills requirements.

The National Quality Council has endorsed a model for assessing and reporting Employability Skills, which contains further suggestions about good practice strategies in teaching, assessing, learning and reporting Employability Skills. The model is available from <http://www.training.com.au>.

The endorsed approach includes learners downloading qualification specific Employability Skills Summaries for Training Package qualifications from an online repository at <http://employabilityskills.training.com.au>.


Employability Skills are reported on each qualification using the following statement on the qualification testamur: "A summary of the Employability Skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au>.

Access and equity

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package: training and assessment must be bias-free.

Under the rules for their development, Training Packages must reflect and cater for the increasing diversity of Australia’s VET clients and Australia’s current and future workforce. The flexibilities offered by Training Packages should enhance opportunities and potential outcomes for all people so that we can all benefit from a wider national skills base and a shared contribution to Australia’s economic development and social and cultural life.

Reasonable adjustments

It is important that education providers take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students with disability. Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While ‘reasonable adjustment’ and ‘unjustifiable hardship’ are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.
An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student’s disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship. The Training Package Guidelines provides more information on reasonable adjustment, including examples of adjustments. Go to <www.innovation.gov.au/Skills/Documents/AssesGuidelines.pdf>.

Further Sources of Information

The section provides a listing of useful contacts and resources to assist assessors in planning, designing, conducting and reviewing of assessments against this Training Package.

Contacts

Transport and Logistics Industry Skills Council (TLISC)
Level 4, 411 Collins Street
Melbourne VIC 3000
Telephone (03) 9604 7200
Facsimile (03) 9606 0066
Email: tlisc@tlisc.org.au
Web: www.tlisc.org.au

For information on the TAE10 Training and Education Training Package contact:
Innovation and Business Skills Australia
Level 11, 176 Wellington Parade
East Melbourne VIC 3002
Telephone: (03) 9815 7000
Facsimile: (03) 9815 7001
Email: virtual@ibsa.org.au
Web: www.ibsa.org.au

General resources
Australian Quality Training Framework (AQTF) and AQTF 2010 Users’ Guide to the Essential Standards for Registration –
For general information and resources go to http://www.training.com.au/
The National Register is an electronic database providing comprehensive information about RTOs, Training Packages and accredited courses www.training.gov.au

Assessment resources
Registered training organisations (RTOs) are at the forefront of vocational education and training (VET) in Australia. They translate the needs of industry into relevant, quality, client-focused training and assessment.
RTOs should strive for innovation in VET teaching and learning practices and develop highly flexible approaches to assessment which take cognisance of specific needs of learners, in order to improve delivery and outcomes of training.
Resources can be accessed free of charge from:
Transport and Logistics Industry Skills Council (TLISC)
Level 4, 411 Collins Street
Melbourne VIC 3000
Telephone (03) 9604 7200
Facsimile (03) 9606 0066
Email: tlisc@tlisc.org.au
Web: http://resources.tlisc.org.au/

Competency Standards

What is Competency?
The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise.
Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attitudes consistently over time and in the required workplace situations and environments. In line with this concept of competency Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focussing on the learning process itself.
Competency standards in Training Packages are determined by industry to meet identified industry skill needs. Competency standards are made up of a number of units of competency each of which describes a key function or role in a particular job function or occupation. Each unit of competency within a Training Package is linked to one or more AQF qualifications.

Contextualisation of Units of Competency by RTOs
Registered Training Organisations (RTOs) may contextualise units of competency in this endorsed Training Package to reflect required local outcomes. Contextualisation could involve additions or amendments to the unit of competency to suit particular delivery methods, learner profiles, specific enterprise equipment requirements, or to otherwise meet local needs. However, the integrity of the overall intended outcome of the unit of competency must be maintained.
Any contextualisation of units of competency in this Training Package must be within the bounds of the following advice:

- RTOs must not remove or add to the number and content of elements and performance criteria.
- RTOs can include specific industry terminology in the range statement.
- Any amendments and additions to the range statement made by RTOs must not diminish the breadth of application of the competency, or reduce its portability.
- RTOs may add detail to the evidence guide in areas such as the critical aspects of evidence or required resources and infrastructure – but only where these expand the breadth of the competency and do not limit its use.

Components of Units of Competency
The components of units of competency are summarised below, in the order in which they appear in each unit of competency.

Unit title
The unit title is a succinct statement of the outcome of the unit of competency. Each unit of competency title is unique, both within and across Training Packages.

Unit descriptor
The unit descriptor broadly communicates the content of the unit of competency and the skill area it addresses. Where units of competency have been contextualised from units of competency from other endorsed Training Packages, summary information is provided. There may also be a brief second paragraph that describes its relationship with other units of competency, and any licensing requirements.

Employability skills
This sub-section contains a statement that the unit contains Employability skills.

Pre-requisite units (optional)
If there are any units of competency that must be completed before the unit, these will be listed.

Application of the unit
This sub-section fleshes out the unit of competency’s scope, purpose and operation in different contexts, for example, by showing how it applies in the workplace.

Competency field (Optional)
The competency field either reflects the way the units of competency are categorised in the Training Package or denotes the industry sector, specialisation or function. It is an optional component of the unit of competency.

Sector (optional)
The industry sector is a further categorisation of the competency field and identifies the next classification, for example an elective or supervision field.

Elements of competency
The elements of competency are the basic building blocks of the unit of competency. They describe in terms of outcomes the significant functions and tasks that make up the competency.

**Performance criteria**

The performance criteria specify the required performance in relevant tasks, roles, skills and in the applied knowledge that enables competent performance. They are usually written in passive voice. Critical terms or phrases may be written in bold italics and then defined in range statement, in the order of their appearance in the performance criteria.

**Required skills and knowledge**

The essential skills and knowledge are either identified separately or combined. *Knowledge* identifies what a person needs to know to perform the work in an informed and effective manner. *Skills* describe the application of knowledge to situations where understanding is converted into a workplace outcome.

**Range statement**

The range statement provides a context for the unit of competency, describing essential operating conditions that may be present with training and assessment, depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. As applicable, the meanings of key terms used in the performance criteria will also be explained in the range statement.

**Evidence guide**

The evidence guide is critical in assessment as it provides information to the Registered Training Organisation (RTO) and assessor about how the described competency may be demonstrated. The evidence guide does this by providing a range of evidence for the assessor to make determinations, and by providing the assessment context. The evidence guide describes:

- conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment;
- relationships with the assessment of any other units of competency;
- suitable methodologies for conducting assessment including the potential for workplace simulation;
- resource implications, for example access to particular equipment, infrastructure or situations;
- how consistency in performance can be assessed over time, various contexts and with a range of evidence; and
- the required underpinning knowledge and skills

**Employability Skills in Units of Competency**

The detail and application of Employability Skills facets will vary according to the job-role requirements of each industry. In developing Training Packages, industry stakeholders are consulted to identify appropriate facets of Employability Skills which are incorporated into the relevant units of competency and qualifications.
Employability Skills are not a discrete requirement contained in units of competency (as was the case with Key Competencies). Employability Skills are specifically expressed in the context of the work outcomes described in units of competency and will appear in elements, performance criteria, range statements and evidence guides. As a result, users of Training Packages are required to review the entire unit of competency in order to accurately determine Employability Skills requirements.

**How Employability Skills relate to the Key Competencies**

The eight nationally agreed Employability Skills now replace the seven Key Competencies in Training Packages. Trainers and assessors who have used Training Packages prior to the introduction of Employability Skills may find the following comparison useful.

<table>
<thead>
<tr>
<th>Employability Skills</th>
<th>Mayer Key Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>Communicating ideas and information</td>
</tr>
<tr>
<td>Teamwork</td>
<td>Working with others and in teams</td>
</tr>
<tr>
<td>Problem solving</td>
<td>Solving problems</td>
</tr>
<tr>
<td></td>
<td>Using mathematical ideas and techniques</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>Collecting, analysing and organising information</td>
</tr>
<tr>
<td></td>
<td>Planning and organising activities</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>Collecting, analysing and organising information</td>
</tr>
<tr>
<td></td>
<td>Planning and organising activities</td>
</tr>
<tr>
<td>Self-management</td>
<td></td>
</tr>
<tr>
<td>Learning</td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td>Using technology</td>
</tr>
</tbody>
</table>

When analysing the above table it is important to consider the relationship and natural overlap of Employability Skills. For example, using technology may involve communication skills and combine the understanding of mathematical concepts.

**Explicitly embedding Employability Skills in units of competency**

This Training Package seeks to ensure that industry-endorsed Employability Skills are explicitly embedded in units of competency. The application of each skill and the level of detail included in each part of the unit will vary according to industry requirements and the nature of the unit of competency. Employability Skills must be both explicit and embedded within units of competency. This means that Employability Skills will be:
- embedded in units of competency as part of the other performance requirements that make up the competency as a whole
- explicitly described within units of competency to enable Training Packages users to identify accurately the performance requirements of each unit with regards to Employability Skills.

This Training Package also seeks to ensure that Employability Skills are well-defined and written into units of competency so that they are apparent, clear and can be delivered and assessed as an essential component of unit work outcomes.

Sample unit of competency components showing Employability Skills

The following table shows the sequence of a unit of competency, and each cell contains text taken from a range of units. It provides examples of where and how various Employability Skills could be embedded in each component. Please note that in the example, the bracketed Employability Skills are provided for clarification only and would not be present in units of competency within this Training Package.

<table>
<thead>
<tr>
<th>Unit Title</th>
<th>Give formal presentations and take part in meetings (Communication)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Descriptor</td>
<td>This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change. (Initiative and enterprise)</td>
</tr>
<tr>
<td>Element</td>
<td>Proactively resolve issues. (Problem solving)</td>
</tr>
<tr>
<td>Performance Criteria</td>
<td>Information is organised in a format suitable for analysis and dissemination in accordance with organisational requirements. (Planning and organising)</td>
</tr>
<tr>
<td>Range Statement</td>
<td>Software applications may include email, internet, word processing, spreadsheet, database or accounting packages. (Technology)</td>
</tr>
<tr>
<td>Required Skills and Knowledge</td>
<td>Modify activities depending on differing workplace contexts, risk situations and environments. (Learning) Work collaboratively with others during a fire emergency. (Teamwork) Instructions, procedures and other information relevant the maintenance of vessel and port security. (Communication)</td>
</tr>
<tr>
<td>Evidence Guide</td>
<td>Evidence of having worked constructively with a wide range of community groups and stakeholders to solve problems and adapt or design new solutions to meet identified needs in crime prevention. In particular, evidence must be obtained on the ability to: • assess response options to identified crime-prevention needs</td>
</tr>
</tbody>
</table>
and determine the optimal action to be implemented in consultation with relevant others, design an initiative to address identified issues. *(Initiative and enterprise).*

Employability Skills Summaries and units of competency

An Employability Skills Summary exists for each qualification. Summaries include broad advice on industry expectations with regard to Employability Skills at the qualification level. Summaries should be used by trainers and assessors to assist in identifying the Employability Skills requirements contained within units of competency.

Qualifications Framework

What is the Australian Qualifications Framework?


The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the vocational education and training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

Qualifications

Training Packages can incorporate the following eight AQF qualifications.

Certificate I in ...
Certificate II in ...
Certificate III in ...
Certificate IV in ...
Diploma of ...
Advanced Diploma of ...
Vocational Graduate Certificate of ...
Vocational Graduate Diploma of ...

On completion of the requirements defined in the Training Package, a Registered Training Organisation (RTO) may issue a nationally recognised AQF qualification. Issuance of AQF qualifications must comply with the advice provided in the *Australian Qualifications Framework, Second Edition, January 2013* and the *AQTF Essential Conditions and Standards for Initial Registration and Essential Conditions and Standards for Continuing Registration*.

Statement of Attainment
A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s). Issuance of Statements of Attainment must comply with the advice provided in the current AQF Implementation Handbook and the AQTF Essential Conditions and Standards for Initial Registration and Essential Conditions and Standards for Continuing Registration.

Under the AQTF (Version 2013), RTOs must recognise the achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTOs. Given this, recognised competencies can progressively build towards a full AQF qualification.

AQF Guidelines and Learning Outcomes

The AQF Implementation Handbook provides a comprehensive guideline for each AQF qualification. A summary of the learning outcome characteristics and their distinguishing features for each VET related AQF qualification is provided below.

| Certificate I |
| Characteristics of Learning Outcomes |

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate knowledge by recall in a narrow range of areas
- demonstrate basic practical skills, such as the use of relevant tools
- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information.
Certificate II

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of operations to be applied.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate basic operational knowledge in a moderate range of areas
- apply a defined range of skills
- apply known solutions to a limited range of predictable problems
- perform a range of tasks where choice between a limited range of options is required
- assess and record information from varied sources
- take limited responsibility for own outputs in work and learning.
Certificate III

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the section of equipment, services or contingency measures and within known time constraints.

Applications may involve some responsibility for others. Participation in teams including group or team co-ordination may be involved.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate some relevant theoretical knowledge
- apply a range of well-developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information, using discretion and judgement
- take responsibility for own outputs in work and learning
- take limited responsibility for the output of others.
Certificate IV

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and competencies would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.

Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills. Applications involve responsibility for, and limited organisation of, others.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas
- identify, analyse and evaluate information from a variety of sources
- take responsibility for own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others.
Diploma

Characteristics of Learning Outcomes

Breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and co-ordination.

The self directed application of knowledge and skills, with substantial depth in some areas where judgment is required in planning and selecting appropriate equipment, services and techniques for self and others.

Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may be involved.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

Distinguishing Features of Learning Outcomes

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- analyse and plan approaches to technical problems or management requirements
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- evaluate information, using it to forecast for planning or research purposes
- take responsibility for own outputs in relation to broad quantity and quality parameters
- take some responsibility for the achievement of group outcomes.
### Advanced Diploma

**Characteristics of Learning Outcomes**

Breadth, depth and complexity involving analysis, design, planning, execution and evaluation across a range of technical and/or management functions including development of new criteria or applications or knowledge or procedures.

The application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.

Applications involve significant judgement in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

**Distinguishing Features of Learning Outcomes**

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of specialised knowledge with depth in some areas
- analyse, diagnose, design and execute judgements across a broad range of technical or management functions
- generate ideas through the analysis of information and concepts at an abstract level
- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills
- demonstrate accountability for personal outputs within broad parameters
- demonstrate accountability for personal and group outcomes within broad parameters.
Vocational Graduate Certificate

Characteristics of competencies or learning outcomes

- The self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Substantial breadth and complexity involving the initiation, analysis, design, planning, execution and evaluation of technical and management functions in highly varied and highly specialised contexts.
- Applications involve making significant, high-level, independent judgements in major broad or planning, design, operational, technical and management functions in highly varied and specialised contexts. They may include responsibility and broad-ranging accountability for the structure, management and output of the work or functions of others.
- The degree of emphasis on breadth, as opposed to depth, of knowledge and skills may vary between qualifications granted at this level.

Distinguishing features of learning outcomes

- Demonstrate the self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute and evaluate major broad or technical and management functions in highly varied and highly specialised contexts.
- Generate and evaluate ideas through the analysis of information and concepts at an abstract level.
- Demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills in complex contexts.
- Demonstrate responsibility and broad-ranging accountability for the structure, management and output of the work or functions of others.
### Vocational Graduate Diploma

**Characteristics of competencies or learning outcomes**

- The self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Substantial breadth, depth and complexity involving the initiation, analysis, design, planning, execution and evaluation of major functions, both broad and highly specialised, in highly varied and highly specialised contexts.
- Further specialisation within a systematic and coherent body of knowledge.
- Applications involve making high-level, fully independent, complex judgements in broad planning, design, operational, technical and management functions in highly varied and highly specialised contexts. They may include full responsibility and accountability for all aspects of work and functions of others, including planning, budgeting and strategy development.
- The degree of emphasis on breadth, as opposed to depth, of knowledge and skills may vary between qualifications granted at this level.

**Distinguishing features of learning outcomes**

- Demonstrate the self-directed development and achievement of broad and highly specialised areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute and evaluate major functions, both broad and within highly varied and highly specialised contexts.
- Generate and evaluate complex ideas through the analysis of information and concepts at an abstract level.
- Demonstrate an expert command of wide-ranging, highly specialised, technical, creative or conceptual skills in complex and highly specialised or varied contexts.
- Demonstrate full responsibility and accountability for personal outputs.
- Demonstrate full responsibility and accountability for all aspects of the work or functions of others, including planning, budgeting and strategy.
TLI10 Version 4 Sector and Qualifications Pathways

There are many pathways into and through occupations within the Transport and Logistics Industry. These occupations are subject to a wide range of state, territory, national and international regulatory requirements, codes and licences.

For many of the occupations it is necessary to hold a certificate of competency or at least to have completed specific certification requirements before you can be employed when required to operate particular types of equipment. These certification requirements include educational requirements (e.g. the educational qualifications contained in this Training Package) but also involve a range of other requirements such as medical certificates, radio operator certificates, etc. For many occupations in the Transport and Logistics Industry, the achievement of an educational qualification is only a partial fulfilment of the regulatory requirements that must be demonstrated by a person seeking a certificate of competency from the relevant state or territory regulatory or safety authority.

The information described in Figures 2:10 are examples of Sector and Certificate Pathways. The information describes the pathway relationships between the ‘education pathways’ and is not intending to provide information on the diverse range of occupations and positions in the Transport and Logistics Industry.

Users of the Transport and Logistics Training Package are therefore encouraged to access the pertinent documents from the relevant authorities to understand the various regulated occupations in the Transport and Logistics Industry, the full certification requirements for each, and the availability of Australian Apprenticeships and VET in Schools.
Figure 2: Certificate I Pathways Model

AQF Level Pathways Outcomes

AQF 1 Contributions to requirements for employment in entry level positions in the transport and logistics sector
Figure 3: Warehousing and Distribution Pathways

Pathway to further qualification and careers in Logistics and Warehousing Management

<table>
<thead>
<tr>
<th>AQF Level</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>AQF 5</td>
<td>Diploma of Logistics</td>
</tr>
<tr>
<td>AQF 4</td>
<td>Certificate IV in Warehousing Operations</td>
</tr>
<tr>
<td>AQF 3</td>
<td>Certificate III in Warehousing Operations</td>
</tr>
<tr>
<td>AQF 2</td>
<td>Certificate II in Warehousing Operations</td>
</tr>
<tr>
<td>AQF 1</td>
<td>Certificate I in Transport and Logistics (Pathways)</td>
</tr>
</tbody>
</table>

Pathway from school or employment with appropriate training /or RPL

Principle pathway for disadvantaged persons and students in VET in school programs

AQF Level Pathways Outcomes

AQF 5  Contributes to requirements for employment in logistics and warehousing management.
AQF 4  Contributes to requirements for employment in supervisory positions in the logistics and warehousing sector.
AQF 3  Contributes to requirements for employment in the advanced operations positions in the logistics and warehousing sector.
AQF 2  Contributes to requirements for employment in operations positions in the logistics and warehousing sector.
AQF 1  Contributions to requirements for employment in entry level positions in the logistics and warehousing sector.
Figure 4: Stevedoring Pathways

AQF Level Pathways Outcomes

AQF 5  Contributes to requirements for employment in stevedoring and logistics management

AQF 4  Contributes to requirements for employment in supervisory positions in the stevedoring and logistics sector

AQF 3  Contributes to requirements for employment in the advanced operations positions in the stevedoring and logistics sector

AQF 2  Contributes to requirements for employment in operations positions in the stevedoring and logistics sector
Figure 5: Rail Operations Pathways

Pathway to further qualification and careers in Logistics and Rail Operations Management

AQF 5
- TLI5003 Certificate IV in Rail Operations Management
  - TLI4012 Certificate IV in Train Driving
  - TLI4211 Certificate IV in Rail Safety Management
  - TLI4272 Certificate IV in Technical Rail Network Control

AQF 4
- TLI3213 Certificate III in Rail Customer Service
  - TLI2210 Certificate III in Electric Powerline Training
  - TLI3313 Certificate III in Technical Train Driving
  - TLI3213 Certificate III in Rail Yard Coordination

AQF 3
- TLI2210 Certificate III in Rail Customer Service
  - TLI2210 Certificate III in Electric Powerline Training
  - TLI3313 Certificate III in Technical Train Driving
  - TLI3213 Certificate III in Rail Yard Coordination
  - TLI2210 Certificate III in Rail Yard Coordination

AQF 2
- TLI2210 Certificate II in Rail Customer Service
  - TLI2210 Certificate II in Electric Powerline Training

Pathway from school or employment with appropriate training and/or RPL

AQF Level Pathways Requirements

AQF 5 — Contributes to requirements for employment in logistics and rail operations management

AQF 4 — Contributes to requirements for employment in supervisory positions in the rail operations sector

AQF 3 — Contributes to requirements for employment in advanced operations positions in the rail operations sector

AQF 2 — Contributes to requirements for employment in operations positions in the rail operations sector
Figure 6: Rail Infrastructure Pathways

Pathway to further qualification and careers in Rail Infrastructure and Logistics management

Pathway from school or employment with appropriate training and/or RPL

AQF Level Pathways Outcomes

<table>
<thead>
<tr>
<th>AQF</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Contributes to requirements for employment in logistics and rail infrastructure management</td>
</tr>
<tr>
<td>4</td>
<td>Contributes to requirements for employment in supervisory positions in the rail and civil infrastructure sector</td>
</tr>
<tr>
<td>3</td>
<td>Contributes to requirements for employment in advanced operations positions in the rail and civil infrastructure sector</td>
</tr>
<tr>
<td>2</td>
<td>Contributes to requirements for employment in operations positions in the rail and civil infrastructure sector</td>
</tr>
</tbody>
</table>
Figure 7: Logistics Pathways

Pathway to further qualification and careers in Logistics Management

<table>
<thead>
<tr>
<th>AQF 6</th>
<th>AQF 5</th>
<th>AQF 4</th>
<th>AQF 3</th>
<th>AQF 2</th>
<th>AQF 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>TL60140 Advanced Diploma of Material Logistics</td>
<td>TL30210 Diploma of Material Logistics</td>
<td>TL4539 Certificate IV in Material Logistics</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Pathway from school or employment with appropriate training and/or RPL

AQF Level Pathways Outcomes

- AQF 6: Contributes to requirements for employment in deployment and materiel logistics management
- AQF 5: Contributes to requirements for employment in logistics, deployment logistics and materiel logistics management
- AQF 4: Contributes to requirements for employment in supervisory positions in the logistics, deployment logistics and materiel logistics sector
- AQF 3: Contributes to requirements for employment in the advanced operations positions in the logistics sector
- AQF 2: Contributes to requirements for employment in operations positions in the logistics sector
- AQF 1: Contributions to requirements for employment in entry level positions in the logistics operations sector
Figure 8: Driving Operations Pathways

Pathway to further qualification and careers in Logistics Management and Road Transport Management

AQF 4
TL142111 Certificate IV in Driving Operations

AQF 3
TL133413 Certificate III in Waste Driving Operations
TL133240 Certificate III in Driving Operations

AQF 2
TL121210 Certificate II in Driving Operations

AQF 1
TL1PC110 Certificate I in Transport and Logistics

Pathway from school or employment with appropriate training and/or RPL

AQF Level Pathways Outcomes
AQF 4 Contributes to requirements for employment in supervisory positions in the logistics and road transport sector
AQF 3 Contributes to requirements for employment in the advanced operations positions in the logistics and road transport sector
AQF 2 Contributes to requirements for employment in operations positions in the logistics and road transport sector
AQF 1 Contributions to requirements for employment in entry level positions in the logistics and road transport sector
Figure 9: International Freight Forwarding and Customs Broking Pathways

Pathway to further qualification and careers in International Freight Forwarding and Customs Broking Management

<table>
<thead>
<tr>
<th>AQF 5</th>
<th>AQF 4</th>
<th>AQF 3</th>
<th>AQF 2</th>
<th>AQF 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>TL50813 Diploma of Customs Broking</td>
<td>TL50316 Diploma of International Freight Forwarding</td>
<td>TL41610 Certificate IV in International Freight Forwarding</td>
<td>TL31310 Certificate III in International Freight Forwarding</td>
<td>TL21210 Certificate II in Driving Operations</td>
</tr>
<tr>
<td>TL1PC1D Certificate I in Transport and Logistics</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Pathway from school or employment with appropriate training and/or RPL

AQF Level Pathways Outcomes

- AQF 5: Contributes to requirements for employment in logistics and warehousing management
- AQF 4: Contributes to requirements for employment in supervisory positions in the logistics and road transport sector
- AQF 3: Contributes to requirements for employment in the advanced operations positions in the logistics and road transport sector
- AQF 2: Contributes to requirements for employment in operations positions in the logistics and road transport sector
- AQF 1: Contributions to requirements for employment in entry level positions in the logistics and road transport sector
Figure 10: Furniture Removal Pathways

Pathway to further qualification and careers in Logistics Management

AQF 5
- TLI50410 Diploma of Logistics

AQF 4
- TLI42010 Certificate IV in Logistics

AQF 3
- TLI33313 Certificate III in Furniture Removal

AQF 2
- TLI22413 Certificate II in Furniture Removal

Pathway from school or employment with appropriate training and/or RPL

AQF Level Pathways Outcomes

AQF 5  Contributes to requirements for employment in logistics management

AQF 4  Contributes to requirements for employment in supervisory positions in the logistics sector

AQF 3  Contributes to requirements for employment in the advanced operations positions in the logistics sector

AQF 2  Contributes to requirements for employment in operations positions in the logistics sector
TLI10 Version 4.2 Skill Sets

Definition
Skill sets are defined as single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a licence or regulatory requirement, or defined industry need.

Wording on Statements of Attainment
Skill sets are a way of publicly identifying logical groupings of units of competency which meet an identified need or industry outcome. Skill sets are not qualifications. Where skill sets are identified in a Training Package, the Statement of Attainment can set out the competencies a person has achieved in a way that is consistent and clear for employers and others. This is done by including the wording ‘these competencies meet [insert skill set title or identified industry area] need’ on the Statement of Attainment. This wording applies only to skill sets that are formally identified as such in the endorsed Training Package. See Australian Qualifications Framework, Second Edition January 2013 for advice on wording on Statements of Attainment. <http://www.aqf.edu.au/resources/aqf/>.

Skill Sets in this Training Package
This section provides information on skill sets within this Training Package, with the following important disclaimer: Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. The skill sets within this Training Package are as follows:

Logistics
- TLISS00019 Integrated Logistics Support (ILS) Practitioner Skill Set
- TLISS00020 Integrated Logistics Support Inventory Controller Skill Set
- TLISS00021 Integrated Logistics Support Management Skill Set
- TLISS00024 Logistics Configuration Management Skill Set
- TLISS00025 Logistics Executive Management Skill Set
- TLISS00026 Logistics Inventory Controller Skill Set
- TLISS00027 Logistics Product Management Skill Set
- TLISS00028 Logistics Sustainment Management Skill Set
- TLISS00029 Logistics Sustainment Practitioner Skill Set
- TLISS00070 Mentoring Skill Set

Rail
- TLISS00001 Access and Move a Track Vehicle within a Defined Worksite Skill Set
- TLISS00002 Accessing the Rail Corridor Skill Set
- TLISS00003 Aluminothermic Welding Skill Set
- TLISS00004 Blocking Protection Skill Set
- TLISS00005 Conduct Track Protection Skill Set
- TLISS00006 Control Rail Traffic through Worksite Skill Set
- TLISS00007 Coordinate Multiple Work Groups Skill Set
- TLISS00008 Decommission Mechanical Signalling Infrastructure and Interlocking Equipment Skill Set
- TLISS00010 Electric Track Welding Skill Set
- TLISS00011 Examining Concrete or Masonry Structures Skill Set
- TLISS00012 Examining Steel Structures Skill Set
- TLISS00013 Examining Timber Structures Skill Set
- TLISS00014 Flashbutt Welding Skill Set
- TLISS00015 Handsignaller Skill Set
- TLISS00016 Install Mechanical Equipment Skill Set
- TLISS00017 Install Minor Structures Skill Set
- TLISS00018 Install Transoms Skill Set
- TLISS00023 Light On-Track Equipment Operation Skill Set
- TLISS00030 Lookout Working Skill Set
- TLISS00031 Maintain Aerial Signal or Telecommunication Lines and Cables Skill Set
- TLISS00032 Maintain Bridge Bearings Skill Set
- TLISS00032 Maintain Mechanical Equipment Skill Set
- TLISS00035 Minor Track Equipment Operation Skill Set
- TLISS00038 Operate Signalling or Point Control Equipment Skill Set
- TLISS00039 Plan Track Possessions Protection Skill Set
- TLISS00040 Rail Adjustment Skill Set
- TLISS00041 Rail Infrastructure Induction Skill Set
- TLISS00043 Repairing Concrete or Masonry Structures Skill Set
- TLISS00044 Repairing Steel Structures Skill Set
- TLISS00045 Repairing Timber Structures Skill Set
- TLISS00049 Suburban Network Train Driver Assistant Skill Set
- TLISS00050 Track Grinding Skill Set
- TLISS00051 Track Inspection Skill Set
- TLISS00052 Track Lubrication Skill Set
- TLISS00053 Track Occupancy Protection Skill Set
- TLISS00054 Track Patrol Skill Set
- TLISS00055 Travel Medium or Heavy On-Track Equipment Skill Set
- TLISS00056 Travel Track Vehicle Under Block Working Conditions Skill Set
- TLISS00057 Travel Track Vehicle Under Occupancy Authority Skill Set
- TLISS00060 Ultrasonic Points and Crossings Testing Skill Set
- TLISS00061 Ultrasonic Rail Testing Skill Set
- TLISS00062 Certify Rolling Stock Skill Set
- TLISS00063 Move Rolling Stock Within Defined Limits Skill Set
- TLISS00064 Rail Maintainer Skill Set
- TLISS00065 Tram or Light Rail Turnout Construction Skill Set
- TLISS00066 Install Tram or Light Rail Turnout Installation Skill Set
- TLISS00067 Submerged Arc Welding Skill Set
- TLISS00068 Tram or Light Rail Track Inspection Skill Set
- TLISS00069 Tram or Light Rail Track Sweeping Skill Set
- TLISS00071 Lead Shunter Skill Set
- TLISS00077 Rail Operations Safeworking Skill Set
- TLISS00078 Rail Signal Panel Operation Skill Set
- TLISS00089 Train Buffet Operations Skill Set

Road Transport

- TLISS00009 Driving Instructor Skill Set
• TLISS00022 International Freight Forwarding Skill Set
• TLISS00036 Mobile Crane Operations Supervisor Skill Set
• TLISS00037 Open Road Operator Skill Set
• TLISS00046 Road Safety Skill Set
• TLISS00047 Road Tunnel Operator Skill Set
• TLISS00072 Compiler/Classifier Skill Set
• TLISS00073 Furniture Removal Pre-Packer Skill Set
• TLISS00074 Furniture Removal Team Leader Skill Set
• TLISS00075 International Furniture Removal Packer and Wrapper Skill Set
• TLISS00076 Introduction to the Waste Industry Skill Set
• TLISS00088 Tow Truck Driver Skill Set
• TLISS00090 Waste Industry Off-Sider Skill Set

**Stevedoring**

• TLISS00084 Stevedoring Operation Induction and Safety Skill Set
• TLISS00079 Stevedoring Clerical Skill Set
• TLISS00080 Stevedoring Crane Operations Skill Set
• TLISS00081 Stevedoring Equipment Controller Skill Set
• TLISS00082 Stevedoring Equipment Operations/Light Load Shifting Skill Set
• TLISS00091 Stevedoring Equipment Operations/Specialised Load Shifting Skill Set
• TLISS00083 Stevedoring Gantry Crane Operations Skill Set
• TLISS00085 Stevedoring Reefer Skill Set
• TLISS00086 Stevedoring Ships-Based Crane Operations Skill Set
• TLISS00087 Stevedoring Team Leader Skill Set
TLI11210 Certificate I in Warehousing Operations

Modification History
Not Applicable

Description
Rationale:
A general qualification for the Warehousing and Storage Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 1. Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities, most of which may be routine and predictable.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for:
TLI11210 Certificate I in Warehousing Operations (continued)
The following table contains a summary of the employability skills as identified by the
Transport and Logistics Industry for this qualification. This table should be interpreted in
conjunction with the detailed requirements of each unit of competency packaged in this
qualification. The outcomes described here are broad industry requirements that may vary
depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Use communication systems and procedures required for basic warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Write basic documents as part of duties, including completion of relevant forms and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of warehousing operations including hazards and risks and take</td>
</tr>
</tbody>
</table>
**Employability Skill**  

**Industry/enterprise requirements for this qualification include:**

- appropriate action to report or resolve the problems within limits of responsibility
- Recognise hazards and risks in a range of warehousing situations and take appropriate precautions
- Use mathematics to carry out various basic calculations related to warehousing operations.

**TLI11210 Certificate I in Warehousing Operations (continued)**

**Employability Skill**  

**Industry/enterprise requirements for this qualification include:**

**Initiative and enterprise**

- Modify activities dependent on differing situations and contingencies that may arise during warehousing operations
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Check own compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Check own operational performance
- Collect and interpret basic information needed in the course of warehousing operations
- Organise and plan own work activities
- Manage time and priorities in the course of warehousing operations.

**Self management**

- Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Check own work performance.

**Learning**

- Adapt own competence in response to any changes in warehousing operations
- Update own knowledge and skills required for warehousing activities.
Employability Skill

Industry/enterprise requirements for this qualification include:

Technology

- Use equipment and materials required during warehousing operations
- Follow and apply operational and servicing instructions for equipment used during warehousing operations
- Follow and apply OH&S procedures when using warehousing equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 10 units of competency comprising:

- the 2 core units, listed below

plus

- 8 elective units which may be taken from the elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

TLI11210 Certificate I in Warehousing Operations (continued)

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLIL1001A Complete workplace orientation/induction procedures</td>
</tr>
</tbody>
</table>

Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Handling Cargo/Stock</td>
<td>TLIA1001A Secure cargo</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIA2011A Package goods</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIA2012A Pick and process orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIA2022A Participate in stocktakes</td>
</tr>
<tr>
<td>B</td>
<td>Equipment Checking</td>
<td>TLIB1031A Clean up plant, equipment and</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------------------------</td>
<td></td>
</tr>
<tr>
<td>and Maintenance</td>
<td>worksite</td>
<td></td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC1013A Ride courier/delivery bicycle</td>
<td></td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLID1002A Shift a load using manually-operated equipment</td>
<td></td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE1003A Participate in basic workplace communication</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIE1005A Carry out basic workplace calculations</td>
<td></td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF1002A Conduct housekeeping activities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIF1009A Conduct cleaning operations in enclosed spaces</td>
<td></td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG1001A Work effectively with others</td>
<td></td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLIH1002A Apply customer service skills</td>
<td></td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU1013A Prepare for environmentally sustainable work practices</td>
<td></td>
</tr>
</tbody>
</table>
TLI11310 Certificate I in Logistics

Modification History
Not Applicable

Description

Rationale:
An entry level qualification for the Transport and Logistics Industry. It involves the breadth, depth and complexity of knowledge and skills required to prepare a person to perform a defined range of activities, most of which may be routine and predictable.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Logistics Assistant
- Logistics General Hand

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for:
TLI11310 Certificate I in Logistics
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Use communication systems and procedures required in basic activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant regulations and instructions applicable to basic activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to basic activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Write basic documents as part of duties, including completion of relevant forms and incident and accident reports</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during basic activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of basic activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course of basic activities involved in the</td>
</tr>
</tbody>
</table>
## Employability Skill

Industry/enterprise requirements for this qualification include:

- Recognise problems that may occur in the course of basic activities involved in the transport and logistics industry including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility.
- Recognise hazards and risks in a range of situations and take appropriate action.
- Use mathematics to carry out basic calculations related to basic activities involved in the transport and logistics industry.

### TLI11310 Certificate I in Logistics (continued)

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiative and enterprise</td>
<td>Modify activities dependent on differing situations and contingencies that may arise during logistics operations.</td>
</tr>
<tr>
<td></td>
<td>Take appropriate initiatives in a range of logistics situations such as those above.</td>
</tr>
<tr>
<td></td>
<td>Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>Follow and apply operational and emergency plans, systems and procedures.</td>
</tr>
<tr>
<td></td>
<td>Comply with applicable regulations and codes of practice.</td>
</tr>
<tr>
<td></td>
<td>Follow and apply the workplace security and safety management systems.</td>
</tr>
<tr>
<td></td>
<td>Collect and interpret basic information needed in the course of the basic activities involved in the transport and logistics industry.</td>
</tr>
<tr>
<td>Self management</td>
<td>Interpret and apply applicable regulations and instructions.</td>
</tr>
<tr>
<td></td>
<td>Follow work plans and schedules.</td>
</tr>
<tr>
<td></td>
<td>Check own work performance.</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
**Learning** | • Adapt own competence in response to any changes in the basic activities involved in the transport and logistics industry
• Participate in updating own knowledge and skills required for activities involved in the transport and logistics industry.

**Technology** | • Operate office equipment required for the basic activities involved in the transport and logistics industry
• Follow and apply operational and servicing instructions for equipment used during the basic activities involved in the transport and logistics industry
• Follow and apply the applicable OH&S procedures for the use of equipment and facilities during the basic activities involved in the transport and logistics industry.

Packaging Rules

**Requirements for completion of the qualification:**
A successful assessment outcome for a total of 7 units of competency comprising:

• **3 core units** listed below

plus

• **4 elective units** which may be taken from the elective units listed below, or may include up to 2 units which may be drawn with appropriate contextualisation from this Training Package and/or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

**Core units:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>G</td>
<td>TLIG1001A</td>
</tr>
<tr>
<td>PC</td>
<td>TLIPC1001A</td>
</tr>
<tr>
<td></td>
<td>TLIPC1002A</td>
</tr>
</tbody>
</table>
## Field | Unit
--- | ---
| transport and logistics industry | 

### Elective units:

#### Field | Unit
--- | ---

#### A Handling Cargo/Stock
- TLIA1001A Secure cargo
- TLIA2013A Receive goods
- TLIA2020A Replenish stock
- TLIA2021A Despatch stock
- TLIA2022A Participate in stocktakes

#### B Equipment Checking and Maintenance
- TLIB1024A Clean transportation units and facilities for passenger use
- TLIB1028A Maintain and use hand tools
- TLIB1030A Undertake general site maintenance
- TLIB1031A Clean up plant, equipment and worksite

#### D Load Handling
- TLID1001A Shift materials safely using manual handling methods
- TLID1002A Shift a load using manually-operated equipment

#### E Communication and Calculation
- TLIE1003A Participate in basic workplace communication
- TLIE1005A Carry out basic workplace calculations

#### F Safety Management
- TLIF1002B Conduct housekeeping activities
- TLIF1009A Conduct cleaning operations in enclosed spaces

#### G Teamwork
- TLIG2007A Work in a socially diverse environment

#### I Customer Service
- TLII1002A Apply customer service skills

#### K Technology
- BSBITU101A Operate a personal computer
- BSBITU102A Develop keyboard skills

#### L Resource Management
- TLIL1001A Complete workplace orientation/induction procedures
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Security</td>
</tr>
<tr>
<td></td>
<td>TLIO1002A Follow security procedures when working with passengers and personnel</td>
</tr>
<tr>
<td>PC</td>
<td>Pathways Certificate</td>
</tr>
<tr>
<td></td>
<td>TLIPC1003A Apply effective work practices</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td>TLIU1013A Prepare for environmentally sustainable work practices</td>
</tr>
</tbody>
</table>
Modification History
Release 4. This is the fourth release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

In Release 4:
- 3 units have been added to the licensing or industry units list
- 1 unit has been added to the general elective units.

Release 4 is equivalent to previous release.

Description
Rationale:
This qualification is designed for driving operation job roles within the Transport and Logistics Industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 2. Successful completion of the licensing units within the qualification must align with licensing and regulatory requirements applicable to driving and state/territory regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Express Driver
- Pick up and Delivery
- Courier
- Taxi Truck Driver
- Priority
- Taxicab Driver
- Tow Truck Driver.

Pathways Information
Not Applicable.

Licensing/Regulatory Information
Refer to Description.
Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for TLI21210 Certificate II in Driving Operations

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Use communication systems and procedures used in relation to driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant, instructions, manuals, notices and signs applicable in relation to the role of driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to their role in relation to driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to their role in relation to driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completion of relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others within the role of driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course of driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course driving within the road transport industry and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of on road and depot situations and take appropriate precautions.</td>
</tr>
</tbody>
</table>
Initiative and enterprise
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising
- Follow and apply operational and emergency plans, systems and procedures
- Comply with applicable road safety regulations and codes of practice
- Follow and apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed in the course of driving within the road transport industry within limits of responsibility
- Manage time within the job role of driving within the road transport industry.

Self management
- Interpret and apply applicable instructions and procedures
- Follow work plans and schedules
- Check own work performance.

Learning
- Participate in updating of own knowledge and skills required for driving activities, in response to any changes in the processes and equipment used in the road transport industry.

Technology
- Operate equipment and tools required as part of the job role of driving within the transport and logistics industry
- Follow and apply operational and servicing instructions for equipment used as part of the job role of driving within the transport and logistics industry
- Follow and apply the applicable safeworking requirements and WHS/OHS procedures when as part of the job role of driving within the transport and logistics industry.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 18 to 19 units of competency (depending on the group selected) comprising:

- 6 core units listed below

plus

- at least one licensing or industry unit relevant to the vehicle type applicable to the job role listed below

plus

- all units within one of the selected group (job roles) listed below

plus

- 6 elective units which may be taken from the elective units listed below, or may include up to 3 units which may be drawn with appropriate contextualisation from this Training Package, and/or from Certificate II qualifications in other relevant nationally endorsed Training Package or accredited course.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Load Handling</td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td>TLIE1005A Carry out basic workplace calculations</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>H</td>
<td>TLIH2001A</td>
<td>Interpret road maps and navigate pre-determined routes</td>
</tr>
<tr>
<td>L</td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
</tbody>
</table>

Select at least one licensing or industry unit relevant to the vehicle type applicable to the job role:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC2009A</td>
<td>Drive taxicab</td>
</tr>
<tr>
<td></td>
<td>TLIC2012A</td>
<td>Ride courier/delivery motorcycle</td>
</tr>
<tr>
<td></td>
<td>TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3003A</td>
<td>Drive medium rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3004A</td>
<td>Drive heavy rigid vehicle</td>
</tr>
<tr>
<td>LIC</td>
<td>TLILIC2014B</td>
<td>Licence to drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLILIC2015B</td>
<td>Licence to drive medium rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLILIC2016B</td>
<td>Licence to drive heavy rigid vehicle</td>
</tr>
</tbody>
</table>
Select one group (job role) from the following options:
Group A: Medium Freight
Group B: Tow Truck
Group C: Taxi
Group D: Community Service
Group E: General

**Group A: Medium Freight**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling</td>
<td>(TLID2004A) Load and unload goods/cargo</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation TLIB2008A</td>
<td>Prepare workplace documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td>Group</td>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>-----------</td>
<td>------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Group A</td>
<td>Safety Management</td>
<td>TLIF2006A</td>
</tr>
<tr>
<td></td>
<td>Customer Service</td>
<td>TLII1002A</td>
</tr>
</tbody>
</table>

**Group B: Tow Truck**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking</td>
<td>TLIB2079A</td>
<td>Set up and secure a towing situation</td>
</tr>
<tr>
<td>and Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC3035A</td>
<td>Manage the operation of a tow truck</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
</tr>
<tr>
<td>E Communication and</td>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td>Calculation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLII1002A</td>
<td>Apply customer service skills</td>
</tr>
</tbody>
</table>

**Group C: Taxi**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking</td>
<td>TLIB2090A</td>
<td>Use communication systems in a taxicab</td>
</tr>
<tr>
<td>and Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF2072A</td>
<td>Comply with safety and security procedures</td>
</tr>
<tr>
<td>H Route Planning and</td>
<td>TLIH3004A</td>
<td>Identify major roads, services and attractions</td>
</tr>
<tr>
<td>Navigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLII2019A</td>
<td>Provide taxicab customer service</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL2060A</td>
<td>Complete induction to the transport industry</td>
</tr>
<tr>
<td>P Administration and</td>
<td>TLIP2037A</td>
<td>Carry out financial transactions and maintain records</td>
</tr>
<tr>
<td>Finance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Group D: Community Service**
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B</strong> Equipment Checking and Maintenance</td>
<td>TLIB2004A Carry out vehicle inspection</td>
</tr>
<tr>
<td><strong>C</strong> Vehicle Operation</td>
<td>TLIC3011A Transport passengers with disabilities</td>
</tr>
<tr>
<td><strong>D</strong> Load Handling</td>
<td>TLID2004A Load and unload goods/cargo</td>
</tr>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLI2008A Process workplace documentation</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>TLIF2019A Ensure a safe on-board passenger and working environment</td>
</tr>
<tr>
<td><strong>J</strong> Quality</td>
<td>TLI2001A Apply quality procedures</td>
</tr>
</tbody>
</table>

**Group E: General**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> Handling Cargo/Stock</td>
<td>TLIA1001A Secure cargo</td>
</tr>
<tr>
<td><strong>B</strong> Equipment Checking and Maintenance</td>
<td>TLIB2004A Carry out vehicle inspection</td>
</tr>
<tr>
<td><strong>D</strong> Load Handling</td>
<td>TLID2004A Load and unload goods/cargo</td>
</tr>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLI2003A Participate in basic workplace communication</td>
</tr>
<tr>
<td><strong>G</strong> Communication and Calculation</td>
<td>TLI2008A Process workplace documentation</td>
</tr>
<tr>
<td><strong>I</strong> Customer Service</td>
<td>TLI2002A Apply customer service skills</td>
</tr>
</tbody>
</table>

**General Elective Units**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> Handling Cargo/Stock</td>
<td>TLIA1001A Secure cargo</td>
</tr>
<tr>
<td><strong>A</strong> Handling Cargo/Stock</td>
<td>TLIA2041A Manually sort mail and parcels</td>
</tr>
<tr>
<td><strong>A</strong> Handling Cargo/Stock</td>
<td>TLIA2042A Despatch mail</td>
</tr>
<tr>
<td>Skill Code</td>
<td>Skill Description</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>TLIA2043A</td>
<td>Consolidate mail</td>
</tr>
<tr>
<td>TLIA2044A</td>
<td>Carry out delivery operations</td>
</tr>
<tr>
<td>TLIA2045A</td>
<td>Process international parcels and letters</td>
</tr>
<tr>
<td>TLIA2046A</td>
<td>Process parcels and letters</td>
</tr>
<tr>
<td>TLIA2047A</td>
<td>Stream mail</td>
</tr>
<tr>
<td>SIRCDIS302</td>
<td>Deliver medicines to customers outside the pharmacy</td>
</tr>
</tbody>
</table>

**B Equipment Checking and Maintenance**

<table>
<thead>
<tr>
<th>Skill Code</th>
<th>Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB1080A</td>
<td>Use, clean and maintain towing equipment</td>
</tr>
<tr>
<td>TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td>TLIB2079A</td>
<td>Set up and secure a towing situation</td>
</tr>
<tr>
<td>TLIB2090A</td>
<td>Use communication systems in a taxicab</td>
</tr>
</tbody>
</table>

**C Vehicle Operation**

<table>
<thead>
<tr>
<th>Skill Code</th>
<th>Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC1013A</td>
<td>Ride courier/delivery bicycle</td>
</tr>
<tr>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td>TLIC2012A</td>
<td>Ride courier/delivery motorcycle</td>
</tr>
<tr>
<td>TLIC2040A</td>
<td>Provide wheelchair accessible taxi services to passengers with disabilities</td>
</tr>
<tr>
<td>TLIC2049A</td>
<td>Operate heavy vehicle on unsealed roads</td>
</tr>
<tr>
<td>TLIC3011A</td>
<td>Transport passengers with disabilities</td>
</tr>
<tr>
<td>TLIC3035A</td>
<td>Manage the operation of a tow truck</td>
</tr>
</tbody>
</table>

**D Load Handling**

<table>
<thead>
<tr>
<th>Skill Code</th>
<th>Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
</tr>
<tr>
<td>TLID2029A</td>
<td>Prepare articles for delivery</td>
</tr>
</tbody>
</table>

**E Communication and Calculation**

<table>
<thead>
<tr>
<th>Skill Code</th>
<th>Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIE1003A</td>
<td>Participate in basic workplace communication</td>
</tr>
<tr>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
</tr>
</tbody>
</table>

**F Safety Management**

<table>
<thead>
<tr>
<th>Skill Code</th>
<th>Skill Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td>TLIF2019A</td>
<td>Ensure a safe on-board passenger and working</td>
</tr>
<tr>
<td>Category</td>
<td>Code</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td>TLIU1009A</td>
</tr>
<tr>
<td><strong>Route Planning and Navigation</strong></td>
<td>TLIH3002A</td>
</tr>
<tr>
<td></td>
<td>TLIH3004A</td>
</tr>
<tr>
<td><strong>Customer Service</strong></td>
<td>TLII1002A</td>
</tr>
<tr>
<td></td>
<td>TLII2019A</td>
</tr>
<tr>
<td><strong>Quality</strong></td>
<td>TLIJ2001A</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>TLIK2003A</td>
</tr>
<tr>
<td></td>
<td>TLIK2010A</td>
</tr>
<tr>
<td><strong>Resource Management</strong></td>
<td>TLIL2060A</td>
</tr>
<tr>
<td><strong>Licensing</strong></td>
<td>TLILIC2014B</td>
</tr>
<tr>
<td></td>
<td>TLILIC2015B</td>
</tr>
<tr>
<td></td>
<td>TLILIC2016B</td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td>TLIO2021A</td>
</tr>
<tr>
<td><strong>Administration and Finance</strong></td>
<td>TLIP2030A</td>
</tr>
<tr>
<td></td>
<td>TLIP2037A</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TLI21311 Certificate II in Rail Infrastructure

Modification History
Release 3. This is the third release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Imported units updated.

Release 3 is equivalent to previous release.

Description
Please note: RTO to insert unit group selected from the group choice below on the testamur

Rationale:
This is a general qualification for a person engaged in basic operations within the rail infrastructure environment undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

Rail infrastructure - Track Work:
- Track Worker
- Track Installer
- Track Maintainer.

Rail infrastructure - Structures:
- Structures Maintainer.

Rail infrastructure - Track Surfacing:
- Plant Operator
- Mobile Plant Operator
- Way Gang Driver.

Pathways Information
Not Applicable.
Licensing/Regulatory Information
Not Applicable.

Entry Requirements
Not Applicable.
## Employability Skills Summary

### Employability Skills Summary for TL21311 Certificate II in Rail Infrastructure

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures used in construction and/or maintenance of rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant, instructions, manuals, notices and signs applicable to their role within the construction and/or maintenance of rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to their role within the construction and/or maintenance of rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completion of relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during construction and/or maintenance of rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of construction and/or maintenance of rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of construction and/or maintenance of rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course of construction and/or maintenance of rail infrastructure and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of rail situations and take appropriate precautions.</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td><strong>Planning and</strong></td>
<td>• Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
<tr>
<td><strong>Planning and</strong></td>
<td>• Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
<tr>
<td><strong>Planning and</strong></td>
<td>• Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
</tbody>
</table>
organising

- Comply with applicable rail and safety regulations and codes of practice
- Follow and apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed in the course of the construction and/or maintenance of rail infrastructure within limits of responsibility
- Manage time in the course of construction and/or maintenance of rail infrastructure.

Self management

- Interpret and apply applicable instructions and procedures
- Follow work plans and schedules
- Check own work performance.

Learning

- Participate in updating of own knowledge and skills required for rail activities, in response to any changes in the processes and equipment used in the construction and/or maintenance of rail infrastructure.

Technology

- Operate equipment and tools required during the construction and/or maintenance of rail infrastructure
- Follow and apply operational and servicing instructions for equipment used during the construction and/or maintenance of rail infrastructure
- Follow and apply the applicable safeworking requirements and work health and safety (WHS)/occupational health and safety (OHS) procedures when using rail equipment and facilities.
Packaging Rules

Requirements for achievement of the qualification

A successful assessment outcome for a total of 16 units of competency (depending on the group) comprising:

- 8 core units listed below

plus

- all units from one specialist elective group listed below: A, B or C

plus

- 2 elective units from the general elective units listed below if selecting Group A or C or 3 if selecting Group B or, all of which may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the units contribute to the vocational outcome of the qualification

Where imported units are selected, care must be taken to ensure that all prerequisite units specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB1028A</td>
<td>Maintain and use hand tools</td>
</tr>
<tr>
<td>D</td>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E</td>
<td>TLIB1003A</td>
<td>Participate in basic workplace communication</td>
</tr>
<tr>
<td>F</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
</tbody>
</table>
### Environment
- **Unit**: TLIU2008A
- **Description**: Apply environmental procedures to rail infrastructure

### Equipment and Systems Operations
- **Unit**: TLIW2001A
- **Description**: Operate under track protection rules

#### Specialist elective units:
Select all units from one of the following specialist elective groups:
- **Group A: Track Work**
- **Group B: Structures**
- **Group C: Track Surfacing**

#### Group A: Track Work
**Field** | **Unit** | **Description**
--- | --- | ---
**B** Equipment Checking and Maintenance | TLIB2085A | Apply track fundamentals
| TLIB2092A | Operate minor mechanical equipment

#### Group B: Structures
**Field** | **Unit** | **Description**
--- | --- | ---
**B** Equipment Checking and Maintenance | TLIB2084A | Carry out routine maintenance of structures
| TLIB2086A | Apply awareness of structures fundamentals
| TLIB2092A | Operate minor mechanical equipment

#### Group B: Communication and Calculation
**Field** | **Unit** | **Description**
--- | --- | ---
**E** Communication and Calculation | RIICCM201A | Carry out measurements and calculations
| RIICCM203A | Read and interpret plans and specifications
### Group C: Track Surfacing

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment</td>
<td>Clean equipment and restore worksite</td>
</tr>
<tr>
<td></td>
<td>Checking and</td>
<td>Check and assess operational capabilities of</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB1093A</td>
<td>Apply track fundamentals</td>
</tr>
<tr>
<td></td>
<td>TLIB2001A</td>
<td>Measure and record track geometry</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td>Travel medium or heavy self-propelled on-track</td>
</tr>
<tr>
<td></td>
<td></td>
<td>equipment</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td>Propel and operate light on-track equipment</td>
</tr>
<tr>
<td>S</td>
<td>Construction and</td>
<td>Carry out track ballasting</td>
</tr>
<tr>
<td></td>
<td>Installation</td>
<td></td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment</td>
<td>Clean equipment and restore worksite</td>
</tr>
<tr>
<td></td>
<td>Checking and</td>
<td>Maintain rail joints</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>Maintain poles and associated hardware</td>
</tr>
<tr>
<td></td>
<td>TLIB1093A</td>
<td>Measure and record track geometry</td>
</tr>
<tr>
<td></td>
<td>TLIB2121B</td>
<td>Install and maintain guard rails</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td>Conduct roller operations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conduct skid steer loader operations</td>
</tr>
<tr>
<td></td>
<td>RIIMPO317A</td>
<td>Conduct backhoe/loader operations</td>
</tr>
<tr>
<td></td>
<td>RIIMPO318B</td>
<td>Conduct civil construction excavator operations</td>
</tr>
<tr>
<td></td>
<td>RIIMPO319A</td>
<td>Conduct civil construction wheeled front end loader operations</td>
</tr>
<tr>
<td>Category</td>
<td>Code</td>
<td>Title</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
<td>------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>RIIMPO322A</td>
<td>Conduct civil construction tracked front end loader operations</td>
</tr>
<tr>
<td></td>
<td>RIIMPO326A</td>
<td>Conduct civil construction water cart operations</td>
</tr>
<tr>
<td></td>
<td>TLIC3045A</td>
<td>Operate road/rail vehicle</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>RIIOHS302A Implement traffic management plan</td>
</tr>
<tr>
<td></td>
<td>RIIOHS204A</td>
<td>Work safely at heights</td>
</tr>
<tr>
<td></td>
<td>RIIOHS205A</td>
<td>Control traffic with a stop-slow bat</td>
</tr>
<tr>
<td></td>
<td>TLIF2062A</td>
<td>Apply awareness of safeworking rules and regulations</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLIG1001A Work effectively with others</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
<td>TLIK2010A Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>S</td>
<td>Construction and Installation</td>
<td>CPCCCM2007B Use explosive power tools</td>
</tr>
<tr>
<td></td>
<td>CPCCCM2008B</td>
<td>Erect and dismantle restricted height scaffolding</td>
</tr>
<tr>
<td></td>
<td>RIICCM205A</td>
<td>Carry out manual excavation</td>
</tr>
<tr>
<td></td>
<td>RIICCM207A</td>
<td>Spread and compact materials manually</td>
</tr>
<tr>
<td></td>
<td>RIICCM208A</td>
<td>Carry out basic levelling</td>
</tr>
<tr>
<td></td>
<td>RIICCM209A</td>
<td>Carry out concrete work</td>
</tr>
<tr>
<td></td>
<td>RIIHAN301B</td>
<td>Operate elevating work platform</td>
</tr>
<tr>
<td></td>
<td>TLIS2004A</td>
<td>Install and maintain rail bonding systems</td>
</tr>
<tr>
<td></td>
<td>TLIS2020A</td>
<td>Install overhead wiring structure</td>
</tr>
<tr>
<td></td>
<td>TLIS2027A</td>
<td>Install and maintain surface track drainage</td>
</tr>
<tr>
<td></td>
<td>TLIS2033A</td>
<td>Install and repair temporary track supports</td>
</tr>
<tr>
<td></td>
<td>TLIS2034A</td>
<td>Install and repair rail fastening systems</td>
</tr>
<tr>
<td></td>
<td>TLIS2035A</td>
<td>Install and repair fences and gates</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
<td>TLIW3035A</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW2028A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW2029A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW2030A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW2031A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW2032A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW2033A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW2038A</td>
</tr>
</tbody>
</table>
TLI21413 Certificate II in Stevedoring

Modification History
Release 2. This is the second release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.
In Release 2:

- 3 units have been added to the general elective units.
- Release 2 is equivalent to the previous release.

Description
Rationale:
This qualification is for those engaged in stevedoring within the transport and logistics industry who undertake a range of tasks involving known routines and procedures, and take some responsibility for the quality of work outcomes.
Successful achievement of the licensing units within the qualification must align with applicable licensing and regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Stevedore.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Successful achievement of the licensing units in the qualification must align with applicable licensing and regulatory requirements.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI21413 Certificate II in Stevedoring

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures required in stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant regulations, instructions, signs and labels applicable to stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms and incident and accident reports</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td></td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course of stevedoring operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of stevedoring situations and take appropriate precautions</td>
</tr>
<tr>
<td></td>
<td>• Use mathematics to solve various calculations related to stevedoring operations</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• Modify activities dependent on differing situations and contingencies that may arise during stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>• Take appropriate initiatives in a range of operational situations</td>
</tr>
</tbody>
</table>
|                     | • Respond appropriately to any changes in equipment, standard...
operating procedures and the working environment

**Planning and organising**
- Follow and apply operational and emergency plans, systems and procedures
- Comply with applicable regulations and codes of practice
- Collect and interpret information needed in the course of stevedoring operations
- Manage time and priorities in the course of stevedoring activities

**Self management**
- Interpret and apply regulations and instructions applicable to stevedoring operations
- Follow work plans and schedules
- Check own work performance

**Learning**
- Adapt own competence in response to any changes in stevedoring operations
- Participate in updating own knowledge and skills required for stevedoring activities

**Technology**
- Use equipment and tools required during stevedoring operations
- Follow and apply operational and servicing instructions for equipment used during stevedoring operations
- Follow and apply WHS/OHS procedures when using stevedoring equipment and facilities
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of **16 units of competency** comprising:

- **8 core units** listed below
  
- **5 technical elective units** from the **Group A technical elective units** listed below
  
- **3 elective units** from the **general elective units** listed below. Alternatively **up to 3 units** from any remaining Group A technical elective units or, with appropriate contextualisation, from this Training Package or any currently endorsed national Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong></td>
<td>Handling Cargo/Stock</td>
<td>TLIA2050A Lash and unlash cargo and containers</td>
</tr>
<tr>
<td><strong>D</strong></td>
<td>Load Handling</td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td><strong>E</strong></td>
<td>Communication and Calculation</td>
<td>TLIE1003A Participate in basic workplace communication</td>
</tr>
<tr>
<td><strong>F</strong></td>
<td>Safety Management</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLIG1001A</td>
</tr>
<tr>
<td>----</td>
<td>----------------</td>
<td>-----------</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU1009A</td>
</tr>
</tbody>
</table>

**Group A - Technical Elective Units**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3004A</td>
<td>Drive heavy rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3005A</td>
<td>Drive heavy combination vehicle</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substances</td>
</tr>
<tr>
<td></td>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
</tr>
<tr>
<td></td>
<td>TLID2010A</td>
<td>Operate a forklift</td>
</tr>
<tr>
<td></td>
<td>TLID2012A</td>
<td>Operate specialised load shifting equipment</td>
</tr>
<tr>
<td></td>
<td>TLID2045A</td>
<td>Operate specialised light load shifting equipment</td>
</tr>
<tr>
<td></td>
<td>TLID2047A</td>
<td>Prepare cargo for transfer with slings</td>
</tr>
<tr>
<td></td>
<td>TLID3011A</td>
<td>Conduct specialised forklift operations</td>
</tr>
<tr>
<td></td>
<td>TLID3040A</td>
<td>Control lift and movement of crane</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE2007A</td>
<td>Use communication systems</td>
</tr>
<tr>
<td></td>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLF2068A</td>
<td>Work at height in the stevedoring industry</td>
</tr>
<tr>
<td></td>
<td>TLF3060A</td>
<td>Control traffic as a pilot vehicle operator</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>K Technology</strong></td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td><strong>L Resource Management</strong></td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
<tr>
<td><strong>LIC Licensing</strong></td>
<td>TLILIC2001A</td>
<td>Licence to operate a forklift truck</td>
</tr>
<tr>
<td></td>
<td>TLILIC2005A</td>
<td>Licence to operate a boom-type elevating work platform (boom length 11 metres or more)</td>
</tr>
<tr>
<td><strong>General Elective Units</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>A Handling Cargo/Stock</strong></td>
<td>TLIA2003A</td>
<td>Connect and disconnect reefer units</td>
</tr>
<tr>
<td></td>
<td>TLIA2009A</td>
<td>Complete and check import/export documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA2014A</td>
<td>Use product knowledge to complete work operations</td>
</tr>
<tr>
<td><strong>D Load Handling</strong></td>
<td>TLID2013A</td>
<td>Move materials mechanically using automated equipment</td>
</tr>
<tr>
<td></td>
<td>TLID2022A</td>
<td>Conduct weighbridge operations</td>
</tr>
<tr>
<td><strong>E Communication and Calculation</strong></td>
<td>TLIE1005A</td>
<td>Carry out basic workplace calculations</td>
</tr>
<tr>
<td></td>
<td>MARE1001A</td>
<td>Communicate during shore-based mooring and untying operations</td>
</tr>
<tr>
<td><strong>F Safety Management</strong></td>
<td>TLIF1002B</td>
<td>Conduct housekeeping activities</td>
</tr>
<tr>
<td></td>
<td>TLIF2018A</td>
<td>Operate firefighting equipment</td>
</tr>
<tr>
<td></td>
<td>TLIF2092A</td>
<td>Demonstrate awareness of chain of responsibility regulations</td>
</tr>
<tr>
<td></td>
<td>HLTFA211A</td>
<td>Provide basic emergency life support</td>
</tr>
<tr>
<td></td>
<td>MARF1004A</td>
<td>Follow work health and safety, and emergency procedures during shore-based mooring operations</td>
</tr>
<tr>
<td></td>
<td>Teamwork</td>
<td>TLIG2007A</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service</td>
<td>TLII1002A</td>
</tr>
<tr>
<td>J</td>
<td>Quality</td>
<td>TLIJ2001A</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
<td>TLIK2003A</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLLIL2008A</td>
</tr>
<tr>
<td>O</td>
<td>Security</td>
<td>TLIO2021A</td>
</tr>
<tr>
<td>W</td>
<td>Equipment &amp; Systems Operations</td>
<td>MARC1001A</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI21610 Certificate II in Warehousing Operations

Modification History
Release 4 - One imported unit updated to current version. Equivalent.

Description
Rationale:
A general qualification for the Warehousing and Storage Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 2. Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Entry requirements:
There are no entry requirements for this qualification.
## Employability Skills Summary

### Employability Skills Summary for TLI21610 Certificate II in Warehousing Operations

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures required for warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Contribute to the resolution of any interpersonal conflicts that may arise during warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Assist other team members to achieve and maintain competence where applicable</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of warehousing operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Manage hazards and risks in a range of warehousing situations and take appropriate precautions</td>
</tr>
<tr>
<td></td>
<td>• Use mathematics to solve problems such as various calculations involved in warehousing operations.</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
**Initiative and enterprise** | • Modify activities dependent on differing situations and contingencies that may arise during warehouse operations  
• Take appropriate initiatives in a range of diverse operational situations such as those above  
• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.
**Planning and organising** | • Follow and apply operational and emergency plans, systems and procedures  
• Check own compliance with regulations and codes of practice  
• Implement the workplace security and safety management systems  
• Check own operational performance  
• Collect and interpret information needed in the course of warehousing operations  
• Organise and plan own work activities  
• Manage time and priorities in the course of road transport operations.
**Self management** | • Interpret and apply regulations, standard operating procedures and instructions  
• Establish and follow own work plans and schedules  
• Monitor and evaluate own work performance.
**Learning** | • Adapt own competence in response to any changes in warehousing and storage operations  
• Assist others in the workplace to develop their competence  
• Update own knowledge and skills required for warehousing and storage activities.
**Technology** | • Use the equipment and materials required during warehousing and storage operations  
• Follow and apply operational and servicing instructions for equipment used during warehousing and storage operations  
• Follow and apply OH&S procedures when using warehousing and storage equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total 15 units of competency, comprising:

- 2 core units listed below

plus

- 13 elective units which may be taken from the elective units listed below or may include up to 3 units drawn with appropriate contextualisation from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F Safety</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L Resource</td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling</td>
<td>TLIA2003A</td>
<td>Connect and disconnect reefer units</td>
</tr>
<tr>
<td>Cargo/Stock</td>
<td>TLIA2009A</td>
<td>Complete and check import/export documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA2011A</td>
<td>Package goods</td>
</tr>
<tr>
<td></td>
<td>TLIA2012A</td>
<td>Pick and process orders</td>
</tr>
<tr>
<td></td>
<td>TLIA2013A</td>
<td>Receive goods</td>
</tr>
<tr>
<td></td>
<td>TLIA2014A</td>
<td>Use product knowledge to complete work operations</td>
</tr>
<tr>
<td></td>
<td>TLIA3017A</td>
<td>Identify products and store to specifications</td>
</tr>
<tr>
<td></td>
<td>TLIA2020A</td>
<td>Replenish stock</td>
</tr>
<tr>
<td></td>
<td>TLIA2021A</td>
<td>Despatch stock</td>
</tr>
<tr>
<td></td>
<td>TLIA2022A</td>
<td>Participate in stocktakes</td>
</tr>
<tr>
<td></td>
<td>TLIA2041A</td>
<td>Manually sort mail and parcels</td>
</tr>
<tr>
<td></td>
<td>TLIA2042A</td>
<td>Despatch mail</td>
</tr>
<tr>
<td></td>
<td>TLIA2043A</td>
<td>Consolidate mail</td>
</tr>
<tr>
<td></td>
<td>TLIA2044A</td>
<td>Carry out delivery operations</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
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<tr>
<td>-----------------------</td>
<td>-------------------------------------------</td>
<td></td>
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<tr>
<td></td>
<td><strong>TLIA2045A</strong> Process international parcels and letters</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLIA2046A</strong> Process parcels and letters</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLIA2047A</strong> Stream mail</td>
<td></td>
</tr>
<tr>
<td><strong>B Equipment</strong></td>
<td><strong>TLIB2001A</strong> Check and assess operational capabilities of equipment</td>
<td></td>
</tr>
<tr>
<td><strong>Checking and</strong></td>
<td><strong>TLIB2009A</strong> Check conveyor operational status</td>
<td></td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td><strong>TLIB2029B</strong> Use and maintain minor mechanical equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLIB1030A</strong> Undertake general site maintenance</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLIB1028A</strong> Maintain and use hand tools</td>
<td></td>
</tr>
<tr>
<td><strong>C Vehicle</strong></td>
<td><strong>TLIC1051A</strong> Operate commercial vehicle</td>
<td></td>
</tr>
<tr>
<td><strong>Operation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>D Load Handling</strong></td>
<td><strong>TLID2003A</strong> Handle dangerous goods/hazardous substances</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLID2004A</strong> Load and unload goods/cargo</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLID2010A</strong> Operate a forklift</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLID2012A</strong> Operate specialised load shifting equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLID2013A</strong> Move materials mechanically using automated equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLID2016A</strong> Load and unload explosives and dangerous goods</td>
<td></td>
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<tr>
<td></td>
<td><strong>TLID2021A</strong> Use specialised bulk transfer equipment (dry)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLID2022A</strong> Conduct weighbridge operations</td>
<td></td>
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<tr>
<td></td>
<td><strong>TLID2045A</strong> Operate specialised light load shifting equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLID2047A</strong> Prepare cargo for transfer with slings</td>
<td></td>
</tr>
<tr>
<td><strong>E Communication</strong></td>
<td><strong>TLIE2001A</strong> Present routine workplace information</td>
<td></td>
</tr>
<tr>
<td>and Calculation</td>
<td><strong>TLIE2007A</strong> Use communication systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLIE2008A</strong> Process workplace documentation</td>
<td></td>
</tr>
<tr>
<td><strong>F Safety</strong></td>
<td><strong>TLIF2006A</strong> Apply accident-emergency procedures</td>
<td></td>
</tr>
<tr>
<td><strong>Management</strong></td>
<td><strong>TLIF2010A</strong> Apply fatigue management strategies</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLIF2012A</strong> Apply safe procedures when handling/transporting dangerous goods or explosives</td>
<td></td>
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<tr>
<td></td>
<td><strong>TLIF2018A</strong> Operate firefighting equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLIF2092A</strong> Demonstrate awareness of chain of responsibility regulations</td>
<td></td>
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<tr>
<td>Field</td>
<td>Unit</td>
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<tr>
<td><strong>G</strong></td>
<td><strong>Teamwork</strong></td>
<td></td>
</tr>
<tr>
<td>TLIG2007A</td>
<td>Work in a socially diverse environment</td>
<td></td>
</tr>
<tr>
<td><strong>H</strong></td>
<td><strong>Route Planning and Navigation</strong></td>
<td></td>
</tr>
<tr>
<td>TLIH2001A</td>
<td>Interpret road maps and navigate pre-determined routes</td>
<td></td>
</tr>
<tr>
<td>TLIH2003A</td>
<td>Prioritise courier/delivery operations</td>
<td></td>
</tr>
<tr>
<td><strong>I</strong></td>
<td><strong>Customer Service</strong></td>
<td></td>
</tr>
<tr>
<td>BSBCUS201B</td>
<td>Deliver a service to customers</td>
<td></td>
</tr>
<tr>
<td><strong>J</strong></td>
<td><strong>Quality</strong></td>
<td></td>
</tr>
<tr>
<td>TLIJ2001A</td>
<td>Apply quality procedures</td>
<td></td>
</tr>
<tr>
<td>TLIJ2003A</td>
<td>Apply grain protection measures</td>
<td></td>
</tr>
<tr>
<td>TLIJ2004A</td>
<td>Implement grain monitoring measures</td>
<td></td>
</tr>
<tr>
<td><strong>K</strong></td>
<td><strong>Technology</strong></td>
<td></td>
</tr>
<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
<td></td>
</tr>
<tr>
<td>TLIK2003A</td>
<td>Apply keyboard skills</td>
<td></td>
</tr>
<tr>
<td>TLIK2007A</td>
<td>Perform electronic data interchange (EDI) to transmit shipping documentation</td>
<td></td>
</tr>
<tr>
<td><strong>L</strong></td>
<td><strong>Resource Management</strong></td>
<td></td>
</tr>
<tr>
<td>TLIL2008A</td>
<td>Complete routine administrative tasks</td>
<td></td>
</tr>
<tr>
<td>TLIL2031A</td>
<td>Monitor and process attendance records</td>
<td></td>
</tr>
<tr>
<td><strong>LIC</strong></td>
<td><strong>Licensing Units</strong></td>
<td></td>
</tr>
<tr>
<td>TLILIC2001A</td>
<td>Licence to operate a forklift truck</td>
<td></td>
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<tr>
<td>TLILIC2002A</td>
<td>Licence to operate an order picking forklift truck</td>
<td></td>
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<tr>
<td><strong>O</strong></td>
<td><strong>Security</strong></td>
<td></td>
</tr>
<tr>
<td>TLI02013A</td>
<td>Administer the security of assets and facilities</td>
<td></td>
</tr>
<tr>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
<td></td>
</tr>
<tr>
<td><strong>P</strong></td>
<td><strong>Administration and Finance</strong></td>
<td></td>
</tr>
<tr>
<td>TLIP2014A</td>
<td>Capture records into a records keeping system</td>
<td></td>
</tr>
<tr>
<td>TLIP2017A</td>
<td>Maintain control of records</td>
<td></td>
</tr>
<tr>
<td>TLIP2018A</td>
<td>Provide information from and about records</td>
<td></td>
</tr>
<tr>
<td>TLIP2024A</td>
<td>Conduct financial transactions</td>
<td></td>
</tr>
<tr>
<td>TLIP2029A</td>
<td>Prepare and process financial documents</td>
<td></td>
</tr>
<tr>
<td>TLIP2032A</td>
<td>Maintain petty cash account</td>
<td></td>
</tr>
<tr>
<td>TLIP2033A</td>
<td>Sell products and services</td>
<td></td>
</tr>
<tr>
<td><strong>U</strong></td>
<td><strong>Environment</strong></td>
<td></td>
</tr>
<tr>
<td>TLIU1009A</td>
<td>Monitor plant and equipment in an environmentally sustainable manner</td>
<td></td>
</tr>
<tr>
<td>TLIU2012A practices</td>
<td>Participate in environmentally sustainable work</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
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</tr>
<tr>
<td>W Equipment and Systems Operations</td>
<td>TLIW2017A Cut and join materials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIW2020A Undertake pallet repairs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIW2021A Clean and inspect pallets</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIW2023A Manufacture pallets using manual methods</td>
<td></td>
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</tbody>
</table>
TLI21710 Certificate II in Road Transport Yard Operations (Freight Handler)

Modification History
Not Applicable

Description
Rationale:
A general qualification for the Transport and Logistics Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 2. Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Freight Handler

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI21710 Certificate II in Road Transport Yard Operations (Freight Handler)
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Use communication systems and procedures required for yard operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to yard operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to yard operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of yard operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Collaborate with others in the course of yard operations</td>
</tr>
<tr>
<td></td>
<td>• Contribute to the resolution of any interpersonal conflicts that may arise during yard operations</td>
</tr>
<tr>
<td></td>
<td>• Assist other team members to achieve and maintain competence where applicable</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course of yard operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in</td>
</tr>
</tbody>
</table>
the course of yard operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Manage hazards and risks in a range of yard situations and take appropriate precautions
- Use mathematics to solve problems such as various calculations involved in yard operations.

**Initiative and enterprise**
- Modify activities dependent on differing situations and contingencies that may arise during yard operations
- Take appropriate initiatives in a range of diverse operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising**
- Follow and apply operational and emergency plans, systems and procedures
- Check own compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Check own operational performance
- Collect and interpret information needed in the course of yard operations
- Organise and plan own work activities
- Manage time and priorities in the course of yard operations.

**Self management**
- Interpret and apply regulations, standard operating procedures and instructions
- Establish and follow own work plans and schedules
- Monitor and evaluate own work performance.

**Learning**
- Adapt own competence in response to any changes in yard operations
- Assist others in the workplace to develop their competence
- Update own knowledge and skills required for yard activities.

**Technology**
- Use the equipment and materials required during yard operations
- Follow and apply operational and servicing instructions for equipment used during yard operations
- Follow and apply OH&S procedures when using yard equipment and facilities.
- Operate equipment and tools required as part of the job role of yard operations
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total 17 units of competency, comprising:

- **6 core units** listed below

  plus

- **11 elective units** which may be taken from the elective units listed below, or may include up to 3 units selected from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

### Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>D Load Handling</td>
<td>TLID1001A Shift materials safely using manual handling methods&lt;br&gt;TLID2004A Load and unload goods/cargo</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE1003A Participate in basic workplace communication&lt;br&gt;TLIE2008A Process workplace documentation&lt;br&gt;TLIE1005A Carry out basic workplace calculations</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
</tbody>
</table>

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA2011A Package goods&lt;br&gt;TLIA2012A Pick and process orders&lt;br&gt;TLIA2013A Receive goods&lt;br&gt;TLIA2041A Manually sort mail and parcels&lt;br&gt;TLIA2042A Despatch mail&lt;br&gt;TLIA2043A Consolidate mail&lt;br&gt;TLIA2045A Process international parcels and letters&lt;br&gt;TLIA2046A Process parcels and letters&lt;br&gt;TLIA2047A Stream mail</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2001A Check and assess operational capabilities of equipment</td>
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<tr>
<td>Field</td>
<td>Unit</td>
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<tr>
<td>C</td>
<td>TLIC2050A</td>
</tr>
<tr>
<td>D</td>
<td>TLID2010A</td>
</tr>
<tr>
<td></td>
<td>TLID2012A</td>
</tr>
<tr>
<td></td>
<td>TLID2013A</td>
</tr>
<tr>
<td></td>
<td>TLID2016A</td>
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<td></td>
<td>TLID2018A</td>
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<tr>
<td></td>
<td>TLID2022A</td>
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<td>TLID2029A</td>
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<td></td>
<td>TLID2045A</td>
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<td></td>
<td>TLID2047A</td>
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<tr>
<td>E</td>
<td>TLIE2001A</td>
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<td></td>
<td>TLIE2007A</td>
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<tr>
<td>F</td>
<td>TLIF1002B</td>
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<td></td>
<td>TLIF2006A</td>
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<td>TLIF2010A</td>
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<td></td>
<td>TLIF2012A</td>
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<td>TLIF2092A</td>
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<td>G</td>
<td>TLIG2007A</td>
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<tr>
<td>H</td>
<td>TLIH2001A</td>
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<tr>
<td>I</td>
<td>TLII1002A</td>
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<tr>
<td>J</td>
<td>TLIJ2001A</td>
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<tr>
<td>K</td>
<td>TLIK2010A</td>
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<td></td>
<td>TLIK2007A</td>
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<tr>
<td>L</td>
<td>TLIL1001A</td>
</tr>
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<td></td>
<td>TLIL2008A</td>
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<tr>
<td>Field</td>
<td>Unit</td>
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<td>---------------</td>
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</tr>
<tr>
<td></td>
<td>TLIL2031A  Monitor and process attendance records</td>
</tr>
<tr>
<td>LIC Licensing Unit</td>
<td>TLILIC2001A Licence to operate a forklift truck</td>
</tr>
<tr>
<td></td>
<td>TLILIC2002A Licence to operate an order picking forklift truck</td>
</tr>
<tr>
<td>O Security</td>
<td>TLI02011A  Provide revenue protection measures</td>
</tr>
<tr>
<td></td>
<td>TLI02013A  Administer the security of assets and facilities</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>TLI1009A  Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
<tr>
<td></td>
<td>TLI1009A  Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
<tr>
<td></td>
<td>TLI2014A  Capture records into a records keeping system</td>
</tr>
<tr>
<td></td>
<td>TLI2017A  Maintain control of records</td>
</tr>
<tr>
<td></td>
<td>TLI2018A  Provide information from and about records</td>
</tr>
<tr>
<td></td>
<td>TLI2024A  Conduct financial transactions</td>
</tr>
<tr>
<td></td>
<td>TLI2029A  Prepare and process financial documents</td>
</tr>
<tr>
<td></td>
<td>TLI2032A  Maintain petty cash account</td>
</tr>
<tr>
<td></td>
<td>TLI2033A  Sell products and services</td>
</tr>
</tbody>
</table>
TLI21810 Certificate II in Logistics

Modification History
Release 3 - Two imported units updated to current version. Equivalent.

Description

Rationale:
A qualification for those engaged in logistics operations support within the Transport and Logistics Industry undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes. Successful completion of the licensing units within the qualification must align with applicable licensing and regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Logistics Support Officer
- Logistics Clerk

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI21810 Certificate II in Logistics

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures required in activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant regulations and instructions applicable to activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms and incident and accident reports</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course of activities involved in the transport and logistics industry including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of situations and take</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
| appropriate precautions |
| Use mathematics to carry out calculations related to activities involved in the transport and logistics industry. |
| Initiative and enterprise | Modify activities dependent on differing situations and contingencies |
| | Take appropriate initiatives in a range of situations such as those above |
| | Respond appropriately to any changes in equipment, standard operating procedures and the working environment. |
| Planning and organising | Follow and apply operational and emergency plans, systems and procedures |
| | Comply with applicable regulations and codes of practice |
| | Follow and apply workplace security and safety management systems |
| | Collect and interpret information needed in the course of the activities involved in the transport and logistics industry |
| | Manage time and priorities in the course of activities involved in the transport and logistics industry. |
| Self management | Interpret and apply applicable regulations and instructions |
| | Follow work plans and schedules |
| | Check own work performance. |
| Learning | Adapt own competence in response to any changes in the activities involved in the transport and logistics industry |
| | Participate in updating own knowledge and skills required for activities involved in the transport and logistics industry. |
| Technology | Use equipment required for the activities involved in the transport and logistics industry |
| | Follow and apply operational and servicing instructions for equipment used during the activities involved in the transport and logistics industry |
| | Follow and apply OH&S procedures when using equipment and facilities. |
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total 10 units of competency, comprising:

- 3 core units listed below

plus

- 3 technical elective units from the selected list below

plus

- 4 elective units which may be taken from the general elective units listed below, the remaining technical elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from this Training Package, and/or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Safety Management TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork        TLIG2007A</td>
<td>Work in a socially diverse environment</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service BSBCUS201B</td>
<td>Deliver a service to customers</td>
</tr>
</tbody>
</table>

Technical Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Handling Cargo/Stock TLIA2009A</td>
<td>Complete and check import/export documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA2013A</td>
<td>Receive goods</td>
</tr>
<tr>
<td></td>
<td>TLIA2021A</td>
<td>Despatch stock</td>
</tr>
<tr>
<td></td>
<td>TLIA2022A</td>
<td>Participate in stocktakes</td>
</tr>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling   TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td>H</td>
<td>Route Planning and TLIH2003A</td>
<td>Prioritise courier/delivery operations</td>
</tr>
</tbody>
</table>
### Field: Navigation

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIJ2001A</td>
<td>Apply quality procedures</td>
</tr>
</tbody>
</table>

### Field: Quality

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIJ2007A</td>
<td>Perform electronic data interchange (EDI) to transmit shipping documentation</td>
</tr>
</tbody>
</table>

### Field: Technology

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIU2012A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
</tbody>
</table>

### General elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handling Cargo/Stock</td>
<td>TLIJ2014A</td>
<td>Use product knowledge to complete work operations</td>
</tr>
<tr>
<td>Communication and Calculation</td>
<td>TLIJ2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>Safety Management</td>
<td>TLIJ2003A</td>
<td>Apply keyboard skills</td>
</tr>
<tr>
<td>Customer Service</td>
<td>BSBCMM301B</td>
<td>Process customer complaints</td>
</tr>
<tr>
<td>Technology</td>
<td>TLIJ2008A</td>
<td>Complete routine administrative tasks</td>
</tr>
<tr>
<td>Resource Management</td>
<td>TLIJ2018A</td>
<td>Monitor and process attendance records</td>
</tr>
<tr>
<td>Security</td>
<td>TLIJ2031A</td>
<td>Administer the security of assets and facilities</td>
</tr>
<tr>
<td>Administration and Finance</td>
<td>TLIJ2014A</td>
<td>Capture records into a records keeping system</td>
</tr>
<tr>
<td></td>
<td>TLIJ2017A</td>
<td>Maintain control of records</td>
</tr>
<tr>
<td></td>
<td>TLIJ2018A</td>
<td>Provide information from and about records</td>
</tr>
<tr>
<td></td>
<td>TLIJ2024A</td>
<td>Conduct financial transactions</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>TLIP2029A</td>
<td>Prepare and process financial documents</td>
<td></td>
</tr>
<tr>
<td>TLIP2032A</td>
<td>Maintain petty cash account</td>
<td></td>
</tr>
<tr>
<td>TLIP2033A</td>
<td>Sell products and services</td>
<td></td>
</tr>
</tbody>
</table>
TLI21911 Certificate II in Track Protection

Modification History
Release 2 - Units replaced by current versions. Equivalent.

Description
Please note RTO to insert unit group selected from the group choice below on the testamur

Rationale:
This is a general qualification for a person engaged in basic operations in the rail infrastructure environment undertaking track protection activities. This includes a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Track Protection – Track Blocking
  - Track protection officer
- Track Protection – Handsignaller
  - Handsignaller

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
### Employability Skills Summary

**Employability Skills Summary for TLI21911 Certificate II in Track Protection**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures used in track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant instructions, manuals, notices and signs applicable to role within track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completion of relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Participate in the resolution of interpersonal conflicts that may arise during track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course of track protection activities and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of rail situations and take appropriate precautions</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• Respond appropriately to changes in equipment, standard operating procedures and the work environment</td>
</tr>
<tr>
<td><strong>Planning and organising</strong></td>
<td>• Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Comply with applicable rail and safety regulations and codes of practice</td>
</tr>
<tr>
<td></td>
<td>• Follow and apply workplace security and safety management systems and safeworking requirements</td>
</tr>
<tr>
<td></td>
<td>• Collect and interpret information needed in the course of track protection activities within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Manage time in the course of track protection activities</td>
</tr>
</tbody>
</table>
Self management

- Interpret and apply applicable instructions and procedures
- Follow work plans and schedules
- Check own work performance

Learning

- Participate in updating own knowledge and skills required for rail activities, in response to any changes in the processes and equipment used in track protection activities

Technology

- Operate equipment and tools required during track protection activities
- Follow and apply operational and servicing instructions for equipment used during track protection activities
- Follow and apply the applicable safeworking requirements and OH&S procedures when using rail equipment and facilities
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 15 units of competency comprising:

- 10 core units listed below

- all specialist elective units from Group A or Group B listed below

- 2 general elective units from the elective units listed below, or drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>D Load Handling</td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE1003A Participate in basic workplace communication</td>
</tr>
<tr>
<td></td>
<td>TLIE2007A Use communication systems</td>
</tr>
<tr>
<td></td>
<td>TLIE2008A Process workplace documentation</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF2080C Safely access the rail corridor</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG1001A Work effectively with others</td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU2008A Apply environmental procedures to rail infrastructure</td>
</tr>
<tr>
<td>W Equipment and Systems Operations</td>
<td>TLIW2001A Operate under track protection rules</td>
</tr>
</tbody>
</table>

Specialist elective units:
Select all units from one of the following specialist elective groups:

- Group A: Track Blocking
- Group B: Handsignaller
<table>
<thead>
<tr>
<th>Group A</th>
<th>Track Blocking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE1005A Carry out basic workplace calculations</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF3083B Conduct track protection assessment</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL3082A Implement absolute signal blocking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group B</th>
<th>Handsignaller</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2085A Apply track fundamentals</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF2081B Perform lookout duties</td>
</tr>
<tr>
<td></td>
<td>TLIF2082B Perform handsignaller duties</td>
</tr>
</tbody>
</table>

General elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE2029A Conduct workplace information briefings</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2097A Use audible track warning devices</td>
</tr>
<tr>
<td></td>
<td>RIIOH5205A Control traffic with a stop-slow bat</td>
</tr>
<tr>
<td></td>
<td>RIIOHS302A Implement traffic management plan</td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK2010A Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>W Equipment and Systems</td>
<td>TLIW3026B Operate stand alone signalling/point control equipment</td>
</tr>
<tr>
<td></td>
<td>TLIW2037B Clip and secure points</td>
</tr>
</tbody>
</table>
**Operations**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW2038A</td>
<td>Place and remove temporary speed restriction equipment</td>
</tr>
<tr>
<td>TLIW2039A</td>
<td>Place and remove permanent way stop boards</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI22013 Certificate II in Shunting

Modification History
Release 2. This is the second release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0. Minor update of unit code version. Release 2 is equivalent to the previous release.

Description
Rationale:
This is a general qualification for a person engaged in basic operations within the rail yard/terminal environment undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.
Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Shunter
- Terminal Operator.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
### Employability Skills Summary

#### Employability Skills Summary for TLI22013 Certificate II in Shunting

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>Use communication systems and procedures used in shunting</td>
</tr>
<tr>
<td></td>
<td>Read and follow relevant, instructions, manuals, notices and signs applicable to their role</td>
</tr>
<tr>
<td></td>
<td>Speak clearly and directly on matters related to their role</td>
</tr>
<tr>
<td></td>
<td>Complete documents as part of duties, including completion of relevant forms</td>
</tr>
<tr>
<td></td>
<td>Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>Participate in the resolution of any interpersonal conflicts that may arise during shunting activities</td>
</tr>
<tr>
<td></td>
<td>Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>Collaborate with others in the course of their work</td>
</tr>
<tr>
<td></td>
<td>Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>Identify and solve or report problems arising in the course of their work</td>
</tr>
<tr>
<td></td>
<td>Recognise problems that may occur in the course of their work and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>Recognise hazards and risks in a range of workplace situations and take appropriate precautions.</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td><strong>Planning and organising</strong></td>
<td>Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
<tr>
<td></td>
<td>Comply with applicable rail and safety regulations and codes of practice</td>
</tr>
<tr>
<td></td>
<td>Follow and apply workplace security and safety management systems and safeworking requirements</td>
</tr>
<tr>
<td></td>
<td>Collect and interpret information needed in the course of the their work within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>Manage time in the course of their work.</td>
</tr>
</tbody>
</table>
Self management

- Interpret and apply applicable instructions and procedures
- Follow work plans and schedules
- Check own work performance.

Learning

- Participate in updating of own knowledge and skills required for shunting activities, in response to any changes in the processes and equipment used in their workplace.

Technology

- Operate equipment and use tools required as part of their work role
- Follow and apply operational and servicing instructions for equipment used in their work
- Follow and apply the applicable safeworking requirements and WHS/OHS procedures when using equipment and facilities.
Packaging Rules

Requirements for completion of the qualification

A successful assessment outcome for a total of 16 units of competency comprising:

- 10 core units listed below

plus

- 6 elective units from the general elective units listed below. Alternatively, up to 3 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB2122A</td>
<td>Apply awareness of fundamentals of rail operations in yards or sidings</td>
</tr>
<tr>
<td>C</td>
<td>TLIC3017A</td>
<td>Shunt rolling stock</td>
</tr>
<tr>
<td>E</td>
<td>TLIE1003A</td>
<td>Participate in basic workplace communication</td>
</tr>
<tr>
<td></td>
<td>TLIE2007A</td>
<td>Use communication systems</td>
</tr>
<tr>
<td>F</td>
<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td></td>
<td>TLIF3087A</td>
<td>Follow occupational health, safety and environmental procedures in the rail industry</td>
</tr>
<tr>
<td>W</td>
<td>TLIW2041A</td>
<td>Clip points and apply rail safety equipment</td>
</tr>
<tr>
<td></td>
<td>TLIW3026B</td>
<td>Operate stand alone signalling/point control equipment</td>
</tr>
</tbody>
</table>

General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB2131A</td>
</tr>
<tr>
<td></td>
<td>TLIB3019B</td>
</tr>
<tr>
<td></td>
<td>TLIB3021A</td>
</tr>
<tr>
<td></td>
<td>Operate Vehicles</td>
</tr>
<tr>
<td>---</td>
<td>-----------------</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operation</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
Modifications to this document version:

- **Release 1** - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.

Description

**Rationale:**
This is a general qualification for a person driving a medium/heavy rail track vehicle from one location to another over main line track. It involves a broad range of skilled applications in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

**Job roles:**
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Track Vehicle Operator/Driver
- Track Machine Driver

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.
**Employability Skills Summary**

Employability Skills Summary for TLI32113 Certificate II in Rail Track Vehicle Driving

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures used rail track vehicle driving</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant, instructions, manuals, notices and signs applicable to their role as a rail track vehicle driver</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to their role as a rail track vehicle driver</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completion of relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during rail track vehicle driving</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of rail track vehicle driving</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of rail track vehicle driving</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course rail track vehicle driving and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of rail track vehicle driving situations and take appropriate precautions.</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td><strong>Planning and organising</strong></td>
<td>• Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Comply with applicable rail and safety regulations and</td>
</tr>
</tbody>
</table>
codes of practice

- Follow and apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed in the course of rail track vehicle driving within limits of responsibility
- Manage time when driving rail track vehicles.

Self management

- Interpret and apply applicable instructions and procedures
- Follow work plans and schedules
- Check own work performance.

Learning

- Participate in updating of own knowledge and skills required for rail track vehicle driving, in response to any changes in the processes and equipment used in rail track vehicle driving.

Technology

- Operate equipment and use tools required during rail track vehicle driving
- Follow and apply operational and servicing instructions for equipment used during rail track vehicle driving
- Follow and apply the applicable safeworking requirements and OH&S procedures when using equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 17 units of competency comprising:

- **11 core units** listed below

  plus

- **6 elective units** from the general elective units listed below. Alternatively, **up to 3 units** may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

<table>
<thead>
<tr>
<th>Core units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>E Communication and Calculation</td>
</tr>
<tr>
<td>F Safety Management</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>U Environment</td>
</tr>
<tr>
<td>W Equipment and Systems Operations</td>
</tr>
</tbody>
</table>
### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
</table>
Clean equipment and restore worksite  
Check and assess operational capabilities of equipment  
Apply track fundamentals  
Measure and record track geometry  
Diagnose and rectify minor faults on on-track vehicles  
Test medium/heavy track vehicle braking system |
| **C** Vehicle Operation     | TLIC2054B, TLIC0083A, TLIC0084A, TLIC2074A | Access rail track to run track vehicle within defined worksite  
Access rail track to travel track vehicle under occupancy authority  
Access rail track to travel track vehicle/s under block working conditions  
Couple and uncouple track maintenance vehicles |
| **D** Load Handling         | TLID1001A | Shift materials safely using manual handling methods |
| **E** Communication and Calculation | TLIE2008A, TLIE2031A | Process workplace documentation  
Use communication systems for on-track vehicle operations |
| **F** Safety Management    | TLIF2006A, TLIF2018A, TLIF3058A, TLIF3091A | Apply accident-emergency procedures  
Operate firefighting equipment  
Apply safeworking rules and regulations to rail functions  
Apply awareness of dangerous goods and hazardous materials requirements |
<p>| <strong>I</strong> Customer Service      | TLII4022A | Identify and meet customer requirements |
| <strong>K</strong> Technology            | TLIK2010A | Use infotechnology devices in the workplace |
| <strong>S</strong> Construction and     | TLIS2030A | Carry out track ballasting |</p>
<table>
<thead>
<tr>
<th>Installation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
</tr>
<tr>
<td>TLIW2028A</td>
<td>Identify the principles of ballast cleaning operations</td>
</tr>
<tr>
<td>TLIW2029A</td>
<td>Identify the principles of ballast regulator operations</td>
</tr>
<tr>
<td>TLIW2030A</td>
<td>Identify the principles of dynamic track stabiliser operations</td>
</tr>
<tr>
<td>TLIW2031A</td>
<td>Identify the principles of self-propelled rail grinder operations</td>
</tr>
<tr>
<td>TLIW2032A</td>
<td>Identify the principles of tamping machine operations</td>
</tr>
<tr>
<td>TLIW2033A</td>
<td>Identify the principles of mechanised track laying operations</td>
</tr>
<tr>
<td>TLIW2037B</td>
<td>Clip and secure points</td>
</tr>
<tr>
<td>TLIW3026B</td>
<td>Operate stand alone signalling point control equipment</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI22213 Certificate II in Tram or Light Rail Infrastructure

Modification History
Release 1 - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.

Description
Rationale:
This is a general qualification for a person engaged in basic operations within the tram/light rail infrastructure environment undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Tram Infrastructure Track Worker Level 1-3
- Light Rail Track Worker.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
## Employability Skills Summary

### Employability Skills Summary for TLI22213 Certificate II in Tram or Light Rail Infrastructure

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
</table>
| **Communication**                                       | • Use communication systems and procedures used in tram/light rail construction and/or maintenance of rail infrastructure  
• Read and follow relevant, instructions, manuals, notices and signs applicable to their role within the construction and/or maintenance of tram/light rail infrastructure  
• Speak clearly and directly on matters related to their role within the construction and/or maintenance of tram/light rail infrastructure  
• Complete documents as part of duties, including completion of relevant forms  
• Recognise and interpret non-verbal signs, signals and behaviour  
• Use relevant communication equipment. |
| **Teamwork**                                            | • Participate in the resolution of any interpersonal conflicts that may arise during construction and/or maintenance of tram/light rail infrastructure  
• Avoid and prevent the harassment of others in the workplace  
• Collaborate with others in the course of construction and/or maintenance of tram/light rail infrastructure  
• Work with persons of different ages, gender, race, religion, political persuasion, etc. |
| **Problem solving**                                     | • Identify and solve or report problems arising in the course of construction and/or maintenance of tram/light rail infrastructure  
• Recognise problems that may occur in the course of construction and/or maintenance of tram/light rail infrastructure and take appropriate action to report or resolve the problems within limits of responsibility  
• Recognise hazards and risks in a range of tram/light rail situations and take appropriate precautions. |
| **Initiative and enterprise**                           | • Respond appropriately to any changes in equipment, standard operating procedures and the working environment. |
| **Planning and organising**                            | • Follow and apply operational and emergency plans, systems and procedures  
• Comply with applicable rail and safety regulations and codes of |
practice

- Follow and apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed in the course of the construction and/or maintenance of tram/light rail infrastructure within limits of responsibility
- Manage time in the course of construction and/or maintenance of rail infrastructure.

Self management

- Interpret and apply applicable instructions and procedures
- Follow work plans and schedules
- Check own work performance.

Learning

- Participate in updating of own knowledge and skills required for tram/light rail activities, in response to any changes in the processes and equipment used in the construction and/or maintenance of tram/light rail infrastructure.

Technology

- Operate equipment and use tools required during the construction and/or maintenance of tram/light rail infrastructure
- Follow and apply operational and servicing instructions for equipment used during the construction and/or maintenance of tram/light rail infrastructure
- Follow and apply the applicable safeworking requirements and OH&S procedures when using equipment and facilities.
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 16 units of competency comprising:

- 10 core units listed below

plus

- 6 elective units from the general elective units listed below. Alternatively, up to 3 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB1028A</td>
</tr>
<tr>
<td></td>
<td>TLIB2125A</td>
</tr>
<tr>
<td></td>
<td>TLIB2092A</td>
</tr>
<tr>
<td>D</td>
<td>TLID1001A</td>
</tr>
<tr>
<td>E</td>
<td>TLIB1003A</td>
</tr>
<tr>
<td></td>
<td>MEM12023A</td>
</tr>
<tr>
<td>F</td>
<td>TLIF1001A</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A</td>
</tr>
<tr>
<td>U</td>
<td>TLIU2008A</td>
</tr>
<tr>
<td>W</td>
<td>RIOHS205A</td>
</tr>
</tbody>
</table>

General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB1093A</td>
</tr>
<tr>
<td></td>
<td>TLIB2001A</td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>---------------</td>
</tr>
<tr>
<td>C  Vehicle Operation</td>
<td>TLIC2059A Propelm and operate light on-track equipment</td>
</tr>
<tr>
<td>F  Safety Management</td>
<td>TLIF2080C Safely access the rail corridor</td>
</tr>
<tr>
<td>G  Teamwork</td>
<td>TLIG1001A Work effectively with others</td>
</tr>
<tr>
<td>G  Teamwork</td>
<td>TLIG2007A Work in a socially diverse environment</td>
</tr>
<tr>
<td>K  Technology</td>
<td>TLIK2010A Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td></td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>TLIS2027A Install and maintain surface track drainage</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>TLIS2030A Carry out track ballasting</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>TLIS2031A Install railway sleepers</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>TLIS2034A Install and repair rail fastening systems</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>TLIS2044A Carry out rail installation</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>RIICCM209A Carry out concrete work</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>RIICCM205A Carry out manual excavation</td>
</tr>
<tr>
<td>S  Construction and Installation</td>
<td>RIICCM207A Spread and compact materials manually</td>
</tr>
<tr>
<td>W  Equipment and Systems Operations</td>
<td></td>
</tr>
<tr>
<td>W  Equipment and Systems Operations</td>
<td>TLIW2001A Operate under track protection rules</td>
</tr>
<tr>
<td>W  Equipment and Systems Operations</td>
<td>TLIW3027A Operate minor track equipment</td>
</tr>
<tr>
<td>W  Equipment and Systems Operations</td>
<td>TLIW3035A Heat &amp; cut materials using oxy-LPG equipment for the rail industry</td>
</tr>
<tr>
<td>W  Equipment and Systems Operations</td>
<td>RIIOHS302A Implement traffic management plan</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI22313 Certificate II in Rail Customer Service

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This is a general qualification for a person engaged in operations within the rail customer service environment undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.

Job roles:
The TLI22313 Certificate II in Rail Customer Service qualification is aligned to the following defined roles:

- Booking Clerk
- Customer Service Attendant/Assistant
- Passenger Service Officer
- Station Assistant/Officer.
- Train Buffet Operator
- Train Conductor

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI22313 Certificate II in Rail Customer Service

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Use communication systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant, instructions, manuals, notices and</td>
</tr>
<tr>
<td></td>
<td>signs applicable to their role</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to their role</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completion of</td>
</tr>
<tr>
<td></td>
<td>relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Participate in the resolution of any interpersonal conflicts</td>
</tr>
<tr>
<td></td>
<td>that may arise during workplace activities</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of their work</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course of</td>
</tr>
<tr>
<td></td>
<td>their work</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course of their work</td>
</tr>
<tr>
<td></td>
<td>and take appropriate action to report or resolve the problems</td>
</tr>
<tr>
<td></td>
<td>within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of workplace situations</td>
</tr>
<tr>
<td></td>
<td>and take appropriate precautions</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>• Respond appropriately to any changes in equipment, standard</td>
</tr>
<tr>
<td></td>
<td>operating procedures and the working environment</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>• Follow and apply operational and emergency plans, systems and</td>
</tr>
<tr>
<td></td>
<td>procedures</td>
</tr>
<tr>
<td></td>
<td>• Comply with applicable rail and safety regulations and codes</td>
</tr>
<tr>
<td></td>
<td>of practice</td>
</tr>
<tr>
<td></td>
<td>• Follow and apply workplace security and safety management</td>
</tr>
<tr>
<td></td>
<td>systems and safeworking requirements</td>
</tr>
<tr>
<td></td>
<td>• Collect and interpret information needed in the course of the</td>
</tr>
<tr>
<td></td>
<td>their work within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Manage time in the course of their work</td>
</tr>
<tr>
<td>Self management</td>
<td>• Interpret and apply applicable instructions and procedures</td>
</tr>
<tr>
<td></td>
<td>• Follow work plans and schedules</td>
</tr>
</tbody>
</table>
• Check own work performance
• Participate in updating own required knowledge and skills, in response to any changes in the processes and equipment used in their workplace

Technology
• Operate equipment and use tools required as part of their work role
• Follow and apply operational and servicing instructions for equipment used in their work
• Follow and apply the applicable safeworking requirements and work health and safety (WHS)/occupational health and safety (OHS) procedures when using equipment and facilities

Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of **12 units of competency** comprising:

- **8 core units** listed below

plus

- **4 elective units** from the **general elective units** listed below. Alternatively, **up to 2 units** may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field</strong></td>
<td><strong>Unit</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
<td>TLIB3118A</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td>TLIE1003A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIE2007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIE2008A</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td><strong>G</strong> Teamwork</td>
<td>TLIG1001A</td>
<td>Work effectively with others</td>
</tr>
<tr>
<td><strong>I</strong> Customer Service</td>
<td>TLII2020A</td>
<td>Provide assistance to customers with specific needs</td>
</tr>
<tr>
<td></td>
<td>TLII3022A</td>
<td>Provide customer service in rail operations</td>
</tr>
</tbody>
</table>

**General Elective Units**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B</strong> Equipment Checking and Maintenance</td>
<td>TLIB1024A</td>
<td>Clean transportation units and facilities for passenger use</td>
</tr>
<tr>
<td><strong>C</strong> Vehicle Operation</td>
<td>TLIC2078A</td>
<td>Identify and respond to signals and trackside signs</td>
</tr>
<tr>
<td><strong>D</strong> Load Handling</td>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLIE1005A</td>
<td>Carry out basic workplace calculations</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>HLTFA211A</td>
<td>Provide basic emergency life support</td>
</tr>
<tr>
<td></td>
<td>HLTFA311A</td>
<td>Apply first aid</td>
</tr>
<tr>
<td></td>
<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF2018A</td>
<td>Operate firefighting equipment</td>
</tr>
<tr>
<td></td>
<td>TLIF2062A</td>
<td>Apply awareness of safeworking rules and regulations</td>
</tr>
<tr>
<td></td>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td><strong>G</strong> Teamwork</td>
<td>HLTCS0306D</td>
<td>Respond effectively to behaviours of concern</td>
</tr>
<tr>
<td></td>
<td>TLIG2007A</td>
<td>Work in a socially diverse environment</td>
</tr>
<tr>
<td><strong>I</strong> Customer Service</td>
<td>BSBCUS201B</td>
<td>Deliver a service to customers</td>
</tr>
<tr>
<td></td>
<td>SITHFAB201</td>
<td>Provide responsible service of alcohol</td>
</tr>
<tr>
<td>Section</td>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>--------</td>
<td>--------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>K Technology</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SITXFSI101</td>
<td>Use hygienic practices for food safety</td>
</tr>
<tr>
<td></td>
<td>TLIK2003A</td>
<td>Apply keyboard skills</td>
</tr>
<tr>
<td></td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td><strong>L Resource Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIL2048A</td>
<td>Prepare for train departure</td>
</tr>
<tr>
<td><strong>O Security</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIO2011A</td>
<td>Provide revenue protection measures</td>
</tr>
<tr>
<td><strong>P Administration and Finance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIP2038A</td>
<td>Conduct, balance and secure financial transactions</td>
</tr>
<tr>
<td></td>
<td>TLIP2039A</td>
<td>Ensure the confidentiality, privacy and security of customer information</td>
</tr>
<tr>
<td></td>
<td>TLIP3034A</td>
<td>Advise on and construct fares for passengers</td>
</tr>
<tr>
<td><strong>U Environment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIU2012A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI22413 Certificate II in Furniture Removal

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

This qualification replaces but is not equivalent to TLI21510 Certificate II in Furniture Removal because:
- 2 units have been moved from the core units to the general elective units
- 2 units have been replaced in the core
- core units have been reduced from 9 units to 7 units
- 2 units have been removed from the general elective units
- 10 units have been added to the general elective units.

Description
Rationale:
This qualification is designed for furniture removal job roles within the transport and logistics industry. Successful achievement of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 2.

Job roles:
The TLI22413 Certificate II in Furniture Removal qualification is aligned to the following defined role:
- Furniture Removalist.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI22413 Certificate II in Furniture Removal

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Use communication systems and procedures required in furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant regulations and instructions applicable to furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms and incident and accident reports</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course of furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course of furniture removal operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of situations and take appropriate precautions</td>
</tr>
<tr>
<td></td>
<td>• Use mathematics to carry out calculations related to furniture removal operations.</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td>Planning and</td>
<td>• Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
</tbody>
</table>
organising

- Comply with applicable regulations and codes of practice
- Follow and apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed in the course of furniture removal operations
- Manage time and priorities in the course of furniture removal operations.

Self management

- Interpret and apply applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance.

Learning

- Adapt own competence in response to any changes in furniture removal operations
- Participate in updating own knowledge and skills required for furniture removal operations.

Technology

- Operate equipment required during furniture removal operations
- Follow and apply operational and servicing instructions for equipment used during furniture removal operations
- Follow and apply work health and safety (WHS)/occupational health and safety (OHS) procedures when using furniture removal equipment and facilities.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of **12 units of competency** comprising:

- **7 core units** listed below

plus

- **5 elective units** from the **general elective units** listed below. Alternatively **up to 3 units** from the TLI10 Transport and Logistics Training Package or any other nationally endorsed Training Package or accredited training course, however, the elective units selected must contribute to the vocational outcomes of the qualification and align with the job role.

Where imported units are selected, care must be taken to ensure that all prerequisite units specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td></td>
<td>TLID2018A</td>
<td>Handle furniture and effects</td>
</tr>
<tr>
<td></td>
<td>TLID2019A</td>
<td>Pack and unpack cartons during a removal</td>
</tr>
<tr>
<td>E</td>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td></td>
<td>TLIE2032A</td>
<td>Assess removal</td>
</tr>
<tr>
<td>F</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>I</td>
<td>TLII1002A</td>
<td>Apply customer service skills</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td>C</td>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3003A</td>
<td>Drive medium rigid vehicle</td>
</tr>
<tr>
<td>D</td>
<td>TLID2010A</td>
<td>Operate a forklift</td>
</tr>
<tr>
<td>E</td>
<td>TLIE1003A</td>
<td>Participate in basic workplace communication</td>
</tr>
<tr>
<td>Section</td>
<td>Topic</td>
<td>Units</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF2010A  TLIF2092A  HLTFA311A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLIG1001A  TLIG2007A</td>
</tr>
<tr>
<td>H</td>
<td>Route Planning and Navigation</td>
<td>TLIH2001A</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
<td>TLIK2010A</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLIL1001A</td>
</tr>
<tr>
<td>LIC</td>
<td>Licensing</td>
<td>TLILIC2001A  TLILIC2014B  TLILIC2015B</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU1009A  TLIU2012A</td>
</tr>
</tbody>
</table>

### Custom Content Section

Not applicable.
TLI31210 Certificate III in Driving Operations

Modification History

Release 5. This is the fifth release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

In Release 5:
- 5 units have been added to the licensing or industry units list
- 3 units have been removed from the general elective units
- 2 units have been added to the general elective units.
- This release is equivalent to the previous release.

Description

Rationale:
This qualification is designed for driving operation job roles within the Transport and Logistics Industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 3. Successful completion of the licensing units within the qualification must align with licensing and regulatory requirements applicable to driving and state/territory regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Line Haul Driver
- Local Heavy General Freight Driver
- Interstate Driver.

Pathways Information
Not Applicable.

Licensing/Regulatory Information
Refer to Description.

Entry Requirements
There are no entry requirements for this qualification.
Employability Skills Summary

Employability Skills Summary for TLI31210 Certificate III in Driving Operations
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Use communication systems and procedures used in driving within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, manuals, notices and signs applicable to their role of driving operations within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to driving operations within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completion of relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during driving operations within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others within the job role of driving operations within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising during the job role of driving operations within the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the within the job role of driving operations within the road transport industry and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of driving operation situations within the road transport industry.</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>• Follow and apply operational and emergency plans, systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Comply with applicable road safety regulations and codes of...</td>
</tr>
</tbody>
</table>
practice
- Follow and apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed during driving operations within the road transport industry within limits of responsibility
- Manage time in the job role of driving operations within the road transport industry.

Self management
- Interpret and apply applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance.

Learning
- Participate in updating of own knowledge and skills required for driving operations and working within the road transport industry, in response to any changes in the processes and equipment used road transport industry.

Technology
- Operate equipment and tools required during driving operations within the road transport industry
- Follow and apply operational and servicing instructions for equipment used during driving operations within the road transport industry
- Follow and apply the applicable safeworking requirements and WHS/OHS procedures during driving operations within the road transport industry.
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 18 to 20 units of competency (depending on the group) comprising:

- **6 core units** listed below

plus

- at least **one licensing or industry unit** relevant to the vehicle type applicable to the job role listed below

plus

- **all units** within one of the selected **group (job roles)** listed below: A, B, C, D E, F, G, H, I, K, L

plus

- **6 general elective units** which may be selected from the general elective units listed below, or may include up to **3 units** drawn with appropriate contextualisation from this Training Package, and/or from Certificate III qualifications in other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D</strong> Load Handling</td>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLIE1005A</td>
<td>Carry out basic workplace calculations</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
</tbody>
</table>
### H Route Planning and Navigation

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIH2001A</td>
<td>Interpret road maps and navigate pre-determined routes</td>
</tr>
</tbody>
</table>

### L Resource Management

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
</tbody>
</table>

### Licensing /Industry Units

Select at least one unit from the following units applicable to job role and relevant vehicle type:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3003A</td>
<td>Drive medium rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3004A</td>
<td>Drive heavy rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3005A</td>
<td>Drive heavy combination vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC4006A</td>
<td>Drive multi-combination vehicle</td>
</tr>
<tr>
<td>LIC</td>
<td>TLILIC2014B</td>
<td>Licence to drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLILIC2015B</td>
<td>Licence to drive medium rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLILIC2016B</td>
<td>Licence to drive heavy rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLILIC3017B</td>
<td>Licence to drive heavy combination vehicle</td>
</tr>
<tr>
<td></td>
<td>TLILIC3018B</td>
<td>Licence to drive multi-combination vehicle</td>
</tr>
</tbody>
</table>
Select one group (job role) from the following options:
Group A: Heavy General Freight
Group B: Agitator
Group C: Bus
Group D: Refrigerated
Group E: Pilot Vehicle
Group F: Dry/Liquid
Group G: Car Carrier
Group H: Livestock
Group I: Wood Products
Group K: Dangerous Goods
Group L: Over Dimensional

Group A: Heavy General Freight

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA1001A Secure cargo</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2004A Carry out vehicle inspection</td>
</tr>
<tr>
<td></td>
<td>TLIB2008A Carry out inspection of trailers</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2004A Load and unload goods/cargo</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLI2008A Process workplace documentation</td>
</tr>
<tr>
<td></td>
<td>TLI3004A Prepare workplace documents</td>
</tr>
<tr>
<td></td>
<td>TLI3012A Consolidate manifest documentation</td>
</tr>
</tbody>
</table>

Group B: Agitator

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2004A Carry out vehicle inspection</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2004A Load and unload goods/cargo</td>
</tr>
<tr>
<td></td>
<td>PMC552061C Deliver concrete to site</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLI2007A Use communication systems</td>
</tr>
<tr>
<td></td>
<td>TLI2008A Process workplace documentation</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ2001A Apply quality procedures</td>
</tr>
</tbody>
</table>

**Group C: Bus**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2004A Carry out vehicle inspection</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC3011A Transport passengers with disabilities</td>
</tr>
<tr>
<td></td>
<td>TLIC3042A Operate coach/bus</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3004A Prepare workplace documents</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG2007A Work in a socially diverse environment</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLIJ3009A Provide on-board services to customers</td>
</tr>
</tbody>
</table>

**Group D: Refrigerated**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA4025A Regulate temperature controlled stock</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2004A Carry out vehicle inspection</td>
</tr>
<tr>
<td></td>
<td>TLIB3006A Carry out inspection of vehicles designed to carry special loads</td>
</tr>
</tbody>
</table>
### Load Handling

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
</tr>
</tbody>
</table>

### Communication and Calculation

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
</tr>
</tbody>
</table>

### Pilot Vehicle

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>TLIC3010A</td>
<td>Pilot or escort oversized and/or overmassed loads</td>
</tr>
<tr>
<td>E</td>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
</tr>
<tr>
<td></td>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td></td>
<td>TLIE3009A</td>
<td>Use pilot and escort communication</td>
</tr>
</tbody>
</table>

### Dry/Liquid

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td></td>
<td>TLIB2073A</td>
<td>Clean road tankers</td>
</tr>
<tr>
<td>E</td>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td></td>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
</tr>
</tbody>
</table>

### Selection of both or one depending on the job role:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>TLID2021A</td>
<td>Use specialised bulk transfer equipment (dry)</td>
</tr>
<tr>
<td></td>
<td>TLID3024A</td>
<td>Use specialised liquid bulk transfer equipment (gravity/pressurised)</td>
</tr>
</tbody>
</table>
Group G: Car Carrier

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA1001A</td>
<td>Secure cargo</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB3006A</td>
<td>Carry out inspection of vehicles designed to carry special loads</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
</tr>
<tr>
<td></td>
<td>TLID3014A</td>
<td>Load and unload vehicles carrying special loads</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
</tr>
</tbody>
</table>

Group H: Livestock

<table>
<thead>
<tr>
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<th>Unit</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>D Load Handling</td>
<td>TLID3020A</td>
<td>Care for livestock in transit</td>
</tr>
<tr>
<td></td>
<td>TLID3014A</td>
<td>Load and unload vehicles carrying special loads</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td></td>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td></td>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
</tr>
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</table>

Group I: Wood Products

<table>
<thead>
<tr>
<th>Field</th>
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<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA1001A</td>
<td>Secure cargo</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td></td>
<td>TLIB3006A</td>
<td>Carry out inspection of vehicles designed to</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
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</tr>
<tr>
<td>E</td>
<td>TLI3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
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<td></td>
<td>TLI3004A</td>
<td>Prepare workplace documents</td>
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**Group K: Dangerous Goods**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
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</thead>
<tbody>
<tr>
<td>D</td>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substances</td>
</tr>
<tr>
<td></td>
<td>TLID2016A</td>
<td>Load and unload explosives and dangerous goods</td>
</tr>
<tr>
<td></td>
<td>TLID3015A</td>
<td>Identify and label explosives and dangerous goods</td>
</tr>
<tr>
<td></td>
<td>TLID3027A</td>
<td>Prepare for transport of dangerous goods</td>
</tr>
</tbody>
</table>

Selection of both or one depending on the job role:

<table>
<thead>
<tr>
<th>LIC</th>
<th>Licensing Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>TLILIC3013A</td>
<td>Preparation to transport dangerous goods by road</td>
</tr>
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**Group L: Over Dimensional**

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>TLIA1001A</td>
<td>Secure cargo</td>
</tr>
<tr>
<td>B</td>
<td>TLIB3006A</td>
<td>Carry out inspection of vehicles designed to carry special loads</td>
</tr>
<tr>
<td>D</td>
<td>TLID3014A</td>
<td>Load and unload vehicles carrying special loads</td>
</tr>
<tr>
<td>E</td>
<td>TLI3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td></td>
<td>TLI3004A</td>
<td>Prepare workplace documents</td>
</tr>
<tr>
<td></td>
<td>TLI3009A</td>
<td>Use pilot and escort communication</td>
</tr>
</tbody>
</table>
# General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA1001A</td>
<td>Secure cargo</td>
</tr>
<tr>
<td></td>
<td>TLIA2003A</td>
<td>Connect and disconnect reefer units</td>
</tr>
<tr>
<td></td>
<td>TLIA3002A</td>
<td>Maintain container/cargo records</td>
</tr>
<tr>
<td></td>
<td>TLIA3004A</td>
<td>Process receipt and delivery of containers and cargo</td>
</tr>
<tr>
<td></td>
<td>TLIA3008A</td>
<td>Transfer cargo</td>
</tr>
<tr>
<td></td>
<td>TLIA3015A</td>
<td>Complete receival/despatch documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA4005A</td>
<td>Check and evaluate records and documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA4025A</td>
<td>Regulate temperature controlled stock</td>
</tr>
<tr>
<td></td>
<td>CPPWMT3044A</td>
<td>Identify wastes and hazards</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB1024A</td>
<td>Clean transportation units and facilities for passenger use</td>
</tr>
<tr>
<td></td>
<td>TLIB1028A</td>
<td>Maintain and use hand tools</td>
</tr>
<tr>
<td></td>
<td>TLIB1031A</td>
<td>Clean up plant, equipment and worksite</td>
</tr>
<tr>
<td></td>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB2003A</td>
<td>Carry out vehicle servicing and maintenance</td>
</tr>
<tr>
<td></td>
<td>TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td></td>
<td>TLIB2008A</td>
<td>Carry out inspection of trailers</td>
</tr>
<tr>
<td></td>
<td>TLIB2009A</td>
<td>Check conveyor operational status</td>
</tr>
<tr>
<td></td>
<td>TLIB2022A</td>
<td>Diagnose and rectify minor faults</td>
</tr>
<tr>
<td></td>
<td>TLIB2023A</td>
<td>Provide sanitation and water services support to passenger transportation units</td>
</tr>
<tr>
<td></td>
<td>TLIB2029B</td>
<td>Use and maintain minor mechanical</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>TLIB2073A</td>
<td>Clean road tankers</td>
<td></td>
</tr>
<tr>
<td>TLIB2119A</td>
<td>Carry out maintenance of trailers</td>
<td></td>
</tr>
<tr>
<td>TLIB3005A</td>
<td>Carry out maintenance of vehicles designed to carry special loads</td>
<td></td>
</tr>
<tr>
<td>TLIB3006A</td>
<td>Carry out inspection of vehicles designed to carry special loads</td>
<td></td>
</tr>
<tr>
<td>TLIB3014A</td>
<td>Load and unload wheeled or tracked crane</td>
<td></td>
</tr>
<tr>
<td>TLIB3015A</td>
<td>Undertake site inspection</td>
<td></td>
</tr>
<tr>
<td>TLIB3016A</td>
<td>De-rig, pack and store tools and equipment</td>
<td></td>
</tr>
<tr>
<td>TLIB3017A</td>
<td>Assemble and dismantle boom or jib</td>
<td></td>
</tr>
<tr>
<td>TLIC2025A</td>
<td>Operate four wheel drive vehicle</td>
<td></td>
</tr>
<tr>
<td>TLIC2049A</td>
<td>Operate heavy vehicle on unsealed roads</td>
<td></td>
</tr>
<tr>
<td>TLIC3010A</td>
<td>Pilot or escort oversized and/or overmassed loads</td>
<td></td>
</tr>
<tr>
<td>TLIC3011A</td>
<td>Transport passengers with disabilities</td>
<td></td>
</tr>
<tr>
<td>TLIC3063A</td>
<td>Operate vehicle carrying special loads</td>
<td></td>
</tr>
<tr>
<td>TLIC3064A</td>
<td>Operate car carrier vehicle</td>
<td></td>
</tr>
<tr>
<td>TLIC3071A</td>
<td>Operate an agitator</td>
<td></td>
</tr>
<tr>
<td>TLID1002A</td>
<td>Shift a load using manually-operated equipment</td>
<td></td>
</tr>
<tr>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substances</td>
<td></td>
</tr>
<tr>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
<td></td>
</tr>
<tr>
<td>TLID2012A</td>
<td>Operate specialised load shifting equipment</td>
<td></td>
</tr>
<tr>
<td>TLID2013A</td>
<td>Move materials mechanically using automated equipment</td>
<td></td>
</tr>
<tr>
<td>TLID2016A</td>
<td>Load and unload explosives and dangerous goods</td>
<td></td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>TLID2021A</td>
<td>Use specialised bulk transfer equipment (dry)</td>
<td></td>
</tr>
<tr>
<td>TLID2022A</td>
<td>Conduct weighbridge operations</td>
<td></td>
</tr>
<tr>
<td>TLID2045A</td>
<td>Operate specialised light load shifting equipment</td>
<td></td>
</tr>
<tr>
<td>TLID2047A</td>
<td>Prepare cargo for transfer with slings</td>
<td></td>
</tr>
<tr>
<td>TLID3014A</td>
<td>Load and unload vehicles carrying special loads</td>
<td></td>
</tr>
<tr>
<td>TLID3015A</td>
<td>Identify and label explosives and dangerous goods</td>
<td></td>
</tr>
<tr>
<td>TLID3020A</td>
<td>Care for livestock in transit</td>
<td></td>
</tr>
<tr>
<td>TLID3024A</td>
<td>Use specialised liquid bulk transfer equipment (gravity/pressurised)</td>
<td></td>
</tr>
<tr>
<td>TLID3027A</td>
<td>Prepare for transport of dangerous goods</td>
<td></td>
</tr>
<tr>
<td>TLID3031A</td>
<td>Rig load</td>
<td></td>
</tr>
<tr>
<td>TLID3033A</td>
<td>Operate a vehicle-mounted loading crane</td>
<td></td>
</tr>
<tr>
<td>TLID3035A</td>
<td>Operate a boom type elevating work platform</td>
<td></td>
</tr>
<tr>
<td>TLID3036A</td>
<td>Lift and move load using mobile crane</td>
<td></td>
</tr>
<tr>
<td>TLID3046A</td>
<td>Operate container side lifter</td>
<td></td>
</tr>
<tr>
<td>TLID4032A</td>
<td>Plan and conduct specialised lift</td>
<td></td>
</tr>
<tr>
<td>CPCCCO3034A</td>
<td>Conduct concrete agitator truck operations</td>
<td></td>
</tr>
<tr>
<td>CPPWMT3015A</td>
<td>Move waste using loadshifting equipment</td>
<td></td>
</tr>
<tr>
<td>FPICOT3261</td>
<td>Transport forestry logs using trucks</td>
<td></td>
</tr>
<tr>
<td>PMC552061C</td>
<td>Deliver concrete to site</td>
<td></td>
</tr>
<tr>
<td>UEGNSG601A</td>
<td>Assess the operational capability of gas safety equipment on tankers</td>
<td></td>
</tr>
<tr>
<td><strong>E</strong></td>
<td><strong>Communication and Calculation</strong></td>
<td></td>
</tr>
<tr>
<td>TLIIE1003A</td>
<td>Participate in basic workplace communication</td>
<td></td>
</tr>
<tr>
<td>TLIIE2007A</td>
<td>Use communication systems</td>
<td></td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
<td></td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify</td>
<td></td>
</tr>
<tr>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
<td></td>
</tr>
<tr>
<td>TLIE3009A</td>
<td>Use pilot and escort communication</td>
<td></td>
</tr>
<tr>
<td>TLIE3012A</td>
<td>Consolidate manifest documentation</td>
<td></td>
</tr>
<tr>
<td>TLIE3016A</td>
<td>Estimate/calculate load shifting requirements for a mobile crane</td>
<td></td>
</tr>
<tr>
<td>TLIE3026A</td>
<td>Carry out advanced calculations in the transport and logistics industry</td>
<td></td>
</tr>
<tr>
<td>TLIE3028A</td>
<td>Complete a work diary in the road transport industry</td>
<td></td>
</tr>
</tbody>
</table>

**F Safety Management**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>TLIF1002B</td>
<td>Conduct housekeeping activities</td>
</tr>
<tr>
<td>TLIF1009A</td>
<td>Conduct cleaning operations in enclosed spaces</td>
</tr>
<tr>
<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td>TLIF2012A</td>
<td>Apply safe procedures when handling/transporting dangerous goods or explosives</td>
</tr>
<tr>
<td>TLIF2018A</td>
<td>Operate firefighting equipment</td>
</tr>
<tr>
<td>TLIF2019A</td>
<td>Ensure a safe on-board passenger and working environment</td>
</tr>
<tr>
<td>TLIF2092A</td>
<td>Demonstrate awareness of chain of responsibility regulations</td>
</tr>
<tr>
<td>TLIF3013A</td>
<td>Coordinate breakdowns and emergencies</td>
</tr>
<tr>
<td>TLIF3060A</td>
<td>Control traffic as a pilot vehicle operator</td>
</tr>
<tr>
<td>TLIF3063A</td>
<td>Administer the implementation of fatigue management strategies</td>
</tr>
<tr>
<td>TLIF4014A</td>
<td>Develop and maintain a safe workplace</td>
</tr>
<tr>
<td>TLIF4065A</td>
<td>Ensure compliance with Australian Dangerous Goods Code</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CPPWMT3011A</td>
<td>Respond to waste emergencies</td>
</tr>
<tr>
<td>HLTAMBD401C</td>
<td>Manage personal stressors in the work environment</td>
</tr>
<tr>
<td>TLIG1001A</td>
<td>Work effectively with others</td>
</tr>
<tr>
<td>TLIG2007A</td>
<td>Work in a socially diverse environment</td>
</tr>
<tr>
<td>TLIH3002A</td>
<td>Plan and navigate routes</td>
</tr>
<tr>
<td>TLIH3004A</td>
<td>Identify major roads, services and attractions</td>
</tr>
<tr>
<td>TLIH1002A</td>
<td>Apply customer service skills</td>
</tr>
<tr>
<td>TLIH3003A</td>
<td>Provide customer service in transport vehicles/vessels</td>
</tr>
<tr>
<td>TLIH3004A</td>
<td>Manage camping procedures for coaches and buses</td>
</tr>
<tr>
<td>TLIH3009A</td>
<td>Provide on-board services to customers</td>
</tr>
<tr>
<td>TLIH3010A</td>
<td>Provide travel information to customers</td>
</tr>
<tr>
<td>TLIJ2001A</td>
<td>Apply quality procedures</td>
</tr>
<tr>
<td>TLIJ3002A</td>
<td>Apply quality systems</td>
</tr>
<tr>
<td>TLIJ3005A</td>
<td>Sample, inspect and test products to specifications</td>
</tr>
<tr>
<td>TLIK2003A</td>
<td>Apply keyboard skills</td>
</tr>
<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>TLIL2008A</td>
<td>Complete routine administrative tasks</td>
</tr>
<tr>
<td>TLIL2046A</td>
<td>Handle customer luggage/property</td>
</tr>
<tr>
<td>TLIL2060A</td>
<td>Complete induction to the transport industry</td>
</tr>
<tr>
<td>TLIL4005A</td>
<td>Apply conflict/grievance resolution strategies</td>
</tr>
<tr>
<td>TLIL4009A</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>TLIL4010A</td>
<td>Assess and confirm customer transport requirements</td>
</tr>
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<td>Category</td>
<td>Code</td>
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<td>Licensing</td>
<td>TLILIC0012A</td>
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<tr>
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<td>TLILIC3017B</td>
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<tr>
<td></td>
<td>TLILIC3018B</td>
</tr>
<tr>
<td>Security</td>
<td>TLIO1002A</td>
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<td>TLIO2003A</td>
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<td>TLIO2011A</td>
</tr>
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<td>TLIO2021A</td>
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<td>TLIO3004A</td>
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<td>TLIO3007A</td>
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<td>TLIO3012A</td>
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<td>TLIO3016A</td>
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<tr>
<td>Finance</td>
<td>TLIP2024A</td>
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<td>TLIP2029A</td>
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<td>TLIP3026A</td>
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<td></td>
<td>TLIP2032A</td>
</tr>
<tr>
<td>Environment</td>
<td>TLIU1009A</td>
</tr>
<tr>
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<td>TLIU3014A</td>
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</table>
TLI31310 Certificate III in International Freight Forwarding (Operator)

Modification History
Not Applicable

Description
Rationale:
This qualification is designed for international freight forwarding job roles within the International Freight Forwarding Industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level III.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI31310 Certificate III in International Freight Forwarding (Operator)
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures used in relation to the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant, instructions, manuals, notices and signs applicable to the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to their role in the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to their role in relation to the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completion of relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise as part of the job role in relation to the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others within the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of the job role within the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the course of working within the job role of international freight forwarding industry and take appropriate action to report or resolve the</td>
</tr>
</tbody>
</table>
problems within limits of responsibility

- Recognise hazards and risks in a range situations and take appropriate precautions.

**Initiative and enterprise**

- Respond appropriately to any changes in equipment, standard operating procedures, regulatory, legislation and the working environment.

**TLI31310 Certificate III in International Freight Forwarding (Operator) (continued)**

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Comply with applicable customs regulations and codes of practice
- Follow and apply workplace security and safety management systems and safeworking requirements
- Apply legislative security applications as it applies to the job role within international freight forwarding
- Collect and interpret information needed in the course of the job role within the international freight forwarding industry within limits of responsibility
- Manage time within the job role of international freight forwarding.

**Self management**

- Interpret and apply applicable instructions and procedures
- Follow work plans and schedules
- Check own work performance.

**Learning**

- Participate in updating of own knowledge and skills required for working within international freight forwarding, in response to any changes in the processes and regulations used in international freight forwarding.

**Technology**

- Operate equipment and tools required as part of the job role within international freight forwarding
- Follow and apply operational instructions for equipment used as part of the job role within international freight forwarding
- Follow and apply the applicable safeworking requirements and OH&S procedures when as part of the job role of within international freight forwarding.

**Packaging Rules**

**Requirements for completion of the qualification:**
A successful assessment outcome for a total of 13 units comprising:
- **6 core units** listed below

plus

- **7 elective units** which may be taken from the elective units listed below, or may include up to **2 units** drawn with appropriate contextualisation from this Training Package, and/or from Certificate III qualifications in other relevant endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

**TLI31310 Certificate III in International Freight Forwarding (continued)**

**Operator**

### Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA2009A Complete and check import/export documentation</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3002A Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLII3007A Provide freight forwarding information to customers</td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK2010A Use infotechnology devices in the workplace</td>
</tr>
</tbody>
</table>

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA3010A Coordinate goods to bond premises</td>
</tr>
<tr>
<td></td>
<td>TLIA4030A Organise cargo for export</td>
</tr>
<tr>
<td></td>
<td>TLIA4031A Consolidate freight</td>
</tr>
<tr>
<td></td>
<td>TLIA4032A Organise transport of freight or goods</td>
</tr>
<tr>
<td></td>
<td>TLIA4033A Organise international transport of freight</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2003A Handle dangerous goods/hazardous substances</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE2014A Compile and process export documentation</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLII4005A Market services and products to clients</td>
</tr>
<tr>
<td></td>
<td>TLII4016A Service freight customers</td>
</tr>
<tr>
<td></td>
<td>TLII4017A Develop freight customers</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL4010A Assess and confirm customer transport requirements</td>
</tr>
<tr>
<td>O Security</td>
<td>TLIO1002A Follow security procedures when working with passengers and personnel</td>
</tr>
<tr>
<td>R Contract Procurement</td>
<td>TLIR4001A Monitor supplier performance</td>
</tr>
<tr>
<td></td>
<td>TLIR4002A Source goods/services and evaluate contractors</td>
</tr>
</tbody>
</table>
TLI31410 Certificate III in Rail Driving

Modification History
Not Applicable

Description

Rationale:
This is a general qualification for a person who drives a light rail train, tram or operates a monorail within a metropolitan or suburban transport environment. It involves a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Tram Driver
- Light Rail Driver
- Monorail Operator

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for TLI31410 Certificate III in Rail Driving

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Implement and monitor communication systems and procedures required for rail driving</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to rail driving</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to rail operations and rail driving</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to rail driving</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including, where applicable, completion of relevant forms, timesheets, service logs and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of rail driving</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Collaborate with others in the course of rail driving</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the rail workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the rail workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during rail operations</td>
</tr>
</tbody>
</table>
• Avoid and prevent the harassment of others in the workplace
• Work with persons of different ages, gender, race, religion, political persuasion, etc.

TLI31410 Certificate III in Rail Driving (continued)

Problem solving
• Identify and solve or report problems arising in the course of rail driving
• Monitor and anticipate problems that may occur in the course of rail driving and take appropriate action to report or resolve the problems within limits of responsibility
• Identify and control hazards and risks in a range of rail situations related to rail driving and take appropriate precautions
• Use mathematics to solve various calculations related to rail driving.

Initiative and enterprise
• Modify activities dependent on differing rail situations and contingencies
• Take appropriate initiatives in a range of operational situations
• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising
• Follow and apply operational and emergency plans, systems and procedures
• Monitor systems and procedures for compliance with regulations and codes of practice
• Implement the workplace security and safety management systems
• Monitor and evaluate operational performance and compliance
• Collect and interpret information needed in the course of rail driving
• Manage time and priorities in the course of rail driving.

Self management
• Interpret and apply regulations and instructions
• Evaluate own work performance.

Learning
• Contribute to learning and assessment activities in the workplace
• Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
• Assist in the instruction, coaching or mentoring of
others in the workplace
• Contribute to the assessment of the competence of others in the workplace
• Assist in the creation of a learning environment in the rail industry workplace
• Adapt own competence in response to any changes in the processes and equipment used in rail driving
• Update own knowledge and skills required for rail driving.

TLI31410 Certificate III in Rail Driving (continued)
Technology
• Use equipment and materials required during rail driving
• Follow and apply operational and servicing instructions for equipment used during rail driving
• Follow and apply OH&S procedures when using rail equipment and facilities.

Packaging Rules
Requirements for completion of the qualification:
A successful assessment outcome for a total of 16 units of competency (depending on the group selected) comprising:
• 8 core units listed below

plus
• 5 units from the selected group listed below

plus
• 3 elective units which should be taken from the elective units listed below or may include up to 6 units drawn with appropriate contextualisation from any currently endorsed Training Package or accredited course.

Where the choice of a unit from another currently endorsed National Training Package or accredited course is made, this unit must contribute towards the vocational outcome of the qualification.
Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E Communication and Calculation</td>
<td>TLIIE1003A Participate in basic workplace communication</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>TLIE2007A</td>
<td>Use communication systems</td>
</tr>
<tr>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
</tr>
<tr>
<td>TLIG1001A</td>
<td>Work effectively with others</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service</td>
</tr>
<tr>
<td>TLI1002A</td>
<td>Apply customer service skills</td>
</tr>
</tbody>
</table>

Select one group from the following options:
Group A: Tram/Light Rail
Group B: Monorail

<table>
<thead>
<tr>
<th>Group A</th>
<th>(Tram/Light Rail)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
</tr>
<tr>
<td>TLIB3078A</td>
<td>Inspect, prepare and start an electric tram</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
</tr>
<tr>
<td>TLIC3032A</td>
<td>Operate and monitor a passenger electric tram</td>
</tr>
<tr>
<td>TLIC3033A</td>
<td>Drive an electric tram to operational requirements</td>
</tr>
<tr>
<td>TLIC3034A</td>
<td>Berth and shut down an electric tram</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
</tr>
<tr>
<td>TLIF4061A</td>
<td>Respond to electric tram-driving emergencies and abnormal situations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group B</th>
<th>(Monorail)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
</tr>
<tr>
<td>TLIC3039A</td>
<td>Operate and monitor a monorail train</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling</td>
</tr>
<tr>
<td>TLD1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E</td>
<td>Communication</td>
</tr>
<tr>
<td>TLI1005A</td>
<td>Carry out basic workplace calculations</td>
</tr>
</tbody>
</table>
### Field and Calculation

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Security</td>
</tr>
<tr>
<td></td>
<td>TLIO2011A Provide revenue protection measures</td>
</tr>
<tr>
<td></td>
<td>TLIO3012A Manage disruptive and/or unlawful behaviour</td>
</tr>
</tbody>
</table>

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
</tr>
<tr>
<td></td>
<td>TLIB2001A Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB3002A Test equipment and isolate faults</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operator</td>
</tr>
<tr>
<td></td>
<td>TLIC3011A Transport passengers with disabilities</td>
</tr>
<tr>
<td></td>
<td>TLIC3036A Apply safe car driving behaviours</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling</td>
</tr>
<tr>
<td></td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
</tr>
<tr>
<td></td>
<td>TLIE1005A Carry out basic workplace calculations</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
</tr>
<tr>
<td></td>
<td>TLIF3058A Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
</tr>
<tr>
<td></td>
<td>TLIG2007A Work in a socially diverse environment</td>
</tr>
<tr>
<td>O</td>
<td>Security</td>
</tr>
<tr>
<td></td>
<td>TLIO2011A Provide revenue protection measures</td>
</tr>
<tr>
<td>P</td>
<td>Administration and Finance</td>
</tr>
<tr>
<td></td>
<td>TLIP2033A Sell products and services</td>
</tr>
</tbody>
</table>
TLI31610 Certificate III in Warehousing Operations

Modification History
Release 3 - Two imported units updated to current version. Equivalent.

Description
Rationale:
A general qualification for the Warehousing and Storage Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3. Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI31610 Certificate III in Warehousing Operations
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Implement and monitor communication systems and procedures required for warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to the supervision of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms, timesheets, service logs and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Collaborate with others in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the warehousing workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course of warehousing and storage operations</td>
</tr>
</tbody>
</table>
|                     | • Monitor and anticipate problems that may occur in the course of warehousing and storage operations including hazards and
Employability Skill

**Industry/enterprise requirements for this qualification include:**

- risks and take appropriate action to report or resolve the problems within limits of responsibility
- Identify and control hazards and risks in a range of warehousing situations and take appropriate precautions
- Use mathematics to solve various calculations related to warehousing operations.

**Initiative and enterprise**

- Modify activities dependent on differing warehousing situations and contingencies
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of warehousing operations
- Organise and plan own work activities
- Manage time and priorities in the course of warehousing operations.

**Self management**

- Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance.

**Learning**

- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence of others in the workplace
- Assist in the creation of a learning environment in the warehouse and storage workplace
- Adapt own competence in response to any changes in warehousing operations
- Update own knowledge and skills required for warehousing activities.
Employability Skill: Technology

Industry/enterprise requirements for this qualification include:

- Use equipment and materials required during warehousing operations
- Follow and apply operational and servicing instructions for equipment used during warehousing operations
- Follow and apply OH&S procedures when using and servicing warehousing equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 18 units of competency comprising:

- 2 core units listed below

plus

- 16 elective units which may be taken from the elective units listed below, or up to 3 units may be drawn with appropriate contextualisation from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>L</td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
</tbody>
</table>

Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA3004A</td>
<td>Process receipt and delivery of containers and cargo</td>
</tr>
<tr>
<td></td>
<td>TLIA3010A</td>
<td>Coordinate goods to bond premises</td>
</tr>
<tr>
<td></td>
<td>TLIA3015A</td>
<td>Complete receival/despatch documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA3016A</td>
<td>Use inventory systems to organise stock control</td>
</tr>
<tr>
<td></td>
<td>TLIA3017A</td>
<td>Identify products and store to specifications</td>
</tr>
<tr>
<td></td>
<td>TLIA3018A</td>
<td>Organise despatch operations</td>
</tr>
<tr>
<td></td>
<td>TLIA3019A</td>
<td>Organise receival operations</td>
</tr>
<tr>
<td></td>
<td>TLIA3024A</td>
<td>Organise warehouse records operations</td>
</tr>
<tr>
<td></td>
<td>TLIA3026A</td>
<td>Monitor storage facilities</td>
</tr>
<tr>
<td></td>
<td>TLIA3038A</td>
<td>Control and order stock</td>
</tr>
<tr>
<td></td>
<td>TLIA3039A</td>
<td>Receive and store stock</td>
</tr>
<tr>
<td>B Equipment Checking and</td>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>Maintenance</td>
<td>TLIB3002A</td>
<td>Test equipment and isolate faults</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>---------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2010A</td>
<td>Operate a forklift</td>
</tr>
<tr>
<td></td>
<td>TLID2013A</td>
<td>Move materials mechanically using automated equipment</td>
</tr>
<tr>
<td></td>
<td>TLID3011A</td>
<td>Conduct specialised forklift operations</td>
</tr>
<tr>
<td></td>
<td>TLID3014A</td>
<td>Load and unload vehicles carrying special loads</td>
</tr>
<tr>
<td></td>
<td>TLID3015A</td>
<td>Identify and label explosives and dangerous goods</td>
</tr>
<tr>
<td></td>
<td>TLID3023A</td>
<td>Use specialised liquid bulk gas transfer equipment</td>
</tr>
<tr>
<td></td>
<td>TLID3024A</td>
<td>Use specialised liquid bulk transfer equipment (gravity/pressurised)</td>
</tr>
<tr>
<td></td>
<td>TLID3027A</td>
<td>Prepare for transport of dangerous goods</td>
</tr>
<tr>
<td></td>
<td>TLID3031A</td>
<td>Rig load</td>
</tr>
<tr>
<td></td>
<td>TLID3033A</td>
<td>Operate a vehicle-mounted loading crane</td>
</tr>
<tr>
<td></td>
<td>TLID3035A</td>
<td>Operate a boom type elevating work platform</td>
</tr>
<tr>
<td></td>
<td>TLID3036A</td>
<td>Lift and move load using a mobile crane</td>
</tr>
<tr>
<td></td>
<td>TLID3040A</td>
<td>Control lift and movement of crane</td>
</tr>
<tr>
<td></td>
<td>TLID3043A</td>
<td>Shift loads using gantry equipment</td>
</tr>
<tr>
<td></td>
<td>TLID3044A</td>
<td>Shift loads using cranes</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td></td>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
</tr>
<tr>
<td></td>
<td>TLIE3012A</td>
<td>Consolidate manifest documentation</td>
</tr>
<tr>
<td></td>
<td>TLIE3015A</td>
<td>Undertake rigger/dogger and driver communication</td>
</tr>
<tr>
<td></td>
<td>TLIE3016A</td>
<td>Estimate/calculate load shifting requirements for a mobile crane</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF3003A</td>
<td>Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF3004A</td>
<td>Organise occupational health and safety procedures in the workplace</td>
</tr>
<tr>
<td></td>
<td>TLIF3022A</td>
<td>Implement/monitor procedures when warehousing/storing dangerous goods and/or hazardous substances</td>
</tr>
<tr>
<td></td>
<td>TLIF3093A</td>
<td>Implement chain of responsibility regulations</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG3002A</td>
<td>Lead a work team or group</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>BSBCUS301B</td>
<td>Deliver and monitor a service to customers</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ3002A</td>
<td>Apply quality systems</td>
</tr>
<tr>
<td></td>
<td>TLIJ3005A</td>
<td>Sample, inspect and test products to specifications</td>
</tr>
<tr>
<td></td>
<td>TLIJ3006A</td>
<td>Implement grain protection procedures</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIIL3002A</td>
<td>Undertake employee payroll activities</td>
</tr>
<tr>
<td></td>
<td>TLIIL3003A</td>
<td>Conduct induction process</td>
</tr>
<tr>
<td></td>
<td>BSBWOR301B</td>
<td>Organise personal work priorities and development</td>
</tr>
<tr>
<td>LIC Licensing Units</td>
<td>TLIPLIC2001A</td>
<td>Licence to operate a forklift truck</td>
</tr>
<tr>
<td></td>
<td>TLIPLIC2002A</td>
<td>Licence to operate an order picking forklift truck</td>
</tr>
<tr>
<td>O Security</td>
<td>TLIJO3004A</td>
<td>Conduct control procedures for transferring explosives and dangerous/hazardous/high risk goods</td>
</tr>
<tr>
<td></td>
<td>TLIJO3016A</td>
<td>Apply and monitor workplace security procedures</td>
</tr>
<tr>
<td></td>
<td>TLIJO2021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>TLIP3026A</td>
<td>Maintain financial records in a small business</td>
</tr>
<tr>
<td></td>
<td>TLIP3015A</td>
<td>Document a records system</td>
</tr>
<tr>
<td></td>
<td>TLIP3016A</td>
<td>Identify and classify records to be captured</td>
</tr>
<tr>
<td></td>
<td>TLIP3019A</td>
<td>Provide records retrieval service</td>
</tr>
<tr>
<td></td>
<td>TLIP3020A</td>
<td>Sentence records</td>
</tr>
<tr>
<td></td>
<td>TLIP3021A</td>
<td>Undertake disposal program</td>
</tr>
<tr>
<td></td>
<td>TLIP3022A</td>
<td>Undertake movement of records</td>
</tr>
<tr>
<td></td>
<td>TLIP3023A</td>
<td>Destroy records</td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU2012A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td></td>
<td>TLIU3011A</td>
<td>Implement and monitor environmentally sustainable work practices</td>
</tr>
<tr>
<td>W Equipment and Systems Operations</td>
<td>TLIW3006A</td>
<td>Operate computerised mail and parcels sorting equipment</td>
</tr>
<tr>
<td></td>
<td>TLIW3007A</td>
<td>Code and coordinate video-coding operations</td>
</tr>
<tr>
<td></td>
<td>TLIW3008A</td>
<td>Carry out culler facer canceller (CFC) operations</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>TLIW2018A</td>
<td>Operate hand held air/power equipment for production processes</td>
<td></td>
</tr>
<tr>
<td>TLIW2019A</td>
<td>Apply surface coatings using a spray gun</td>
<td></td>
</tr>
<tr>
<td>TLIW2022A</td>
<td>Manufacture pallets using automated methods</td>
<td></td>
</tr>
<tr>
<td>TLIW2024A</td>
<td>Dock boards using computer programmed machinery</td>
<td></td>
</tr>
<tr>
<td>TLIW2025A</td>
<td>Dock boards on mechanical feeds</td>
<td></td>
</tr>
</tbody>
</table>
TLI31710 Certificate III in Mobile Crane Operations

Modification History
Release 3 - Imported units updated to current versions. Equivalent.

Description
Rationale:
This qualification is designed for mobile crane operation job roles within the Transport and Logistics and other industries. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level III. Successful completion of the high risk work and heavy vehicle licensing unit within the qualification must align with licensing and regulatory requirements applicable to relevant national, state and territory regulatory requirements.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI31710 Certificate III in Mobile Crane Operations
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Implement and monitor communication systems and procedures required for mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to the supervision of mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms, timesheets, service logs and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment and methods.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Collaborate with others in the course of mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the mobile cranes workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification
--- | ---
Problem solving | - Identify and solve or report problems arising in the course of mobile cranes operations
- Monitor and anticipate problems that may occur in the course of mobile cranes operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Identify and control hazards and risks in a range of mobile cranes operational situations and take appropriate precautions
- Use mathematics to solve various calculations related to mobile cranes operations.

Initiative and enterprise | - Modify activities dependent on differing mobile cranes operational situations and contingencies
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising | - Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of mobile cranes operations
- Organise and plan own work activities
- Manage time and priorities in the course of mobile cranes operations.

Self management | - Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance.

Learning | - Contribute to learning and assessment activities in the workplace
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence of others in the workplace
- Assist in the creation of a learning environment in the
Employability Skill

Industry/enterprise requirements for this qualification include:

- Adapt own competence in response to any changes in mobile cranes operations.

Technology

- Use equipment and materials required during mobile cranes operations
- Follow and apply operational and servicing instructions for equipment used during mobile cranes operations
- Follow and apply OH&S procedures when using and servicing mobile cranes and associated equipment

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 16 units of competency comprising:

- **8 core units** listed below

  plus

- **3 core** high risk work licensing units, listed below

  plus

- **5 elective units** which may be taken from the elective units listed below, or may include up to **3 imported units** which may be selected from the remaining elective units or from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

Where imported units are selected care must be taken to ensure that all pre-requisites specified in the unit are complied with.

The following units have prerequisites:

- CPCCCM2010B Work safely at heights
- CPCCCM3003A Work safely around power sources, services and assets
- HLTFA412A Apply advanced first aid

Licensing requirements will apply to this unit of competency depending on the regulatory requirements of each jurisdiction.

- CPCCOHS1001A Work safely in the construction industry

Requirements for completion of HRW license units within this qualification:
To comply with the National Standards for High Risk Work there is a requirement to complete the high risk work license TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity) before commencing TLILIC3008A Licence to operate a slewing mobile crane (up to 20 tonnes).

Completion of the licensing units is a requirement, however applying for a high risk work license for TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity) is not a requirement if TLILIC3008A Licence to operate a slewing mobile crane (up to 20 tonnes) licence is being applied for as this licence covers the TLILIC3006A Licence to operate a non-slewing mobile crane.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3013A Maintain mobile cranes</td>
</tr>
<tr>
<td>D</td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E</td>
<td>TLIE2008A Process workplace documentation</td>
</tr>
<tr>
<td>F</td>
<td>CPCCCM2010B Work safely at heights</td>
</tr>
<tr>
<td></td>
<td>CPCCCM3003A Work safely around power sources, services and assets</td>
</tr>
<tr>
<td></td>
<td>TLIF2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF3084A Follow mobile crane safety procedures</td>
</tr>
<tr>
<td>U</td>
<td>TLIU1009A Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
</tbody>
</table>

Core High Risk Work Licensing Units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIC</td>
<td>TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)</td>
</tr>
<tr>
<td></td>
<td>TLILIC3008A Licence to operate a slewing mobile crane (up to 20 tonnes)</td>
</tr>
<tr>
<td></td>
<td>CPCCLDG3001A Licence to perform dogging</td>
</tr>
</tbody>
</table>

Elective units:
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA1001A Secure cargo</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2001A Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB3011A Set up and rig crane for lift</td>
</tr>
<tr>
<td></td>
<td>TLIB3012A Plan job and set up work areas</td>
</tr>
<tr>
<td></td>
<td>TLIB3015A Undertake site inspection</td>
</tr>
<tr>
<td></td>
<td>TLIB3016A De-rig, pack and store tools and equipment</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC3004A Drive heavy rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3005A Drive heavy combination vehicle</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID3031A Rig load</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF1002B Conduct housekeeping activities</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>HLTFA311A Apply first aid</td>
</tr>
<tr>
<td></td>
<td>HLTFA412A Apply advanced first aid</td>
</tr>
<tr>
<td></td>
<td>CPCCOHS1001A Work safely in the construction industry</td>
</tr>
<tr>
<td>LIC Licensing Unit</td>
<td>TLILIC2005A Licence to operate a boom-type elevating work platform (boom length 11 meters or more)</td>
</tr>
</tbody>
</table>
TLI31811 Certificate III in Rail Track Surfacing

Modification History
Changes to core and elective units. Packaging rules updated. Equivalent.

Description
Rationale:
This is a general qualification for a person engaged in the installation and maintenance of mechanical rail track and the operation of track surfacing and other track equipment. It involves a broad range of skilled applications in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
Job roles and titles vary across different sectors. A possible job title relevant to this qualification includes:
- Rail track surfacer.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements
The entry requirements for this qualification are successful completion of TLI21311 Certificate II in Rail Infrastructure (Track Surfacing) or relevant industry experience gained by working within the rail infrastructure environment.

Employability Skills Summary

Employability Skills Summary for TLI31811 Certificate III in Rail Track Surfacing
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. The table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required when surfacing rail track</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to rail track surfacing</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to rail operations and, in particular, rail track surfacing</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to rail track surfacing</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including where applicable completion of relevant forms, timesheets, service logs and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of rail track surfacing</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of rail track surfacing</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of interpersonal conflicts that may arise during work operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of rail track surfacing</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of rail track surfacing and take appropriate action to report or resolve the</td>
</tr>
</tbody>
</table>
problems within limits of responsibility

- Identify and control hazards and risks in a range of situations related to rail track surfacing and take appropriate precautions
- Use mathematics to solve various calculations related to rail track surfacing

**Initiative and enterprise**

- Modify activities dependent on differing situations and contingencies
- Take appropriate initiative in a range of operational situations
- Respond appropriately to changes in equipment, standard operating procedures and the work environment

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of track surfacing
- Manage time and priorities in the course of track surfacing

**Self management**

- Interpret and apply regulations and instructions
- Evaluate own work performance

**Learning**

- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of competence of others in the workplace
- Assist in the creation of a learning environment in the rail industry workplace
- Adapt own competence in response to changes in the processes and equipment used in track surfacing
- Update own knowledge and skills required for rail track surfacing

**Technology**

- Use equipment and materials required when rail track surfacing
- Follow and apply operational and servicing instructions for equipment used when rail track surfacing
- Follow and apply OH&S procedures when carrying out rail track surfacing

**Packaging Rules**

**Requirements for completion of the qualification:**
A successful assessment outcome for a total of 11 units of competency comprising:

- 7 core units listed below
plus

- **4 elective units** from the elective units listed below, with up to 2 of those units drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the units contribute to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B</strong> Equipment Checking and Maintenance</td>
<td>TLIB3094B Check and repair track geometry</td>
</tr>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLIE2007A Use communication systems</td>
</tr>
<tr>
<td></td>
<td>TLIE2029A Conduct workplace information briefings</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>TLIF3003A Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td><strong>J</strong> Quality</td>
<td>TLIJ3002A Apply quality systems</td>
</tr>
<tr>
<td><strong>S</strong> and <strong>I</strong> Construction and Installation</td>
<td>TLIS3026B Implement track maintenance and construction</td>
</tr>
<tr>
<td></td>
<td>TLIS3039A Measure and mark track for resurfacing</td>
</tr>
</tbody>
</table>

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B</strong> Equipment Checking and Maintenance</td>
<td>TLIB2092A Operate minor mechanical equipment</td>
</tr>
<tr>
<td><strong>C</strong> Vehicle Operation</td>
<td>TLIC3045A Operate road/rail vehicle</td>
</tr>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLIE2008A Process workplace documentation</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>TLIF2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF3058A Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
</tr>
<tr>
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<td></td>
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</tr>
<tr>
<td>K</td>
<td>Technology</td>
</tr>
<tr>
<td>S</td>
<td>Construction</td>
</tr>
<tr>
<td></td>
<td>Installation</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems</td>
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<tr>
<td></td>
<td>Operations</td>
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</tbody>
</table>
TLI31913 Certificate III in Mechanical Rail Signalling

Modification History
Release 2 - Taxonomy data included. No change in outcomes.
Release 1 - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.
This qualification is equivalent to TLI31911 Certificate III in Mechanical Rail Signalling.
Changes to core and elective units. Packaging rules updated.

Description
Rationale:
This is a general qualification for a person engaged in the installation and maintenance of mechanical rail signalling equipment. It involves a broad range of skilled applications in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
Job roles and titles vary across different sectors. A possible job title relevant to this qualification includes:
- Mechanical rail signaller.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.
## Entry Requirements

The entry requirements for this qualification are the 8 core units of competency from TLI21311 Certificate II in Rail Infrastructure listed below or relevant industry experience gained by working within the rail infrastructure environment.

**Entry requirement units:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB1028A</td>
<td>Maintain and use hand tools</td>
</tr>
<tr>
<td>D</td>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E</td>
<td>TLIE1003A</td>
<td>Participate in basic workplace communication</td>
</tr>
<tr>
<td>F</td>
<td>TLIF1001A, TLIF2010A, TLIF2080B</td>
<td>Follow occupational health and safety procedures, Apply fatigue management strategies, Safely access the rail corridor</td>
</tr>
<tr>
<td>U</td>
<td>TLIU2008A</td>
<td>Apply environmental procedures to rail infrastructure</td>
</tr>
<tr>
<td>W</td>
<td>TLIW2001A</td>
<td>Operate under track protection rules</td>
</tr>
</tbody>
</table>
## Employability Skills Summary

### Employability Skills Summary for TLI31913 Certificate III in Mechanical Rail Signalling

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required when working on mechanical rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to working on mechanical rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to rail operations, in particular when working on mechanical rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to working on mechanical rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including where applicable completion of relevant forms, timesheets, service logs and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of working on mechanical rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of working on mechanical rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of interpersonal conflicts that may arise during work operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of working on mechanical rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of working on mechanical rail signalling and take appropriate action to report or resolve them within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Identify and control hazards and risks in a range of situations related to working on mechanical rail signalling and take</td>
</tr>
</tbody>
</table>
appropriate precautions

- Use mathematics to solve various calculations related to working on mechanical rail signalling

**Initiative and enterprise**

- Modify activities dependent on differing situations and contingencies
- Take appropriate initiative in a range of operational situations
- Respond appropriately to changes in equipment, standard operating procedures and the work environment

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of working on mechanical rail signalling
- Manage time and priorities in the course of working on mechanical rail signalling

**Self management**

- Interpret and apply regulations and instructions
- Evaluate own work performance

**Learning**

- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of competence of others in the workplace
- Assist in the creation of a learning environment in the rail industry workplace
- Adapt own competence in response to changes in the processes and equipment used when working on mechanical rail signalling
- Update own knowledge and skills required for working on mechanical rail signalling

**Technology**

- Use equipment and materials required when working on mechanical rail signalling
- Follow and apply operational and servicing instructions for equipment used when working on mechanical rail signalling
- Follow and apply OH&S procedures when using rail equipment and facilities
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 18 units of competency comprising:

- **11 core units** listed below

plus

- **7 elective units** from the general elective units listed below. Alternatively, **up to 3 units**
  may be drawn with appropriate contextualisation from any currently endorsed national
  Training Package or accredited course, provided that the unit contributes to the vocational
  outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified
in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3046A</td>
<td>Service and clean mechanical signalling equipment and infrastructure</td>
</tr>
<tr>
<td></td>
<td>TLIB3047A</td>
<td>Repair and adjust mechanical signalling equipment and infrastructure</td>
</tr>
<tr>
<td></td>
<td>TLIB3048A</td>
<td>Carry out off-site repair, overhaul and assembly of mechanical signalling equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB3053A</td>
<td>Maintain mechanical signalling locking and interlocking devices</td>
</tr>
<tr>
<td></td>
<td>TLIB3120A</td>
<td>Test mechanical signalling equipment and isolate faults</td>
</tr>
<tr>
<td>E</td>
<td>RIICCM201A</td>
<td>Carry out measurements and calculations</td>
</tr>
<tr>
<td></td>
<td>RIICCM203A</td>
<td>Read and interpret plans and specifications</td>
</tr>
<tr>
<td></td>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td>F</td>
<td>TLIF2062A</td>
<td>Apply awareness of safeworking rules and regulations</td>
</tr>
<tr>
<td>K</td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>S</td>
<td>TLIS3005A</td>
<td>Install mechanical infrastructure for signalling</td>
</tr>
</tbody>
</table>

General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column A</td>
<td>Handling Cargo/Stock</td>
<td>TLIA3039A</td>
</tr>
<tr>
<td>Column B</td>
<td>Equipment Checking and Maintenance</td>
<td>TLIB1093A</td>
</tr>
<tr>
<td>Column E</td>
<td>Communication and Calculation</td>
<td>TLIE2007A, TLIE2029A</td>
</tr>
<tr>
<td>Column F</td>
<td>Safety Management</td>
<td>TLIF2006A, TLIF3013A, TLIF3058A, RIIOHS202A, RIIOHS204A, UETTDRRF02B</td>
</tr>
<tr>
<td>Column G</td>
<td>Teamwork</td>
<td>TLIG1001A, TLIG3002A</td>
</tr>
<tr>
<td>Column I</td>
<td>Customer Service</td>
<td>TLII1002A</td>
</tr>
<tr>
<td>Column M</td>
<td>Training and Assessment</td>
<td>TAEASS401B, TAEASS402B, TAEDEL301A</td>
</tr>
<tr>
<td>Column S</td>
<td>Construction and Installation</td>
<td>TLIS2004A, TLIS3023A</td>
</tr>
<tr>
<td>Column U</td>
<td>Environment</td>
<td>NWP227B</td>
</tr>
<tr>
<td>Column W</td>
<td>Equipment and Systems Operations</td>
<td>RIIHAN301B, RIIOHS205A, TLIW3035A</td>
</tr>
</tbody>
</table>
Custom Content Section

Not applicable.
TLI32111 Certificate III in Rail Structures

Modification History

Release 2 - One unit updated to current version. Equivalent.
Release 1 - Changes to core and elective units. Packaging rules updated. Equivalent.

Description

*Please note RTO to insert unit group selected from the group choice below on the testamur*

**Rationale:**
This is a general qualification for a person engaged in the rail infrastructure environment who performs tasks involving checking and repairing structures through a broad range of skilled applications in a wide variety of contexts. It may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

**Job roles:**
Job roles and titles vary across different sectors. Possible job titles relevant to the groups listed below (job roles) include:

- Steel/Concrete/Masonry Structures Maintenance
  - Senior structures maintainer

- Timber Structures Maintenance
  - Senior structures maintainer

**Pathways Information**
Not Applicable

**Licensing/Regulatory Information**
Not Applicable
Entry Requirements

The entry requirement for this qualification is TLI21311 Certificate II in Rail Infrastructure (Structures) or relevant industry experience gained by working in the rail infrastructure (structures) environment.

Employability Skills Summary

Employability Skills Summary for:
TLI32111 Certificate III in Rail Structures

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. The table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures</td>
</tr>
<tr>
<td></td>
<td>required for inspecting and/or maintaining operations on rail structures</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant procedures, instructions, signs and</td>
</tr>
<tr>
<td></td>
<td>labels applicable to the supervision of inspection and/or</td>
</tr>
<tr>
<td></td>
<td>maintenance operations on rail structures</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to inspection and/or</td>
</tr>
<tr>
<td></td>
<td>maintenance operations on rail structures</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to inspection</td>
</tr>
<tr>
<td></td>
<td>and/or maintenance operations on rail structures</td>
</tr>
<tr>
<td></td>
<td>• Write and complete basic documents as part of duties</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of inspection and</td>
</tr>
<tr>
<td></td>
<td>maintenance operations on rail structures</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Work effectively with others in the course of inspection and/or</td>
</tr>
<tr>
<td></td>
<td>maintenance operations on rail structures</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to team or work group</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of interpersonal conflicts that may arise</td>
</tr>
<tr>
<td></td>
<td>during inspection and/or maintenance operations on rail structures</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion,</td>
</tr>
<tr>
<td></td>
<td>political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of</td>
</tr>
<tr>
<td></td>
<td>inspection and/or maintenance operations on rail structures</td>
</tr>
</tbody>
</table>
Monitor and anticipate problems that may occur in the course of inspection and/or maintenance operations on rail structures and take appropriate action to report or resolve the problems within limits of responsibility

Identify and control hazards and risks in a range of rail infrastructure situations and take appropriate precautions

Use mathematics to solve various calculations related to inspection and/or maintenance operations on rail structures

Initiative and enterprise

Modify activities dependent on differing rail infrastructure situations and contingencies

Take appropriate initiative in a range of operational situations

Respond appropriately to changes in equipment, standard operating procedures and the work environment

Planning and organising

Follow and apply operational and emergency plans, systems and procedures

Implement workplace security and safety management systems

Monitor and evaluate operational performance and compliance

Collect and interpret information needed in the course of inspection and/or maintenance operations on rail structures

Organise and plan work activities

Manage time and priorities in the course of inspection and/or maintenance operations on rail structures

Self management

Interpret and apply procedures and instructions

Establish and follow own work plans and schedules

Evaluate own work performance

Learning

Assist others to adapt to changes in workplace systems, equipment, procedures and the workplace operating environment

Assist in the instruction, coaching or mentoring of others in the workplace

Contribute to the assessment of competence of others in the workplace

Participate in updating own knowledge and skills required for inspecting and/or maintaining rail structures

Technology

Use equipment and materials required during inspection and/or maintenance operations on rail structures

Follow and apply operational and servicing instructions for equipment used during inspection and/or maintenance operations on rail structures

Follow and apply OH&S procedures when using and servicing rail equipment and facilities
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 11 units of competency comprising:

- 6 core units listed below

plus

- all 3 Group A specialist elective units or all 2 Group B specialist elective units listed below

plus

- the remaining elective units, which are to be chosen as follows:

  2 units from the general elective units listed below if Group A is chosen, or
  3 units from the general elective units listed below if Group B is chosen
  up to 2 elective units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE2007A Use communication systems</td>
</tr>
<tr>
<td></td>
<td>TLIE2029A Conduct workplace information briefings</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF3003A Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ3002A Apply quality systems</td>
</tr>
<tr>
<td>S Construction and Installation</td>
<td>TLIS2013C Install minor structures</td>
</tr>
<tr>
<td></td>
<td>TLIS3029B Implement structures maintenance and installation of minor structures</td>
</tr>
</tbody>
</table>

Specialist elective units:

Select all units from one of the following specialist elective groups:

- Group A: Steel/Concrete/Masonry Structures Maintenance
- Group B: Timber Structures Maintenance

<table>
<thead>
<tr>
<th>Group A Steel/Concrete/Masonry Structures Maintenance</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>B Equipment</td>
<td>TLIB2082A Repair steel structures</td>
</tr>
</tbody>
</table>
### Checking and Maintenance
- TLIB2083A Maintain bridge bearings
- TLIB2096A Repair concrete/masonry structures

### Group B  Timber Structures Maintenance

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment</td>
<td>TLIB2081A Repair timber structures</td>
</tr>
<tr>
<td>Checking and</td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>S Construction</td>
<td>TLIS2028A Install and replace transoms</td>
</tr>
<tr>
<td>and Installation</td>
<td></td>
</tr>
</tbody>
</table>

### General elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment</td>
<td>TLIB2092A Operate minor mechanical equipment</td>
</tr>
<tr>
<td>Checking and</td>
<td>TLIB2097A Install and maintain guard rails</td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>E Communication</td>
<td>TLIE2008A Process workplace documentation</td>
</tr>
<tr>
<td>and Calculation</td>
<td></td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLF2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLF3058A Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td></td>
<td>TLF3089A Implement fatigue management policies and procedures for rail infrastructure</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG1001A Work effectively with others</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLII1002A Apply customer service skills</td>
</tr>
<tr>
<td>S Construction</td>
<td>TLIS2012A Install and service rail lubrication equipment</td>
</tr>
<tr>
<td>and Installation</td>
<td>TLIS2027A Install and maintain surface track drainage</td>
</tr>
<tr>
<td></td>
<td>TLIS2028A Install and replace transoms</td>
</tr>
<tr>
<td></td>
<td>TLIS2033A Install and repair temporary track supports</td>
</tr>
<tr>
<td></td>
<td>TLIS2034A Install and repair rail fastening systems</td>
</tr>
<tr>
<td></td>
<td>TLIS2035A Install and repair fences and gates</td>
</tr>
<tr>
<td>Environment</td>
<td>Equipment and Systems Operations</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Install and repair rail earthworks</td>
<td>TLIS3037B</td>
</tr>
<tr>
<td>Implement and monitor environmental protection policies and procedures</td>
<td>TLIU4001A</td>
</tr>
<tr>
<td>Perform basic penetrant testing</td>
<td>MEM24001B</td>
</tr>
<tr>
<td>Perform basic magnetic particle testing</td>
<td>MEM24003B</td>
</tr>
<tr>
<td>Apply protective coating systems to structures</td>
<td>TLIW3034A</td>
</tr>
<tr>
<td>Heat and cut materials using oxy-LPG equipment for the rail industry</td>
<td>TLIW3035A</td>
</tr>
</tbody>
</table>
TLI32310 Certificate III in Electric Passenger Train Guard

Modification History
Release 2 - Two imported units updated to current versions. Equivalent.

Description
Rationale:
This is a general qualification for a person engaged in the duties of an electric passenger train guard within a metropolitan train system. It involves a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI32310 Certificate III in Electric Passenger Train Guard
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
</table>
| Communication       | • Implement and monitor communication systems and procedures required when performing the duties of a guard on electric passenger trains  
|                     | • Read and interpret relevant regulations, instructions, signs and labels applicable to performing the duties of a guard on electric passenger trains  
|                     | • Speak clearly and directly on matters related to rail operations and, in particular, when performing the duties of a guard on electric passenger trains  
|                     | • Listen to and interpret verbal information related to performing the duties of a guard on electric passenger trains  
|                     | • Write documents as part of duties, including, where applicable, completion of relevant forms, timesheets, service logs and incident reports  
|                     | • Negotiate issues with others in the course of performing the duties of a guard on electric passenger trains  
|                     | • Recognise and interpret non-verbal signs, signals and behaviour  
|                     | • Use relevant communication equipment. |
| Teamwork            | • Collaborate with others in the course of performing the duties of a guard on electric passenger trains  
|                     | • Provide leadership to other personnel in the workplace  
|                     | • Motivate others in the workplace  
|                     | • Assist others in the workplace to achieve and maintain competence  
|                     | • Assist in the resolution of any interpersonal conflicts that may arise during work operations  
|                     | • Avoid and prevent the harassment of others in the workplace  
|                     | • Work with persons of different ages, gender, race, religion, |
### Employability Skill

**Problem solving**
- Identify and solve or report problems arising in the course of performing the duties of a guard on electric passenger trains.
- Monitor and anticipate problems that may occur in the course of performing the duties of a guard on electric passenger trains and take appropriate action to report or resolve the problems within limits of responsibility.
- Identify and control hazards and risks in a range of situations related to performing the duties of a guard on electric passenger trains and take appropriate precautions.
- Use mathematics to solve various calculations related to performing the duties of a guard on electric passenger trains.

**Initiative and enterprise**
- Modify activities dependent on differing situations and contingencies.
- Take appropriate initiatives in a range of operational situations.
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising**
- Follow and apply operational and emergency plans, systems and procedures.
- Monitor systems and procedures for compliance with regulations and codes of practice.
- Implement the workplace security and safety management systems.
- Monitor and evaluate operational performance and compliance.
- Collect and interpret information needed in the course of performing the duties of a guard on electric passenger trains.
- Manage time and priorities in the course of performing the duties of a guard on electric passenger trains.

**Self management**
- Interpret and apply regulations and instructions.
- Evaluate own work performance.

**Learning**
- Contribute to learning and assessment activities in the workplace.
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment.
- Assist in the instruction, coaching or mentoring of others in the workplace.
- Contribute to the assessment of the competence of others in the workplace.
- Assist in the creation of a learning environment in the rail industry workplace.
- Adapt own competence in response to any changes in the processes and equipment used in performing the duties of a
Employability Skill

Industry/enterprise requirements for this qualification include:
- guard on electric passenger trains
- Update own knowledge and skills required for performing the duties of a guard on electric passenger trains.

Technology

- Use equipment and materials required when performing the duties of a guard on electric passenger trains
- Follow and apply operational and servicing instructions for equipment used when performing the duties of a guard on electric passenger trains
- Follow and apply OH&S procedures when using rail equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 20 units of competency comprising:
- 13 core units listed below
  plus
- 7 elective units which should be taken from the elective units listed below or may include up to 3 units drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course.

Where the choice of a unit from another currently endorsed national Training Package or accredited course is made, this unit must contribute towards the vocational outcome of the qualification.
Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB3112A</td>
<td>Prepare electric passenger train as part of guard duties</td>
</tr>
<tr>
<td></td>
<td>TLIB2104A</td>
<td>Identify, diagnose and rectify faults on electric passenger trains</td>
</tr>
<tr>
<td></td>
<td>TLIB2111A</td>
<td>Assist with testing train braking system on electric passenger train</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC3052A</td>
<td>Assist with shunting, coupling and uncoupling electric passenger trains</td>
</tr>
<tr>
<td></td>
<td>TLIC3057A</td>
<td>Perform guard duties as part of electric passenger</td>
</tr>
</tbody>
</table>
### Field | Unit
--- | ---
| **Communication and Calculation** | TLIE2008A Process workplace documentation  
| | TLIE3021A Work and communicate effectively with others |
| **Safety Management** | TLIF1001A Follow occupational health and safety procedures  
| | TLIF2010A Apply fatigue management strategies  
| | TLIF2006A Apply accident-emergency procedures  
| | TLIF3058A Apply safeworking rules and regulations to rail functions |
| **Customer Service** | TLII3020A Provide assistance to customers with and without special needs |
| **Technology** | TLIK2010A Use infotechnology devices in the workplace |

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Equipment Checking and Maintenance</strong></td>
<td>TLIB1028A Maintain and use hand tools</td>
</tr>
<tr>
<td><strong>Load Handling</strong></td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
</tr>
</tbody>
</table>
| **Safety Management** | TLIF2018A Operate firefighting equipment  
| | TLIF2019A Ensure a safe on-board passenger and working environment  
| | HLTFA311A Apply first aid |
| **Teamwork** | TLIG2007A Work in a socially diverse environment |
| **Technology** | TLIK2003A Apply keyboard skills |
| **Resource Management** | BSBWOR301B Organise personal work priorities and development  
<p>| | SITXCOM003A Deal with conflict situations |
| <strong>Security</strong> | TLIO3012A Manage disruptive and/or unlawful behaviour |</p>
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Environment</strong></td>
<td>TLIU1009A  Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
<tr>
<td></td>
<td>TLIU2012A  Participate in environmentally sustainable work practices</td>
</tr>
</tbody>
</table>
TLI32410 Certificate III in Logistics

Modification History
Release 3 - Imported units updated to current versions. Equivalent.

Description
Rationale:
A qualification for those engaged in logistics operations within the Transport and Logistics Industry. It involves a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints. It may also include responsibility for coordinating the work of others.
Successful completion of the licensing units within the qualification must align with applicable licensing and regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Logistics Administration Officer
- Logistics Service Clerk

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description

Entry Requirements
Not Applicable
## Employability Skills Summary

### Employability Skills Summary for TLI32410 Certificate III in Logistics

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required for activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms, timesheets, service logs and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of activities involved in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of activities involved in the transport and logistics industry including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
</tbody>
</table>

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Transport & Logistics Industry Skills Council
<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
</table>
| Initiative and enterprise  | - Identify and control hazards and risks in a range of activities involved in the transport and logistics industry and take appropriate precautions  
- Use mathematics to solve various calculations related to activities involved in the transport and logistics industry.  
- Modify activities dependent on differing situations and contingencies relevant to the transport and logistics industry  
- Take appropriate initiatives in a range of operational situations such as those above  
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.  |
| Planning and organising    | - Follow and apply operational and emergency plans, systems and procedures  
- Monitor systems and procedures for compliance with regulations and codes of practice  
- Implement the workplace security and safety management systems  
- Monitor and evaluate operational performance and compliance  
- Collect and interpret information needed in the course of activities involved in the transport and logistics industry  
- Organise and plan own work activities  
- Manage time and priorities in the course of activities involved in the transport and logistics industry. |
| Self management            | - Interpret and apply regulations and instructions  
- Establish and follow own work plans and schedules  
- Evaluate own work performance. |
| Learning                   | - Contribute to learning and assessment activities in the workplace  
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment  
- Assist in the instruction, coaching or mentoring of others in the workplace  
- Assist in the creation of a learning environment in the workplace  
- Adapt own competence in response to any changes in activities involved in the transport and logistics industry  
- Update own knowledge and skills required for activities involved in the transport and logistics industry. |
| Technology                 | - Use equipment and materials required during activities involved in the transport and logistics industry  
- Follow and apply operational and servicing instructions for  

Employability Skill

**Industry/enterprise requirements for this qualification include:**

- equipment used during activities involved in the transport and logistics industry
- Follow and apply OH&S procedures when using and servicing office equipment and facilities.

**Packaging Rules**

**Requirements for completion of the qualification:**

A successful assessment outcome for a total of **12 units** of competency comprising:

- **1 core unit** listed below
  
  plus

- **6 technical elective units** from the selected list below
  
  plus

- **5 elective units** which may be taken from the elective units listed below, the remaining technical elective units listed below, or may include up to **3 units** drawn with appropriate contextualisation from this Training Package, and/or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

**Core unit:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>TLI3004A</td>
</tr>
<tr>
<td>Communication</td>
<td>Prepare workplace documents</td>
</tr>
<tr>
<td>and Calculation</td>
<td></td>
</tr>
</tbody>
</table>

**Technical elective units:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>TLI3002A          Maintain container/cargo records</td>
</tr>
<tr>
<td>Handling Cargo/Stock</td>
<td>TLI3015A          Complete receival/despatch documentation</td>
</tr>
<tr>
<td></td>
<td>TLI3016A          Use inventory systems to organise stock control</td>
</tr>
<tr>
<td></td>
<td>TLI3017A          Identify products and store to specifications</td>
</tr>
<tr>
<td></td>
<td>TLI3018A          Organise despatch operations</td>
</tr>
<tr>
<td></td>
<td>TLI3019A          Organise receival operations</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>TLIA3023A</td>
</tr>
<tr>
<td></td>
<td>TLIA3024A</td>
</tr>
<tr>
<td></td>
<td>TLIA3038A</td>
</tr>
<tr>
<td></td>
<td>TLIA3039A</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3002A</td>
</tr>
<tr>
<td></td>
<td>TLIE3012A</td>
</tr>
<tr>
<td></td>
<td>TLIE3018A</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF1001A</td>
</tr>
<tr>
<td></td>
<td>TLIF3003A</td>
</tr>
<tr>
<td></td>
<td>TLIF3063A</td>
</tr>
<tr>
<td></td>
<td>TLIF3093A</td>
</tr>
<tr>
<td>H Route Planning and Navigation</td>
<td>TLIH3004A</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>BSBCUS301B</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>TLIP3027A</td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU2012A</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td>Elective units:</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA3010A</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID1001A</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE2007A</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
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<tr>
<td>-------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>G</td>
<td>TLIG3002A Lead a work team or group</td>
</tr>
<tr>
<td>I</td>
<td>BSBCMM301B Process customer complaints</td>
</tr>
<tr>
<td>J</td>
<td>TLIJ3002A Apply quality systems</td>
</tr>
<tr>
<td>K</td>
<td>TLIK2010A Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>L</td>
<td>TLIL3002A Undertake employee payroll activities</td>
</tr>
<tr>
<td></td>
<td>TLIL3003A Conduct induction process</td>
</tr>
<tr>
<td></td>
<td>BSBWOR301B Organise personal work priorities and development</td>
</tr>
<tr>
<td>LIC</td>
<td>TLILIC2001A Licence to operate a forklift truck</td>
</tr>
<tr>
<td></td>
<td>TLILIC2002A Licence to operate an order picking forklift truck</td>
</tr>
<tr>
<td>O</td>
<td>TLIO3007A Undertake emergency response action to a threat</td>
</tr>
<tr>
<td></td>
<td>TLIO3016A Apply and monitor workplace security</td>
</tr>
<tr>
<td>P</td>
<td>MSS402080A Undertake root cause analysis</td>
</tr>
<tr>
<td></td>
<td>TLIP3026A Maintain financial records in a small business</td>
</tr>
<tr>
<td></td>
<td>TLIP3015A Document a records system</td>
</tr>
<tr>
<td></td>
<td>TLIP3016A Identify and classify records to be captured</td>
</tr>
<tr>
<td></td>
<td>TLIP3019A Provide records retrieval service</td>
</tr>
<tr>
<td></td>
<td>TLIP3020A Sentence records</td>
</tr>
<tr>
<td></td>
<td>TLIP3021A Undertake disposal program</td>
</tr>
<tr>
<td></td>
<td>TLIP3022A Undertake movement of records</td>
</tr>
<tr>
<td></td>
<td>TLIP3023A Destroy records</td>
</tr>
<tr>
<td>R</td>
<td>BSBPUR301B Purchase goods and services</td>
</tr>
</tbody>
</table>
TLI32511 Certificate III in Rail Infrastructure

Modification History
Changes to core and elective units. Packaging rules updated. Equivalent.
Description

*Please note RTO to insert unit group selected from the group choice below on the testamur*

**Rationale:**
This is a general qualification for a person engaged in the rail infrastructure environment who performs tasks involving a broad range of skilled applications in a wide variety of contexts. It may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

**Job roles:**
The Certificate III in Rail Infrastructure qualification is aligned to the following defined roles:

**Group A: Rail Infrastructure – Track Maintenance**
- Senior track maintainer
- Ganger

**Group B: Rail Infrastructure – Track Construction**
- Senior track installer
- Ganger

**Group C: Rail Infrastructure – Turnout Construction**
- Specialist track installer
- Special ganger

**Group D: Rail Infrastructure – Track Welding**
- Track welder

**Group E: Rail Infrastructure – Track Examination**
- Track examiner

**Group F: Rail Infrastructure – Rail Testing**
- Rail tester

**Group G: Rail Infrastructure – Timber/Composite Turnout Construction**
- Turnout builder
- Points and crossings builder

**Group H: Rail Infrastructure – Concrete/Steel Turnout Construction**
- Turnout builder
- Points and crossings builder

**Group I: Rail Infrastructure – Track Drainage Maintenance**
- Track drainage maintainer

**Pathways Information**
Not Applicable
Licensing/Regulatory Information

Not Applicable
Entry Requirements

The entry requirement for this qualification is TLI21311 Certificate II in Rail Infrastructure (Track Work) or relevant industry experience gained by working in the rail infrastructure environment.

Employability Skills Summary

Employability Skills Summary for:
TLI32511 Certificate III in Rail Infrastructure

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. The table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required for construction and/or maintenance operations on rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant procedures, instructions, signs and labels applicable to the supervision of construction and/or maintenance operations on rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to construction and/or maintenance operations on rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to construction and/or maintenance operations on rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Write and complete basic documents as part of duties</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of construction and maintenance operations on rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Work effectively with others in the course of construction and/or maintenance operations on rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to team or work group</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of interpersonal conflicts that may arise during construction and/or maintenance operations on rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of construction and/or maintenance operations on rail infrastructure</td>
</tr>
</tbody>
</table>
Monitor and anticipate problems that may occur in the course of construction and/or maintenance operations on rail infrastructure and take appropriate action to report or resolve the problems within limits of responsibility.

Identify and control hazards and risks in a range of rail infrastructure situations and take appropriate precautions.

Use mathematics to solve various calculations related to construction and/or maintenance operations on rail infrastructure.

Modify activities dependent on differing rail infrastructure situations and contingencies.

Take appropriate initiative in a range of operational situations, such as those above.

Respond appropriately to changes in equipment, standard operating procedures and the work environment.

Follow and apply operational and emergency plans, systems and procedures.

Implement workplace security and safety management systems.

Monitor and evaluate operational performance and compliance.

Collect and interpret information needed in the course of construction and/or maintenance operations on rail infrastructure.

Organise and plan work activities.

Manage time and priorities in the course of construction and/or maintenance operations on rail infrastructure.

Interpret and apply procedures and instructions.

Establish and follow own work plans and schedules.

Evaluate own work performance.

Assist others to adapt to changes in workplace systems, equipment, procedures and the workplace operating environment.

Assist in the instruction, coaching or mentoring of others in the workplace.

Contribute to the assessment of the competence of others in the workplace.

Participate in updating own knowledge and skills required for rail infrastructure construction and/or maintenance activities.

Use equipment and materials required during construction and/or maintenance operations on rail infrastructure.

Follow and apply operational and servicing instructions for equipment used during construction and/or maintenance operations on rail infrastructure.

Follow and apply OH&S procedures when using and servicing rail equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 11 units of competency comprising:

- **5 core units** listed below

plus

- **all specialist elective units** from one of the **selected groups** (A – I) listed below

plus

- a minimum of 2 general elective units and up to 4 general elective units (depending on the specialist elective (job role) group that was selected) from the general elective units listed below; up to 2 of these electives may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the units contribute to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>RIICCM201A Carry out measurements and calculations</td>
</tr>
<tr>
<td></td>
<td>TLIE2007A Use communication systems</td>
</tr>
<tr>
<td></td>
<td>TLIE2029A Conduct workplace information briefings</td>
</tr>
<tr>
<td>F</td>
<td>TLIF3003A Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td>J</td>
<td>TLIJ3002A Apply quality systems</td>
</tr>
</tbody>
</table>

Specialist elective units:
Select all units from one of the following specialist elective groups:

- Group A: Track Maintenance
- Group B: Track Construction
- Group C: Turnout Construction
- Group D: Track Welding
- Group E: Track Examination
- Group F: Rail Testing
- Group G: Timber/Composite Turnout Construction
- Group H: Concrete/Steel Turnout Construction
- Group I: Track Drainage Maintenance

<p>| Group A | Track Maintenance |</p>
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B  Equipment</td>
<td>TLIB3094B Check and repair track geometry</td>
</tr>
<tr>
<td>Checking and</td>
<td>TLIB3095A Check and repair points and</td>
</tr>
<tr>
<td>Maintenance</td>
<td>crossings</td>
</tr>
<tr>
<td>E  Communication</td>
<td>RIICCM203A Read and interpret plans and</td>
</tr>
<tr>
<td>and Calculation</td>
<td>specifications</td>
</tr>
<tr>
<td>S  Construction</td>
<td>TLIS3026B Implement track maintenance and</td>
</tr>
<tr>
<td>and Installation</td>
<td>construction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B  Equipment</td>
<td>TLIB3094B Check and repair track geometry</td>
</tr>
<tr>
<td>Checking and</td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>E  Communication</td>
<td>RIICCM203A Read and interpret plans and</td>
</tr>
<tr>
<td>and Calculation</td>
<td>specifications</td>
</tr>
<tr>
<td>S  Construction</td>
<td>TLIS3026B Implement track maintenance and</td>
</tr>
<tr>
<td>and Installation</td>
<td>construction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
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<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>E  Communication</td>
<td>RIICCM203A Read and interpret plans and</td>
</tr>
<tr>
<td>and Calculation</td>
<td>specifications</td>
</tr>
<tr>
<td>S  Construction</td>
<td>TLIS3026B Implement track maintenance and</td>
</tr>
<tr>
<td>and Installation</td>
<td>construction</td>
</tr>
<tr>
<td></td>
<td>TLIS3045A Install turnouts</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
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<tbody>
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<td></td>
<td></td>
</tr>
<tr>
<td>E  Communication</td>
<td>RIICCM203A Read and interpret plans and</td>
</tr>
<tr>
<td>and Calculation</td>
<td>specifications</td>
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<tr>
<td>Group</td>
<td>Field</td>
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<tr>
<td>-------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
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</tr>
<tr>
<td></td>
<td><strong>Group E</strong> Track Examination</td>
</tr>
<tr>
<td></td>
<td><strong>Field</strong></td>
</tr>
<tr>
<td></td>
<td>B Equipment Checking and Maintenance</td>
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<td></td>
</tr>
<tr>
<td></td>
<td><strong>Group F</strong> Rail Testing</td>
</tr>
<tr>
<td></td>
<td><strong>Field</strong></td>
</tr>
<tr>
<td></td>
<td>S Construction and Installation</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Group G</strong> Timber/Composite Turnout Construction</td>
</tr>
<tr>
<td></td>
<td><strong>Field</strong></td>
</tr>
<tr>
<td></td>
<td>E Communication and Calculation</td>
</tr>
<tr>
<td></td>
<td>S Construction and Installation</td>
</tr>
<tr>
<td></td>
<td><strong>Group H</strong> Concrete/Steel Turnout Construction</td>
</tr>
<tr>
<td></td>
<td><strong>Field</strong></td>
</tr>
<tr>
<td></td>
<td>E Communication and Calculation</td>
</tr>
<tr>
<td></td>
<td>S Construction and Installation</td>
</tr>
<tr>
<td>Group I</td>
<td>Track Drainage Maintenance</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
</tr>
<tr>
<td></td>
<td>RIICCM203A Read and interpret plans and specifications</td>
</tr>
<tr>
<td>S</td>
<td>Construction and Installation</td>
</tr>
<tr>
<td></td>
<td>TLIS2027A Install and maintain surface track drainage</td>
</tr>
</tbody>
</table>

**General elective units:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3040A Inspect poles and associated hardware</td>
</tr>
<tr>
<td></td>
<td>TLIB4071A Install and maintain pole mounted switches and transformers</td>
</tr>
<tr>
<td></td>
<td>TLIB2091A Measure and record track geometry</td>
</tr>
<tr>
<td></td>
<td>TLIB2097A Install and maintain guard rails</td>
</tr>
<tr>
<td></td>
<td>TLIB3099A Examine track infrastructure</td>
</tr>
<tr>
<td></td>
<td>TLIB3102A Adjust rail</td>
</tr>
<tr>
<td>C</td>
<td>TLIC2058A Travel medium or heavy self-propelled on-track equipment</td>
</tr>
<tr>
<td></td>
<td>TLIC3045A Operate road/rail vehicle</td>
</tr>
<tr>
<td>E</td>
<td>TLIE2008A Process workplace documentation</td>
</tr>
<tr>
<td>F</td>
<td>RIIRIS401A Apply site risk management system</td>
</tr>
<tr>
<td></td>
<td>TLIF2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF3058A Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td></td>
<td>TLIF3089A Implement fatigue management policies and procedures for rail infrastructure</td>
</tr>
<tr>
<td>G</td>
<td>TLIG1001A Work effectively with others</td>
</tr>
<tr>
<td></td>
<td>TLIG3002A Lead a work team or group</td>
</tr>
<tr>
<td>I</td>
<td>TLII1002A Apply customer service skills</td>
</tr>
<tr>
<td>S Construction and Installation</td>
<td>TLIS2012A</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td></td>
<td>TLIS3025A</td>
</tr>
<tr>
<td></td>
<td>TLIS3026B</td>
</tr>
<tr>
<td></td>
<td>TLIS2027A</td>
</tr>
<tr>
<td></td>
<td>TLIS2033A</td>
</tr>
<tr>
<td></td>
<td>TLIS2035A</td>
</tr>
<tr>
<td></td>
<td>TLIS3037B</td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU4001A</td>
</tr>
<tr>
<td>W Equipment and Systems Operations</td>
<td>NWP227B</td>
</tr>
<tr>
<td></td>
<td>AHCARB202A</td>
</tr>
<tr>
<td></td>
<td>AHCARB205A</td>
</tr>
<tr>
<td></td>
<td>TLIW3013A</td>
</tr>
<tr>
<td></td>
<td>TLIW3016A</td>
</tr>
<tr>
<td></td>
<td>TLIW3027A</td>
</tr>
</tbody>
</table>
TLI32611 Certificate III in Rail Signalling

Modification History
Release 2 - One unit updated to current version. Equivalent.
Release 1 - New qualification

Description
Rationale:
This is a general qualification for a person engaged in the controlling of rail traffic movements and operations within a defined or local area. It involves a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgment in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
This includes but is not limited to the following job roles:
- Signaller
- Area controller
- Yard controller

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI32611 Certificate III in Rail Signalling
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required for rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to rail operations and rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including where applicable completion of relevant forms, timesheets, service logs and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of rail signalling operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of rail signalling</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of interpersonal conflicts that may arise during rail operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of rail signalling operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of</td>
</tr>
</tbody>
</table>
signalling operations and take appropriate action to report or resolve them within limits of responsibility

- Identify and control hazards and risks in a range of situations related to rail signalling and take appropriate precautions
- Use mathematics to solve various calculations related to rail signalling

**Initiative and enterprise**

- Modify activities dependent on differing situations and contingencies
- Take appropriate initiative in a range of operational situations
- Respond appropriately to changes in equipment, standard operating procedures and the working environment

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of rail signalling operations
- Manage time and priorities in the course of rail signalling operations

**Self management**

- Interpret and apply regulations and instructions
- Evaluate own work performance

**Learning**

- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of competence of others in the workplace
- Assist in the creation of a learning environment in the rail industry workplace
- Adapt own competence in response to changes in the processes and equipment used in rail signalling
- Update own knowledge and skills required for rail signalling operations

**Technology**

- Use equipment and materials required during rail signalling operations
- Follow and apply operational and servicing instructions for equipment used during rail signalling operations
- Follow and apply OH&S procedures when using rail equipment and facilities
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 12 units of competency comprising:

- 8 core units listed below

plus

- 4 elective units from the elective units listed below; of which up to 2 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the units contribute to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3022A Complete workplace documents</td>
</tr>
<tr>
<td></td>
<td>TLIE3023A Use electronic communication systems</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF3058A Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td></td>
<td>TLIF3085A Apply local incident response procedures</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL3071A Control and coordinate local rail traffic movement</td>
</tr>
<tr>
<td></td>
<td>TLIL3072A Operate signal panel or equipment</td>
</tr>
</tbody>
</table>

Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB3118A Apply awareness of railway fundamentals</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>BSBWRT301A Write simple documents</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF3091A Apply awareness of dangerous goods and hazardous materials requirements</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG1001A Work effectively with others</td>
</tr>
<tr>
<td></td>
<td>TLIG2007A Work in a socially diverse environment</td>
</tr>
<tr>
<td></td>
<td>Quality</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------</td>
</tr>
<tr>
<td>J</td>
<td>TLIJ2001A</td>
</tr>
<tr>
<td></td>
<td><strong>Technology</strong></td>
</tr>
<tr>
<td>K</td>
<td>BSBITU101A</td>
</tr>
<tr>
<td></td>
<td><strong>Resource Management</strong></td>
</tr>
<tr>
<td>L</td>
<td>BSBWOR201A</td>
</tr>
<tr>
<td></td>
<td><strong>Environment</strong></td>
</tr>
<tr>
<td>U</td>
<td>TLIU2012A</td>
</tr>
<tr>
<td></td>
<td><strong>Equipment and Systems Operations</strong></td>
</tr>
<tr>
<td>W</td>
<td>TLIW3026B</td>
</tr>
</tbody>
</table>
TLI32711 Certificate III in Track Protection

Modification History
Release 2 - Units replaced by current versions. Equivalent.

Description

Rationale:
This is a general qualification for a person engaged in the rail infrastructure environment who performs tasks involving track protection in a variety of contexts. It may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
Job roles and titles vary across different sectors. A possible job title relevant to this qualification includes:
- Track protection officer

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.
Entry Requirements

The entry requirement for this qualification is TLI21911 Certificate II in Track Protection (Track Protection) or (Handsignaller), or relevant industry experience gained by working in the rail infrastructure environment providing track protection services.

Employability Skills Summary

Employability Skills Summary for TLI32711 Certificate III in Track Protection

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. The table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Implement and monitor communication systems and procedures</td>
</tr>
<tr>
<td></td>
<td>required for track protection</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant procedures, instructions, signs</td>
</tr>
<tr>
<td></td>
<td>and labels applicable to track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to track</td>
</tr>
<tr>
<td></td>
<td>protection activities</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to track</td>
</tr>
<tr>
<td></td>
<td>protection activities</td>
</tr>
<tr>
<td></td>
<td>• Write and complete basic documents as part of duties</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of track</td>
</tr>
<tr>
<td></td>
<td>protection activities</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and</td>
</tr>
<tr>
<td></td>
<td>behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Work effectively with others in the course of track</td>
</tr>
<tr>
<td></td>
<td>protection activities</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to team or work group</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain</td>
</tr>
<tr>
<td></td>
<td>competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of interpersonal conflicts that</td>
</tr>
<tr>
<td></td>
<td>may arise during track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the</td>
</tr>
<tr>
<td></td>
<td>workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion,</td>
</tr>
<tr>
<td></td>
<td>political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising in the course</td>
</tr>
<tr>
<td></td>
<td>of track protection activities</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the</td>
</tr>
<tr>
<td></td>
<td>course of track protection activities and take appropriate</td>
</tr>
<tr>
<td></td>
<td>action to report or resolve them within limits of</td>
</tr>
<tr>
<td></td>
<td>responsibility</td>
</tr>
</tbody>
</table>
- Identify and control hazards and risks in a range of track protection situations and take appropriate precautions
- Use mathematics to solve various calculations related to track protection activities

**Initiative and enterprise**

- Modify activities dependent on differing track protection situations and contingencies
- Take appropriate initiatives in a range of operational situations
- Respond appropriately to changes in equipment, standard operating procedures and the work environment

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of track protection activities
- Organise and plan work activities
- Manage time and priorities in the course of track protection activities

**Self management**

- Interpret and apply procedures and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance

**Learning**

- Assist others to adapt to changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of competence of others in the workplace
- Participate in updating own knowledge and skills required for track protection activities

**Technology**

- Use equipment and materials required during track protection activities
- Follow and apply operational and servicing instructions for equipment used during track protection activities
- Follow and apply OH&S procedures when using and servicing rail equipment and facilities
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of **11 units** of competency comprising:

- **7 core units** listed below

plus

- **4 elective units** from the elective units listed below, of which up to 3 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided the unit contributes to the vocational outcome of the qualification

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>TLIE2029A Conduct workplace information briefings</td>
</tr>
<tr>
<td>F</td>
<td>TLIF3083B Conduct track protection assessment</td>
</tr>
<tr>
<td></td>
<td>TLIF3003A Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td>J</td>
<td>TLIJ3002A Apply quality systems</td>
</tr>
<tr>
<td>L</td>
<td>TLIL3065B Implement track occupancy protection</td>
</tr>
<tr>
<td></td>
<td>TLIL3084A Implement a local possession authority</td>
</tr>
<tr>
<td></td>
<td>TLIL3082A Implement absolute signal blocking</td>
</tr>
</tbody>
</table>

Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>TLIC2081A Pilot rail traffic within work on track authority limits</td>
</tr>
<tr>
<td></td>
<td>TLIC3045A Operate road/rail vehicle</td>
</tr>
<tr>
<td>F</td>
<td>TLIF2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2062A Apply awareness of safeworking rules and regulations</td>
</tr>
<tr>
<td></td>
<td>TLIF2097A Use audible track warning devices</td>
</tr>
<tr>
<td></td>
<td>TLIF3058A Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td></td>
<td>TLIF3089A Implement fatigue management policies and procedures</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
</tr>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
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</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI32813 Certificate III in Rail Yard Coordination

Modification History
Release 1 - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.

Description
Rationale:
This is a general qualification for a person engaged in the rail yard or terminal environment who performs tasks involving a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
The TLI32813 Certificate III in Rail Yard Coordination qualification is aligned to the following defined roles:

- Yard Coordinator
- Terminal Coordinator.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
### Employability Skills Summary

#### Employability Skills Summary for TLI32813 Certificate III in Rail Yard Coordination

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required for shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant procedures, instructions, signs and labels applicable to shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Write/Complete basic documents as part of duties</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Work effectively with others in the course of shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to team or workgroup</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of shunting or yard/terminal operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of shunting or yard/terminal operations and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Identify and control hazards and risks in a range of shunting or yard/terminal operation situations and take appropriate precautions</td>
</tr>
<tr>
<td></td>
<td>• Use mathematics to solve various calculations related to shunting or yard/terminal operations.</td>
</tr>
<tr>
<td><strong>Initiative and</strong></td>
<td>• Modify activities dependent on differing situations and contingencies</td>
</tr>
</tbody>
</table>
enterprise

- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of shunting or yard/terminal operations
- Organise and plan work activities
- Manage time and priorities in the course of shunting or yard/terminal operations.

Self management

- Interpret and apply procedures and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance.

Learning

- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence of others in the workplace
- Participate in the updating of own knowledge and skills required for shunting or yard/terminal operations.

Technology

- Use equipment and materials required during shunting or yard/terminal operations
- Follow and apply operational and servicing instructions for equipment used during shunting or yard/terminal operations
- Follow and apply OH&S procedures when conducting shunting or yard/terminal operations.
**Packaging Rules**

**Requirements for completion of the qualification**

A successful assessment outcome for a total of **18 units** of competency comprising:

- **12 core units** listed below
  
  plus

- **6 elective units** from the **general elective units** listed below. Alternatively, **up to 3 units** may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B</strong> Equipment Checking and Maintenance</td>
<td>TLIB2122A</td>
</tr>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLIE3021A, TLIE3022A</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>TLIF2006A, TLIF2010A, TLIF2080C, TLIF3058A, TLIF3083B, TLIF3085A, TLIF3087A</td>
</tr>
<tr>
<td><strong>G</strong> Teamwork</td>
<td>TLIG4006A</td>
</tr>
<tr>
<td><strong>L</strong> Resource Management</td>
<td>TLIL4038A</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
</table>

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Transport & Logistics Industry Skills Council
### Custom Content Section

Not applicable.
TLI32913 Certificate III in Tram or Light Rail Infrastructure

Modification History
Release 1 - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.

Description
Rationale:
This is a general qualification for persons engaged in the tram/light rail infrastructure environment who perform tasks involving a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgment in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
The TLI32913 Certificate III in Tram or Light Rail Infrastructure qualification is aligned to the following defined roles:

- Tram Infrastructure Track Worker Level 4
- Light Rail Track Worker.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.
Entry Requirements
The entry requirements for this qualification are:

- TLI22913 Certificate II in Tram or Light Rail Infrastructure or
- equivalent vocational experience working within the rail infrastructure environment.

Employability Skills Summary
Employability Skills Summary for TLI32913 Certificate III in Tram or Light Rail Infrastructure
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Implement and monitor communication systems and procedures required for construction and/or maintenance operations on tram/light rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant procedures, instructions, signs and labels applicable to the supervision of construction and/or maintenance operations on tram/light rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to construction and/or maintenance operations on tram/light rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to construction and/or maintenance operations on tram/light rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Write/Complete basic documents as part of duties</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of construction and maintenance operations on tram/light rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Work effectively with others in the course of construction and/or maintenance operations on tram/light rail infrastructure</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to team or workgroup</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during construction and/or maintenance operations on tram/light rail infrastructure</td>
</tr>
</tbody>
</table>
• Avoid and prevent the harassment of others in the workplace
• Work with persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving
• Identify and solve or report problems arising in the course of construction and/or maintenance operations on tram/light rail infrastructure
• Monitor and anticipate problems that may occur in the course of construction and/or maintenance operations on tram/light rail infrastructure and take appropriate action to report or resolve the problems within limits of responsibility
• Identify and control hazards and risks in a range of rail infrastructure situations and take appropriate precautions
• Use mathematics to solve various calculations related to construction and/or maintenance operations on tram/light rail infrastructure.

Initiative and enterprise
• Modify activities dependent on differing rail infrastructure situations and contingencies
• Take appropriate initiatives in a range of operational situations such as those above
• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising
• Follow and apply operational and emergency plans, systems and procedures
• Implement the workplace security and safety management systems
• Monitor and evaluate operational performance and compliance
• Collect and interpret information needed in the course of construction and/or maintenance operations on tram/light rail infrastructure
• Organise and plan work activities
• Manage time and priorities in the course of construction and/or maintenance operations on tram/light rail infrastructure.

Self management
• Interpret and apply procedures and instructions
• Establish and follow own work plans and schedules
• Evaluate own work performance.

Learning
• Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
• Assist in the instruction, coaching or mentoring of others in the workplace
• Contribute to the assessment of the competence of others in the workplace
• Participate in the updating of own knowledge and skills required for tram/light rail infrastructure construction and/or
maintenance activities.

**Technology**

- Use equipment and materials required during construction and/or maintenance operations on tram/light rail infrastructure.
- Follow and apply operational and servicing instructions for equipment used during construction and/or maintenance operations on tram/light rail infrastructure.
- Follow and apply OH&S procedures when using and servicing tram/light rail equipment and facilities.
Packaging Rules

Requirements for completion of the qualification

A successful assessment outcome for a total of 11 units of competency comprising:

- 6 core units listed below

plus

- 5 elective units from the general elective units listed below. Alternatively, up to 2 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
</tr>
<tr>
<td></td>
<td>TLIC3003A</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
</tr>
<tr>
<td></td>
<td>TLIE2007A</td>
</tr>
<tr>
<td></td>
<td>TLIE2008A</td>
</tr>
<tr>
<td></td>
<td>RIICCM203A</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
</tr>
<tr>
<td></td>
<td>TLIW3035A</td>
</tr>
<tr>
<td></td>
<td>TLIW3042A</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
</tr>
<tr>
<td></td>
<td>TLIB2097A</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
</tr>
<tr>
<td></td>
<td>TLIC3045A</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling</td>
</tr>
<tr>
<td></td>
<td>TLID3033A</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
</tr>
<tr>
<td></td>
<td>TLIE2029A</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
</tr>
<tr>
<td></td>
<td>TLIF2006A</td>
</tr>
<tr>
<td></td>
<td>TLIF3003A</td>
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</tbody>
</table>
## Custom Content Section

Not applicable.
TLI33013 Certificate III in Heritage Locomotive Assistant or Steam Locomotive Fireman

Modification History
Release 1 - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.

Description

Please note RTO to insert unit group selected from the group choice below on the testamur

Rationale:
This is a general qualification for a person who carries out the duties of a locomotive assistant on a heritage locomotive or fireman on a steam locomotive. This job involves the performance of a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
The Certificate III in Heritage Locomotive Assistant or Steam Locomotive Fireman is aligned to the following defined roles:

- Group A: Heritage Locomotive Assistant
- Group B: Steam Locomotive Fireman.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI33013 Certificate III in Heritage Locomotive Assistant or Steam Locomotive Fireman

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

**Employability Skill**  **Industry/enterprise requirements for this qualification include:**

**Communication**
- Implement and monitor communication systems and procedures required for heritage rail operations on mainlines and/or private tracks
- Read and interpret relevant procedures, instructions, signs and labels applicable to heritage rail operations on mainlines and/or private tracks
- Speak clearly and directly on matters related to heritage rail operations on mainlines and/or private tracks
- Listen to and interpret verbal information related to heritage rail operations on mainlines and/or private tracks
- Write/Complete basic documents as part of duties
- Negotiate issues with others in the course of heritage rail operations on mainlines and/or private tracks
- Recognise and interpret non-verbal signs, signals and behaviour
- Use relevant communication equipment.

**Teamwork**
- Work effectively with others in the course of heritage rail operations on mainlines and/or private tracks
- Motivate others in the workplace
- Assist others in the workplace to achieve and maintain competence
- Assist in the resolution of any interpersonal conflicts that may arise during heritage rail operations on mainlines and/or private tracks
- Avoid and prevent the harassment of others in the workplace
- Work with persons of different ages, gender, race, religion, political persuasion, etc.

**Problem solving**
- Identify and solve or report problems arising in the course of heritage rail operations on mainlines and/or private tracks
- Monitor and anticipate problems that may occur in the course of heritage rail operations on mainlines and/or private tracks and take appropriate action to report or resolve the problems within limits of responsibility
- Identify and control hazards and risks in a range of heritage
rail situations and take appropriate precautions

- Use mathematics to solve various calculations related to heritage rail operations on mainlines and/or private tracks.

**Initiative and enterprise**

- Modify activities dependent on differing rail operating situations and contingencies
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising**

- Follow and apply operational and emergency plans, systems and procedures
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of heritage rail operations on mainlines and/or private tracks
- Organise and plan work activities
- Manage time and priorities in the course of heritage rail operations on main lines and/or private tracks.

**Self management**

- Interpret and apply procedures and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance.

**Learning**

- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence of others in the workplace
- Participate in the updating of own knowledge and skills required for heritage rail operations on mainlines and/or private tracks.

**Technology**

- Use equipment and materials required during heritage rail operations on mainlines and/or private tracks
- Follow and apply operational and servicing instructions for equipment used during heritage rail operations on mainlines and/or private tracks
- Follow and apply OH&S procedures when using and servicing heritage rail equipment and facilities.
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 14 units of competency comprising:

- **8 core units** listed below

plus

- **2 specialist elective units** from Group A or Group B below

plus

- **4 elective units** from the general elective units listed below. Alternatively, up to 3 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3126A</td>
</tr>
<tr>
<td>D</td>
<td>TLID1001A</td>
</tr>
<tr>
<td>E</td>
<td>TLIE2008A</td>
</tr>
<tr>
<td>F</td>
<td>TLIF2006A</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A</td>
</tr>
<tr>
<td></td>
<td>TLIF3058A</td>
</tr>
<tr>
<td></td>
<td>TLIF3087A</td>
</tr>
<tr>
<td>W</td>
<td>TLIW3026B</td>
</tr>
</tbody>
</table>

### Group A - Heritage Locomotive Assistant

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3123A</td>
</tr>
</tbody>
</table>
### C Vehicle Operation

<table>
<thead>
<tr>
<th>Units of Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC3072A</td>
<td>Conduct the duties of an assistant on a heritage locomotive</td>
</tr>
</tbody>
</table>

#### Group B - Steam Locomotive Fireman

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Checking and Maintenance B</td>
<td>TLIB3124A</td>
<td>Apply awareness of steam locomotive fundamentals</td>
</tr>
<tr>
<td>Vehicle Operation C</td>
<td>TLIC3073A</td>
<td>Fire a steam locomotive</td>
</tr>
</tbody>
</table>

#### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Checking and Maintenance B</td>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB3002A</td>
<td>Test equipment and isolate faults</td>
</tr>
<tr>
<td></td>
<td>TLIB3021A</td>
<td>Conduct train roll-by inspection</td>
</tr>
<tr>
<td></td>
<td>TLIB3026A</td>
<td>Prepare for train operation</td>
</tr>
<tr>
<td>Vehicle Operation C</td>
<td>TLIC3017A</td>
<td>Shunt rolling stock</td>
</tr>
<tr>
<td>Communication and Calculation E</td>
<td>TLIE2007A</td>
<td>Use communication systems</td>
</tr>
<tr>
<td>Safety Management F</td>
<td>TLIF2018A</td>
<td>Operate firefighting equipment</td>
</tr>
<tr>
<td></td>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td></td>
<td>TLIF3091A</td>
<td>Apply awareness of dangerous goods and hazardous materials requirements</td>
</tr>
<tr>
<td>Customer Service I</td>
<td>TLII4022A</td>
<td>Identify and meet customer requirements</td>
</tr>
</tbody>
</table>

### Custom Content Section

Not applicable.
Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This is a general qualification for persons engaged in the rail customer service environment who perform tasks involving a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:
The TLI33113 Certificate III in Rail Customer Service qualification is aligned to the following defined roles:
- Passenger Service Officer
- Senior Customer Service Assistant/Officer
- Station Manager
- Station Officer.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
## Employability Skills Summary

### Employability Skills Summary for TLI33113 Certificate III in Rail Customer Service

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required for rail customer service operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant procedures, instructions, signs and labels applicable to the job role</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to rail customer service operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related rail customer service operations</td>
</tr>
<tr>
<td></td>
<td>• Write/complete basic documents as part of duties</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of rail customer service operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Work effectively with others in the course of rail customer service operations</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to team or work group</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during rail customer service operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of rail customer service operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of rail customer service operations and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Identify and control hazards and risks in a range of rail customer service operation situations and take appropriate precautions</td>
</tr>
<tr>
<td></td>
<td>• Use mathematics to solve various calculations related to rail customer service operations</td>
</tr>
</tbody>
</table>
customer service operations

Initiative and enterprise
- Modify activities dependent on differing situations and contingencies
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment

Planning and organising
- Follow and apply operational and emergency plans, systems and procedures
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of rail customer service operations
- Organise and plan work activities
- Manage time and priorities in the course of rail customer service operations

Self management
- Interpret and apply procedures and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance

Learning
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence of others in the workplace
- Participate in the updating of own knowledge and skills required for rail customer service operations

Technology
- Use equipment and materials required during rail customer service operations
- Follow and apply operational and servicing instructions for equipment used during rail customer service operations
- Follow and apply work health and safety (WHS)/occupational health and safety (OHS) procedures when conducting rail customer service operations
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 12 units of competency comprising:

- 8 core units listed below

plus

- 4 general elective units from the elective units listed below. Alternatively, up to 2 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3118A</td>
<td>Apply awareness of railway fundamentals</td>
</tr>
<tr>
<td>E</td>
<td>TLIE3022A</td>
<td>Complete workplace documents</td>
</tr>
<tr>
<td>F</td>
<td>TLIF3003A</td>
<td>Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td>F</td>
<td>TLIF3085A</td>
<td>Apply local incident response procedures</td>
</tr>
<tr>
<td>G</td>
<td>TLIG3003A</td>
<td>Apply positive behaviours in the workplace</td>
</tr>
<tr>
<td>I</td>
<td>BSBCUS201B</td>
<td>Deliver a service to customers</td>
</tr>
<tr>
<td>I</td>
<td>SITXCOM401</td>
<td>Manage conflict</td>
</tr>
<tr>
<td>J</td>
<td>TLIJ3002A</td>
<td>Apply quality systems</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>TLIC2078A</td>
<td>Identify and respond to signals and trackside signs</td>
</tr>
<tr>
<td>F</td>
<td>HLTFA211A</td>
<td>Provide basic emergency life support</td>
</tr>
<tr>
<td>F</td>
<td>HLTFA311A</td>
<td>Apply first aid</td>
</tr>
<tr>
<td>F</td>
<td>PUAWER005B</td>
<td>Operate as part of an emergency control</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLIG3002A</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service</td>
<td>BSBCUS301B</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>BSBWOR301B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PSPGOV205B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL3072A</td>
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<tr>
<td>O</td>
<td>Security</td>
<td>TLIO2011A</td>
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<tr>
<td></td>
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<td>TLIO3012A</td>
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<tr>
<td></td>
<td></td>
<td>TLIO3015A</td>
</tr>
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<td>P</td>
<td>Administration and Finance</td>
<td>TLIP2039A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIP3034A</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU2012</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
<td>TLIW2037B</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI33213 Certificate III in Terminal Train Driving

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This is a general qualification for a person engaged in terminal train driving.

Achievement of this qualification requires the application of a broad range of knowledge and skills in varied contexts to undertake skilled work within a terminal train driving environment.

This qualification requires the skills and knowledge to:
- interpret and act on available information
- apply and communicate known solutions to a variety of predictable problems and to deal with unforeseen contingencies using known solutions
- provide technical information to a variety of specialist and non-specialist audiences
- undertake routine and some non-routine tasks in a range of skilled operations.

These skills and knowledge will be applied to known routines, methods, procedures and time constraints while taking responsibility for own outputs.

Job roles:  
The TLI33213 Certificate III in Terminal Train Driving qualification is aligned to the following defined roles:
- Terminal Operator
- Terminal Train Driver
- Yard Terminal Driver.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
**Employability Skills Summary**

**Employability Skills Summary for TLI33213 Certificate III in Terminal Train Driving**
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required for terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to the supervision of terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the rail workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the rail workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of terminal train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of terminal train driving activities including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Identify and control hazards and risks in a range of terminal train driving activities and take appropriate precautions</td>
</tr>
<tr>
<td></td>
<td>• Use mathematics to solve various calculations related to</td>
</tr>
</tbody>
</table>
Terminal train driving activities.

**Initiative and enterprise**
- Modify activities dependent on differing rail situations and contingencies
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising**
- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of terminal train driving activities
- Organise and plan own work activities
- Manage time and priorities in the course of terminal train driving activities.

**Self management**
- Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance.

**Learning**
- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence of others in the workplace
- Assist in the creation of a learning environment in the rail industry workplace
- Adapt own competence in response to any changes in the processes and equipment used in terminal train driving activities
- Update own knowledge and skills required for terminal train driving activities.

**Technology**
- Use equipment and materials required during terminal train driving activities
- Follow and apply operational and servicing instructions for equipment used during terminal train driving activities
- Follow and apply WHS/OHS procedures when using and
servicing rail equipment and facilities.

Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 17 units of competency comprising:

- 11 core units

plus

- 6 general elective units which may be selected from the general elective units listed below. Alternatively, up to 3 units appropriate to the job role may be selected from the TLI10 Transport and Logistics Training Package or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking</td>
<td>TLIB0132A</td>
</tr>
<tr>
<td></td>
<td>and Maintenance</td>
<td>Start up and shut down a single locomotive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB2131A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Prepare train</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3019B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Test train braking system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3123A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apply awareness of motive power unit fundamentals</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td>TLIC0079A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operate a motive power unit within defined limits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC3017A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Shunt rolling stock</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC3027A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Stable a motive power unit</td>
</tr>
<tr>
<td>E</td>
<td>Communication and</td>
<td>TLIE2007A</td>
</tr>
<tr>
<td></td>
<td>Calculation</td>
<td>Use communication systems</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF2010A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3058A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>---------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU2012A  Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td></td>
<td>General Elective Units</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
<td>TLIB2122A  Apply awareness of fundamentals of rail operations in yards or sidings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3018A  Conduct full train examination</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3021A  Conduct train roll-by inspection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3118A  Apply awareness of railway fundamentals</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3113B  Diagnose and rectify minor faults on motive power units and rolling stock</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB4078A  Carry out a train roll-by inspection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB4079A  Conduct a general train examination</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB4081A  Provision a motive power unit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB4082A  Set up motive power units in multi-coupled consist</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td>TLIC3082A  Operate a locomotive by portable remote control</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC4074A  Shunt, couple and uncouple rail vehicles</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td>TLIE1005A  Carry out basic workplace calculations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIE2008A  Process workplace documentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIE3002A  Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF2080C  Safely access the rail corridor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2018A  Operate firefighting equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3085A  Apply local incident response procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3091A  Apply awareness of dangerous goods and hazardous materials requirements</td>
</tr>
<tr>
<td>Category</td>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>----------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL2048A</td>
<td>Prepare for train departure</td>
</tr>
<tr>
<td>W Equipment and Systems Operations</td>
<td>TLIW2041A</td>
<td>Clip points and apply rail safety equipment</td>
</tr>
<tr>
<td></td>
<td>TLIW3026B</td>
<td>Operate stand alone signalling points control equipment</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI33313 Certificate III in Furniture Removal

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This qualification is designed for furniture removal job roles within the transport and logistics industry. Successful achievement of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 3.

Job roles:
The TLI33313 Certificate III in Furniture Removal qualification is aligned to the following defined roles:

- Furniture Removalist
- Team Leader.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
## Employability Skills Summary

### Employability Skills Summary for TLI33313 Certificate III in Furniture Removal

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Implement and monitor communication systems and procedures required for furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Read and follow relevant regulations and instructions applicable to furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms and incident and accident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate issues with others in the course of furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Participate in the resolution of any interpersonal conflicts that may arise during furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td></td>
<td>• Provide leadership to other personnel in the furniture removal workplace</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Assist others in the workplace to achieve and maintain competence</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of furniture removal operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of furniture removal operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
</tbody>
</table>
Recognise hazards and risks in a range of situations and take appropriate precautions
Use mathematics to carry out calculations related to furniture removal operations.

**Initiative and enterprise**
Modify activities dependent on differing furniture removal situations and contingencies
Take appropriate initiatives in a range of operational situations such as those above
Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising**
Follow and apply operational and emergency plans, systems and procedures
Comply with applicable regulations and codes of practice
Follow and apply workplace security and safety management systems and safeworking requirements
Monitor and evaluate operational performance and compliance
Collect and interpret information needed in the course of furniture removal operations
Organise and plan own work activities
Manage time and priorities in the course of furniture removal operations.

**Self management**
Interpret and apply applicable regulations and instructions
Establish own work plans and schedules
Evaluate own work performance.

**Learning**
Contribute to learning and assessment activities in the workplace
Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
Assist in the instruction, coaching or mentoring of others in the workplace
Assist in the creation of a learning environment in the furniture removal workplace
Adapt own competence in response to any changes in furniture removal operations
Update own knowledge and skills required for furniture removal activities.

**Technology**
Use equipment and materials required during furniture removal operations
Follow and apply operational and servicing instructions for equipment used during furniture removal operations
Follow and apply work health and safety (WHS)/occupational health and safety (OHS) procedures when using furniture
removal equipment and facilities.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 12 units of competency comprising:

- 4 core units listed below

plus

- 8 elective units from the general elective units listed below. Alternatively up to 3 units from the TLI10 Transport and Logistics Training Package or any other nationally endorsed Training Package or accredited training course, however, the elective units selected must contribute to the vocational outcomes of the qualification and align with the job role

Where imported units are selected, care must be taken to ensure that all prerequisite units specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>TLID3050A</td>
<td>Coordinate furniture removal</td>
</tr>
<tr>
<td>E</td>
<td>TLIE3021A</td>
<td>Work and communicate effectively with others</td>
</tr>
<tr>
<td>F</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>I</td>
<td>BSBCUS201B</td>
<td>Deliver a service to customers</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3003A</td>
<td>Drive medium rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3004A</td>
<td>Drive heavy rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3005A</td>
<td>Drive heavy combination vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC4006A</td>
<td>Drive multi-combination vehicle</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
</tr>
<tr>
<td></td>
<td>TLID2010A</td>
<td>Operate a forklift</td>
</tr>
<tr>
<td>---</td>
<td>-----------</td>
<td>-------------------</td>
</tr>
<tr>
<td></td>
<td>TLID2018A</td>
<td>Handle furniture and effects</td>
</tr>
<tr>
<td></td>
<td>TLID3048A</td>
<td>Pack and unpack furniture and effects</td>
</tr>
<tr>
<td></td>
<td>TLID3049A</td>
<td>Pack and wrap furniture and effects for international removals</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td>TLIE2008A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIE3010A</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF2010A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2092A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3003A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTFA311A</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLIG3002A</td>
</tr>
<tr>
<td>H</td>
<td>Route Planning and Navigation</td>
<td>TLIH3002A</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
<td>TLIK2010A</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLIL3003A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4005A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBWOR301B</td>
</tr>
<tr>
<td>LI</td>
<td>Licensing</td>
<td>TLILIC2014B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLILIC2015B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLILIC2016B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLILIC3017B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLILIC3018B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLILIC2001A</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU2012A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIU3011A</td>
</tr>
</tbody>
</table>
Custom Content Section

Not applicable.
TLI33413 Certificate III in Waste Driving Operations

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This qualification is designed for waste driving job roles within the transport and logistics industry. Successful achievement of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 3.

Job roles:
The TLI33413 Certificate III in Waste Driving Operations qualification is aligned to the following defined role:

- Waste Vehicle Driver.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
# Employability Skills Summary

**Employability Skills Summary for TLI33413 Certificate III in Waste Driving Operations**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
</table>
| **Communication**   | • Use communication systems and procedures used in driving and operating a waste vehicle  
                      • Read and interpret relevant regulations, instructions, manuals, notices and signs applicable to the role of waste driving operations  
                      • Speak clearly and directly on matters related to waste driving operations  
                      • Complete documents as part of duties, including completion of relevant forms  
                      • Recognise and interpret non-verbal signs, signals and behaviour  
                      • Use relevant communication equipment. |
| **Teamwork**        | • Assist in the resolution of any interpersonal conflicts that may arise during waste driving operations.  
                      • Avoid and prevent the harassment of others in the workplace.  
                      • Collaborate with others within the job role of waste driving operations.  
                      • Work with persons of different ages, gender, race, religion, political persuasion, etc. |
| **Problem solving** | • Identify and solve or report problems arising during the job role of waste driving operations  
                      • Recognise problems that may occur in the job role of waste driving operations and take appropriate action to report or resolve the problems within limits of responsibility  
                      • Recognise hazards and risks in a range of waste driving operation situations. |
| **Initiative and enterprise** | • Respond appropriately to any changes in equipment, standard operating procedures and the working environment. |
| **Planning and organising** | • Follow and apply operational and emergency plans, systems and procedures  
                          • Comply with applicable road safety regulations and codes of practice |
Follow and apply workplace security and safety management systems and safeworking requirements
Collect and interpret information needed during waste driving operations within limits of responsibility
Manage time in the job role of waste driving operations.

Self management
- Interpret and apply applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance.

Learning
- Participate in updating own knowledge and skills required for waste driving operations in response to any changes in the processes and equipment used.

Technology
- Operate equipment and tools required during waste driving operations
- Follow and apply operational and servicing instructions for equipment used during waste driving
- Follow and apply the applicable safeworking requirements and work health and safety (WHS)/occupational health and safety (OHS) procedures during waste driving operations.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 19 units of competency comprising:

- 12 core units listed below

plus

- at least one licensing or industry unit relevant to the vehicle type applicable to the job role, listed below

- 6 elective units from the general elective units listed below. Alternatively up to 2 units from the TLI10 Transport and Logistic Training Package or any other nationally endorsed Training Package or accredited training course, however, the elective units selected must contribute to the vocational outcomes of the qualification and align with the job role

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB2004A</td>
<td>Carry out vehicle inspection</td>
</tr>
<tr>
<td>D</td>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E</td>
<td>TLIE3021A</td>
<td>Work and communicate effectively with others</td>
</tr>
<tr>
<td>F</td>
<td>TLIF1001A, TLIF2006A, TLIF2010A, TLIF2092A, TLIF3015A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Demonstrate awareness of chain of responsibility regulations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Work safely as a non-electrical licensed worker near electrical assets</td>
</tr>
<tr>
<td>I</td>
<td>TLII1002A</td>
<td>Apply customer service skills</td>
</tr>
<tr>
<td>L</td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
<tr>
<td>U</td>
<td>TLIU2012A</td>
<td>Participate in environmentally sustainable</td>
</tr>
</tbody>
</table>
Identify wastes and hazards in the waste management industry

Select at least one licensing or industry unit relevant to the vehicle type applicable to the job role:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
</tr>
<tr>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td>TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td>TLIC3003A</td>
<td>Drive medium rigid vehicle</td>
</tr>
<tr>
<td>TLIC3004A</td>
<td>Drive heavy rigid vehicle</td>
</tr>
<tr>
<td>TLIC3005A</td>
<td>Drive heavy combination vehicle</td>
</tr>
<tr>
<td>TLIC4006A</td>
<td>Drive multi-combination vehicle</td>
</tr>
<tr>
<td>LI</td>
<td>Licensing</td>
</tr>
<tr>
<td>TLILIC2014B</td>
<td>Licence to drive a light rigid vehicle</td>
</tr>
<tr>
<td>TLILIC2015B</td>
<td>Licence to drive a medium rigid vehicle</td>
</tr>
<tr>
<td>TLILIC2016B</td>
<td>Licence to drive a heavy rigid vehicle</td>
</tr>
<tr>
<td>TLILIC3017B</td>
<td>Licence to drive a heavy combination vehicle</td>
</tr>
<tr>
<td>TLILIC3018B</td>
<td>Licence to drive a multi-combination vehicle</td>
</tr>
</tbody>
</table>

General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Handling Cargo/Stock</td>
</tr>
<tr>
<td>TLIA1001A</td>
<td>Secure cargo</td>
</tr>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
</tr>
<tr>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>TLIB2073A</td>
<td>Clean road tankers</td>
</tr>
<tr>
<td>TLIB3015A</td>
<td>Undertake site inspection</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
</tr>
<tr>
<td>TLIC2049A</td>
<td>Operate heavy vehicle on unsealed roads</td>
</tr>
<tr>
<td>TLIC3063A</td>
<td>Operate vehicle carrying special loads</td>
</tr>
<tr>
<td>TLIC3083A</td>
<td>Operate a front lift mobile compaction/collection vehicle</td>
</tr>
<tr>
<td>TLIC3084A</td>
<td>Operate a lift on/lift off collection vehicle</td>
</tr>
<tr>
<td></td>
<td><strong>TLIC3085A</strong></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td>Operate a liquid waste collection vehicle</td>
</tr>
</tbody>
</table>

**D Load Handling**

<table>
<thead>
<tr>
<th></th>
<th><strong>CPPWMT3015A</strong></th>
<th><strong>TLID1002A</strong></th>
<th><strong>TLID2003A</strong></th>
<th><strong>TLID2010A</strong></th>
<th><strong>TLID3014A</strong></th>
<th><strong>TLID3033A</strong></th>
<th><strong>TLID3051A</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Move waste using load shifting equipment</td>
<td>Shift a load using manually-operated equipment</td>
<td>Handle dangerous goods/hazardous substances</td>
<td>Operate a forklift</td>
<td>Load and unload vehicles carrying special loads</td>
<td>Operate a vehicle-mounted loading crane</td>
<td>Segregate waste according to waste types</td>
</tr>
</tbody>
</table>

**E Communication and Calculation**

<table>
<thead>
<tr>
<th></th>
<th><strong>TLIE2008A</strong></th>
<th><strong>TLIE3002A</strong></th>
<th><strong>TLIE3028A</strong></th>
<th><strong>TLIE3028A</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Process workplace documentation</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
<td>Complete a work diary in the road transport industry</td>
<td></td>
</tr>
</tbody>
</table>

**F Safety Management**

<table>
<thead>
<tr>
<th></th>
<th><strong>CPPWMT3011A</strong></th>
<th><strong>HLTAMBPD401C</strong></th>
<th><strong>RIIOHS204A</strong></th>
<th><strong>TLIF2018A</strong></th>
<th><strong>TLIF3014A</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Respond to waste emergencies</td>
<td>Manage personal stressors in the work environment</td>
<td>Work safely at heights</td>
<td>Operate firefighting equipment</td>
<td>Operate as an off-sider in the waste management industry</td>
</tr>
</tbody>
</table>

**G Teamwork**

<table>
<thead>
<tr>
<th></th>
<th><strong>TLIG2007A</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Work in a socially diverse environment</td>
</tr>
</tbody>
</table>

**H Route Planning and Navigation**

<table>
<thead>
<tr>
<th></th>
<th><strong>TLIH2001A</strong></th>
<th><strong>TLIH3002A</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Interpret road maps and navigate pre-determined routes</td>
<td>Plan and navigate routes</td>
</tr>
<tr>
<td>J</td>
<td>Quality</td>
<td>TLIJ2001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIJ3002A</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
<td>TLIK2010A</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLIL2008A</td>
</tr>
<tr>
<td>L1C</td>
<td>Licensing</td>
<td>TLILIC0012A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLILIC2001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLILIC3013A</td>
</tr>
<tr>
<td>O</td>
<td>Security</td>
<td>TLIO2021A</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU3014A</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI33513 Certificate III in Stevedoring

Modification History

Release 2. Minor edits were made to include relevant information.
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

This qualification replaces but is not equivalent to TLI31510 Certificate III in Stevedoring because:

- total number of units required to achieve the qualification has been increased by 3 units from 9 units to 13 units
- 4 core units are now required
- 3 new units have been developed and added to Group E and Group F specialist elective units and the general elective units
- 4 units have been added to the specialist elective groups.

Description

*Please note RTO to insert unit group selected from the group choice below on the testamur*

Rationale:
Not Applicable.

Job roles:
The TLI33513 Certificate III in Stevedoring is aligned to the following defined roles:

- Clerical
- Crane Operations
- Equipment Controller
- Equipment Operations
- Reefer
- Team Leader.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.
Entry Requirements

Entrants to the TLI33513 Certificate III in Stevedoring must have achieved the 8 core units in the TLI21413 Certificate II in Stevedoring.
## Employability Skills Summary

### Employability Skills Summary for TLI33513 Certificate III in Stevedoring

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures used within the Stevedoring Industry</td>
</tr>
<tr>
<td></td>
<td>• Communicate effectively with customers and regulators</td>
</tr>
<tr>
<td></td>
<td>• Read, interpret and understand regulations, instructions, manuals, notices and signs applicable to own role within the Stevedoring Industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to operating within the Stevedoring Industry</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communications equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Assist in resolving interpersonal conflicts that may arise during operations within the Stevedoring Industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others within job role within the Stevedoring Industry</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising during job role within the Stevedoring Industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in job role of Stevedoring Industry and take appropriate action to report or resolve problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of situations within the Stevedoring Industry.</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td><strong>Planning and organising</strong></td>
<td>• Apply and undertake operational and emergency plans, systems and procedures</td>
</tr>
</tbody>
</table>
- Comply with applicable road safety regulations and codes of practice
- Apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed during driving operations within the Stevedoring Industry within limits of responsibility
- Manage time in job role within the Stevedoring Industry.

Self management
- Apply applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance.

Learning
- Participate in updating own knowledge and skills required for working within the Stevedoring Industry in response to any changes in the processes and equipment used in the Stevedoring Industry.

Technology
- Operate ancillary equipment and tools required during operations within the Stevedoring Industry
- Apply operational and servicing instructions for equipment used during operations within the Stevedoring Industry
- Apply applicable safeworking requirements and work health and safety (WHS)/occupational health and safety (OHS) procedures within the Stevedoring Industry.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 13 units of competency comprising:

- **4 core units** listed below

  plus

- **4 or 5 specialist elective units** from Group A, B, C, D, E or F listed below

  plus

- **4 or 5 general elective units**, which may be selected from the general elective units listed below or may include up to 2 units, which may be selected from the TLI10 Transport and Logistics Training Package or other relevant nationally endorsed Training Package or accredited course, however, the selected units must contribute to the vocational outcomes of the qualification. Selection of general elective units must not include units from the selected specialist elective group.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>TLI2008A</td>
<td>Process workplace documentation</td>
</tr>
<tr>
<td>E</td>
<td>TLI3021A</td>
<td>Work and communicate effectively with others</td>
</tr>
<tr>
<td>F</td>
<td>BSBWHS303A</td>
<td>Participate in WHS hazard identification, risk assessment and risk control</td>
</tr>
<tr>
<td>F</td>
<td>TLIF2092A</td>
<td>Demonstrate awareness of chain of responsibility regulations</td>
</tr>
</tbody>
</table>
Select one specialist elective group (job role) from the following options:
Group A: Team Leader
Group B: Clerical
Group C: Equipment Operations
Group D: Reefer
Group E: Equipment Controller
Group F: Crane Operations

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Safety Management TLIF3003A</td>
<td>Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork TLIG3002A</td>
<td>Lead a work team or group</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management TLIL4005A</td>
<td>Apply conflict/grievance resolution strategies</td>
</tr>
<tr>
<td>O</td>
<td>Security TLIO3016A</td>
<td>Apply and monitor workplace security procedures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Handling Cargo/Stock TLIA2009A</td>
<td>Complete and check import/export documentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIA3004A</td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>---</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>O Security</td>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

**Group C**  
**Equipment Operations**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>O Security</td>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

Must choose at least one of the following units

<table>
<thead>
<tr>
<th>D Load Handling</th>
<th>TLD2012A</th>
<th>Operate specialised load shifting equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TLD2045A</td>
<td>Operate specialised light load shifting equipment</td>
</tr>
</tbody>
</table>

**Group D**  
**Reefer**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLI2003A</td>
<td>Connect and disconnect reefer units</td>
</tr>
<tr>
<td></td>
<td>TLI3002A</td>
<td>Maintain container/cargo records</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF2068A</td>
</tr>
<tr>
<td>---</td>
<td>-------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
<td>TLIK2010A</td>
</tr>
<tr>
<td>O</td>
<td>Security</td>
<td>TLI02021A</td>
</tr>
</tbody>
</table>

**Group E**

**Equipment Controller**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Handling Cargo/Stock TLA3055A Coordinate terminal/wharf equipment operations</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation TLE3002A Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>K</td>
<td>Technology TLIK2010A Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>O</td>
<td>Security TLI02021A Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

**Group F**

**Crane Operations**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance TLIB2001A Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation TLE3002A Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td></td>
<td>TLE3015A Undertake rigger/dogger and driver communication</td>
</tr>
<tr>
<td>O</td>
<td>Security TLI02021A Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

**Must choose at least one of the following units**

<p>| D | Load Handling | TLID3043A Shift loads using gantry equipment |
|   |               | TLID3044A Shift loads using cranes |</p>
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Elective Units</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>A</strong> Handling Cargo/Stock</td>
<td>TLIA2003A</td>
<td>Connect and disconnect reefer units</td>
</tr>
<tr>
<td></td>
<td>TLIA2009A</td>
<td>Complete and check import/export documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA3002A</td>
<td>Maintain container/cargo records</td>
</tr>
<tr>
<td></td>
<td>TLIA3004A</td>
<td>Process receipt and delivery of containers and cargo</td>
</tr>
<tr>
<td></td>
<td>TLIA3008A</td>
<td>Transfer cargo</td>
</tr>
<tr>
<td></td>
<td>TLIA3055A</td>
<td>Coordinate terminal/wharf equipment operations</td>
</tr>
<tr>
<td><strong>B</strong> Equipment Checking and Maintenance</td>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB3011A</td>
<td>Set up and rig crane for lift</td>
</tr>
<tr>
<td></td>
<td>TLIB3012A</td>
<td>Plan job and set up work areas</td>
</tr>
<tr>
<td></td>
<td>TLIB3013A</td>
<td>Maintain mobile cranes</td>
</tr>
<tr>
<td></td>
<td>TLIB3016A</td>
<td>De-rig, pack and store tools and equipment</td>
</tr>
<tr>
<td></td>
<td>TLIB3017A</td>
<td>Assemble and dismantle boom or jib</td>
</tr>
<tr>
<td><strong>C</strong> Vehicle Operation</td>
<td>TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3003A</td>
<td>Drive medium rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3004A</td>
<td>Drive heavy rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC3005A</td>
<td>Drive heavy combination vehicle</td>
</tr>
<tr>
<td></td>
<td>TLIC4006A</td>
<td>Drive multi-combination vehicle</td>
</tr>
<tr>
<td><strong>D</strong> Load Handling</td>
<td>TLID3047A</td>
<td>Shift loads using ship mounted crane</td>
</tr>
<tr>
<td></td>
<td>TLID2003A</td>
<td>Handle dangerous goods/hazardous substances</td>
</tr>
<tr>
<td></td>
<td>TLID2004A</td>
<td>Load and unload goods/cargo</td>
</tr>
<tr>
<td>TLID2010A</td>
<td>Operate a forklift</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td>TLID2021A</td>
<td>Use specialised bulk transfer equipment (dry)</td>
<td></td>
</tr>
<tr>
<td>TLID2022A</td>
<td>Conduct weighbridge operations</td>
<td></td>
</tr>
<tr>
<td>TLID2047A</td>
<td>Prepare cargo for transfer with slings</td>
<td></td>
</tr>
<tr>
<td>TLID3011A</td>
<td>Conduct specialised forklift operations</td>
<td></td>
</tr>
<tr>
<td>TLID3035A</td>
<td>Operate a boom type elevating work platform</td>
<td></td>
</tr>
<tr>
<td>TLID3040A</td>
<td>Control lift and movement of crane</td>
<td></td>
</tr>
<tr>
<td>TLID4008A</td>
<td>Monitor crane operations</td>
<td></td>
</tr>
<tr>
<td>TLID4009A</td>
<td>Direct crane operations</td>
<td></td>
</tr>
<tr>
<td>TLID4032A</td>
<td>Plan and conduct specialised lift</td>
<td></td>
</tr>
<tr>
<td>TLID2012A</td>
<td>Operate specialised load shifting equipment</td>
<td></td>
</tr>
</tbody>
</table>

**E  Communication and Calculation**

<table>
<thead>
<tr>
<th>TLIIE2008A</th>
<th>Process workplace documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLIIE3015A</td>
<td>Undertake rigger/dogger and driver communication</td>
</tr>
<tr>
<td>TLIIE3016A</td>
<td>Estimate/calculate load shifting requirements for a mobile crane</td>
</tr>
</tbody>
</table>

**F  Safety Management**

<table>
<thead>
<tr>
<th>TLIF2068A</th>
<th>Work at height in the stevedoring industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTFA311A</td>
<td>Apply first aid</td>
</tr>
<tr>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3013A</td>
<td>Coordinate breakdowns and emergencies</td>
</tr>
<tr>
<td>TLIF3084A</td>
<td>Follow mobile crane safety procedures</td>
</tr>
<tr>
<td>Category</td>
<td>Code</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG2007A</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ3002A</td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK2010A</td>
</tr>
<tr>
<td></td>
<td>TLIK2003A</td>
</tr>
<tr>
<td>LIC Licensing</td>
<td>CPCCLDG3001A</td>
</tr>
<tr>
<td></td>
<td>TLILIC2001A</td>
</tr>
<tr>
<td></td>
<td>TLILIC2005A</td>
</tr>
<tr>
<td></td>
<td>TLILIC3003A</td>
</tr>
<tr>
<td></td>
<td>TLILIC3004A</td>
</tr>
<tr>
<td></td>
<td>TLILIC3006A</td>
</tr>
<tr>
<td></td>
<td>TLILIC3007A</td>
</tr>
<tr>
<td></td>
<td>TLILIC3008A</td>
</tr>
<tr>
<td></td>
<td>TLILIC3019A</td>
</tr>
<tr>
<td></td>
<td>TLILIC4009A</td>
</tr>
<tr>
<td></td>
<td>TLILIC4010A</td>
</tr>
<tr>
<td></td>
<td>TLILIC4011A</td>
</tr>
<tr>
<td>O Security</td>
<td>TLIO3016A</td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU1009A</td>
</tr>
</tbody>
</table>
Custom Content Section

Not applicable.
TLI41210 Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction)

Modification History
Release 2 - One imported unit updated to current version. Equivalent.

Description
Rationale:
A qualification for the Transport and Logistics Industry. This qualification has been structured to align with applicable car driving licensing and regulatory requirements for each state or territory. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4.
Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description
Entry Requirements

Entry requirements:

1. Possess a current, full and unrestricted Australian Car Driver Licence.

2. Fulfil all of the relevant state or territory regulatory requirements.

2. The instructor's language, literacy and numeracy skills are expected to be equivalent to level 3 of the National Reporting System, which identifies adult English language, literacy and numeracy language indicators of competence. Writing Learners (trainee instructors) will be able to communicate relationships between ideas through selecting and using grammatical structures and notations that are appropriate to the purpose. Oral Communication Learners will be able to participate in short transactions, using basic generic structures; to establish, maintain and develop relationships; explore issues and problem solve. Numeracy and Mathematics Learners will be able to select and apply a range of mathematical strategies to solve problems in a number of contexts that are familiar and may be interrelated. They will also be able to reflect on and question the rationale and appropriateness of the purpose, process and outcomes of a mathematical activity and use symbols and diagrams to communicate mathematically.

Employability Skills Summary

Employability Skills Summary for TLI41210 Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction)

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Establish and implement communication systems and procedures required for car driver instruction</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to car driver instruction</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to car driver instruction</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to car driver instruction</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of car driver instruction</td>
</tr>
</tbody>
</table>
Employability Skill

Industry/enterprise requirements for this qualification include:

- Recognise and interpret non-verbal signs, signals and behaviour
- Use relevant communication equipment.

Teamwork

- Motivate clients to practise required safe car driving behaviours
- Collaborate with others in the course of car driver instruction
- Manage the resolution of interpersonal conflicts that may arise during car driver instruction
- Manage the avoidance and prevention of harassment of others in the workplace
- Manage persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving

- Identify and solve or report complex problems arising in the course of car driver instruction
- Monitor and anticipate problems that may occur in the course of car driver instruction and take appropriate action to report or resolve the problems within limits of responsibility
- Manage the control of hazards and risks in a range of complex and diverse situations that may arise during car driver instruction
- Use mathematics to solve problems, such as various calculations related to a wide range of road transport operations and related car driver instruction tasks.

Initiative and enterprise

- Modify activities dependent on differing instruction situations and contingencies
- Take appropriate initiatives in a diverse range of operational and instructional situations
- Manage response to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed during car driver instruction
- Organise and plan own activities
- Manage time and priorities in the course of car driver instruction.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.
Employability Skill

Industry/enterprise requirements for this qualification include:

Learning

- Organise learning and assessment activities for clients
- Manage adaptation of clients in the workplace to any changes in road transport systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of clients
- Adapt own competence in response to any changes in car driving instruction activities
- Update own knowledge and skills required for car driving instruction activities.

Technology

- Use equipment and systems required during car driving instruction activities
- Implement and monitor operational and maintenance procedures and systems for equipment used during car driving instruction
- Implement and monitor the application of OH&S procedures when supervising the use of car driving instruction equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:

- Fulfil requirements of current existing relevant transport and logistics safety regulations prior to issuance of a Car Driving Instructor Licence
- A successful assessment outcome for a total 11 core units, comprising:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>TLIC3036A Apply safe car driving behaviours</td>
</tr>
<tr>
<td>E</td>
<td>BSBRKG304B Maintain business records</td>
</tr>
<tr>
<td>F</td>
<td>TLIF1001A Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>G</td>
<td>TLIG2007A Work in a socially diverse environment</td>
</tr>
<tr>
<td>I</td>
<td>BSBCUS301B Deliver and monitor a service to customers</td>
</tr>
<tr>
<td>L</td>
<td>TLIL1001A Complete workplace orientation/induction procedures</td>
</tr>
<tr>
<td></td>
<td>TLIL2008A Complete routine administrative tasks</td>
</tr>
<tr>
<td>M</td>
<td>TAEDEL402A Plan, organise and facilitate learning in the workplace</td>
</tr>
<tr>
<td></td>
<td>TAEDEL301A Provide work skill instruction</td>
</tr>
<tr>
<td></td>
<td>TAEDES401A Design and develop learning programs</td>
</tr>
<tr>
<td></td>
<td>TLIM4001A Develop safe car driving behaviours in others</td>
</tr>
</tbody>
</table>

Units are discrete from each other; however units may be clustered and delivered and/or assessed concurrently and/or holistically.
TLI41310 Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction)

Modification History
Not Applicable

Description
Rationale:
A qualification for the Transport and Logistics Industry. This qualification has been structured to align with applicable heavy vehicle driving licensing and regulatory requirements for each state or territory. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4. Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description
Entry Requirements

Entry requirements:

1. Possess a current, full and unrestricted Australian Light Rigid Driver Licence/Endorsement (as a minimum). Learners (trainee instructors) must hold the licence/endorsement pertinent to the relevant vehicle category being: Light Rigid, Medium Rigid, Heavy Rigid, Heavy Combination or Multi-Combination.

2. Fulfil all of the relevant state or territory regulatory requirements.

3. The instructor's language, literacy and numeracy skills are expected to be equivalent to level 3 of the National Reporting System, which identifies adult English language, literacy and numeracy language indicators of competence. Writing Learners (trainee instructors) will be able to communicate relationships between ideas through selecting and using grammatical structures and notations that are appropriate to the purpose. Oral Communication Learners will be able to participate in short transactions, using basic generic structures; to establish, maintain and develop relationships; explore issues and problem solve. Numeracy and Mathematics Learners will be able to select and apply a range of mathematical strategies to solve problems in a number of contexts that are familiar and may be interrelated. They will also be able to reflect on and question the rationale and appropriateness of the purpose, process and outcomes of a mathematical activity and use symbols and diagrams to communicate mathematically.

Employability Skills Summary

Employability Skills Summary for TLI41310 Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction)

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Establish and implement communication systems and procedures required for driver instruction</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to driver instruction</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to driver instruction</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
| complex matters related to driver instruction
| Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports
| Negotiate complex issues with others in the course of driver instruction
| Recognise and interpret non-verbal signs, signals and behaviour
| Use relevant communication equipment.

Teamwork

| Motivate clients to practise required safe driving behaviours
| Collaborate with others in the course of driver instruction
| Manage the resolution of interpersonal conflicts that may arise during driver instruction
| Manage the avoidance and prevention of harassment of others in the workplace
| Manage persons of different ages, gender, race, religion, political persuasion, etc.

Initiative and enterprise

| Identify and solve or report complex problems arising in the course of driver instruction
| Monitor and anticipate problems that may occur in the course of driver instruction and take appropriate action to report or resolve the problems within limits of responsibility
| Manage the control of hazards and risks in a range of complex and diverse situations that may arise during driver instruction
| Use mathematics to solve problems, such as various calculations related to a wide range of road transport operations and related driver instruction tasks.

| Modify activities dependent on differing instruction situations and contingencies
| Take appropriate initiatives in a diverse range of
### Employability Skill

Industry/enterprise requirements for this qualification include:

- operational and instructional situations
- Manage response to any changes in equipment, standard operating procedures and the working environment.

#### Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed during driver instruction
- Organise and plan own activities
- Manage time and priorities in the course of driver instruction.

#### Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

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### TLI41310 Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction) (continued)

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning</td>
<td>Organise learning and assessment activities for clients</td>
</tr>
<tr>
<td></td>
<td>Manage adaptation of clients in the workplace to any changes in road transport systems, equipment and procedures and the workplace operating environment</td>
</tr>
<tr>
<td></td>
<td>Instruct, coach or mentor others in the workplace as required</td>
</tr>
<tr>
<td></td>
<td>Contribute to the assessment of the competence of clients</td>
</tr>
<tr>
<td></td>
<td>Adapt own competence in response to any changes in driving instruction activities</td>
</tr>
<tr>
<td></td>
<td>Update own knowledge and skills required for driving instruction activities</td>
</tr>
</tbody>
</table>
Employability Skill

Industry/enterprise requirements for this qualification include:

Technology

- Use equipment and systems required during driving instruction activities
- Implement and monitor operational and maintenance procedures and systems for equipment used during driving instruction
- Implement and monitor the application of OH&S procedures when supervising the use of driving instruction equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:

- Fulfil requirements of current existing relevant transport and logistics safety regulations prior to issuance of a Heavy Vehicle Driving Instructor Licence/Endorsement
- A successful assessment outcome for a total **10 core units**, comprising:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
</tr>
<tr>
<td></td>
<td>TLIC3037A</td>
</tr>
<tr>
<td></td>
<td>Apply safe heavy vehicle driving behaviours</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
</tr>
<tr>
<td></td>
<td>TLIF1001A</td>
</tr>
<tr>
<td></td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF2010A</td>
</tr>
<tr>
<td></td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF4066A</td>
</tr>
<tr>
<td></td>
<td>Implement and supervise transport regulations compliance systems</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
</tr>
<tr>
<td></td>
<td>TLIL1001A</td>
</tr>
<tr>
<td></td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
<tr>
<td></td>
<td>TLIL2008A</td>
</tr>
<tr>
<td></td>
<td>Complete routine administrative tasks</td>
</tr>
<tr>
<td>M</td>
<td>Training and Assessment</td>
</tr>
<tr>
<td></td>
<td>TAEDES401A</td>
</tr>
<tr>
<td></td>
<td>Design and develop learning programs</td>
</tr>
<tr>
<td></td>
<td>TAEDEL402A</td>
</tr>
<tr>
<td></td>
<td>Plan, organise and facilitate learning in the workplace</td>
</tr>
<tr>
<td></td>
<td>TAEDEL301A</td>
</tr>
<tr>
<td></td>
<td>Provide work skill instruction</td>
</tr>
<tr>
<td></td>
<td>TLIM4002A</td>
</tr>
<tr>
<td></td>
<td>Develop safe heavy vehicle driving behaviours in others</td>
</tr>
</tbody>
</table>
Units are discrete from each other; however units may be clustered and delivered and/or assessed concurrently and/or holistically.
TLI41410 Certificate IV in Transport and Logistics (Road Transport - Motorcycle Riding Instruction)

Modification History
Not Applicable

Description
Rationale:
A qualification for the Transport and Logistics Industry. This qualification has been structured to align with applicable motorcycle riding licensing and regulatory requirements for each state or territory. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4.
Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description
Entry Requirements

Entry requirements:
1. Possess a current, full and unrestricted Australian Motorcycle Rider Licence/Endorsement.
2. Fulfil all of the relevant state or territory regulatory requirements.
3. The instructor's language, literacy and numeracy skills are expected to be equivalent to level 3 of the National Reporting System, which identifies adult English language, literacy and numeracy language indicators of competence.

Writing Learners (trainee instructors) will be able to communicate relationships between ideas through selecting and using grammatical structures and notations that are appropriate to the purpose.

Oral Communication Learners will be able to participate in short transactions, using basic generic structures; to establish, maintain and develop relationships; explore issues and problem solve.

Numeracy and Mathematics Learners will be able to select and apply a range of mathematical strategies to solve problems in a number of contexts that are familiar and may be interrelated. They will also be able to reflect on and question the rationale and appropriateness of the purpose, process and outcomes of a mathematical activity and use symbols and diagrams to communicate mathematically.

Employability Skills Summary

Employability Skills Summary for TLI41410 Certificate IV in Transport and Logistics (Road Transport - Motorcycle Riding Instruction) (continued)

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Establish and implement communication systems and procedures required for rider instruction</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to rider instruction</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
rider instruction | • Speak clearly and directly on diverse and complex matters related to rider instruction
• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports
• Negotiate complex issues with others in the course of rider instruction
• Recognise and interpret non-verbal signs, signals and behaviour
• Use relevant communication equipment.

Teamwork | • Motivate clients to practise required safe rider behaviours
• Collaborate with others in the course of rider instruction
• Manage the resolution of interpersonal conflicts that may arise during rider instruction
• Manage the avoidance and prevention of harassment of others in the workplace
• Manage persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving | • Identify and solve or report complex problems arising in the course of rider instruction
• Monitor and anticipate problems that may occur in the course of rider instruction and take appropriate action to report or resolve the problems within limits of responsibility
• Manage the control of hazards and risks in a range of complex and diverse situations that may arise during rider instruction
• Use mathematics to solve problems, such as various calculations related to a wide range of road transport operations and related rider instruction tasks.

Initiative and | • Modify activities dependent on differing instruction
### Employability Skill: Industry/enterprise requirements for this qualification include:

**Enterprise**
- situations and contingencies
  - Take appropriate initiatives in a diverse range of operational and instructional situations
  - Manage response to any changes in equipment, standard operating procedures and the working environment.

**Planning and Organising**
- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed during rider instruction
- Organise and plan own activities
- Manage time and priorities in the course of rider instruction.

**Self management**
- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

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### TLI41410 Certificate IV in Transport and Logistics (Road Transport - Motorcycle Riding Instruction) (continued)

**Employability Skill**

**Learning**
- Organise learning and assessment activities for clients
- Manage adaptation of clients in the workplace to any changes in road transport systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of clients
- Adapt own competence in response to any changes in riding instruction activities
Employability Skill

Industry/enterprise requirements for this qualification include:
- Update own knowledge and skills required for riding instruction activities.

Technology
- Use equipment and systems required during riding instruction activities
- Implement and monitor operational and maintenance procedures and systems for equipment used during riding instruction
- Implement and monitor the application of OH&S procedures when supervising the use of riding instruction equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:
- Fulfil requirements of current existing relevant transport and logistics safety regulations prior to issuance of a Motorcycle Riding Instructor Licence/Endorsement
- A successful assessment outcome for a total 8 core units, comprising:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C Vehicle</td>
<td>TLIC3038A</td>
<td>Apply safe motorcycle riding behaviours</td>
</tr>
<tr>
<td>Operation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F Safety</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>L Resource</td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
<tr>
<td>Management</td>
<td>TLIL2008A</td>
<td>Complete routine administrative tasks</td>
</tr>
<tr>
<td>M Training</td>
<td>TAEDES401A</td>
<td>Design and develop learning programs</td>
</tr>
<tr>
<td>Assessment</td>
<td>TAEDEL402A</td>
<td>Plan, organise and facilitate learning in the workplace</td>
</tr>
<tr>
<td></td>
<td>TAEDEL301A</td>
<td>Provide work skill instruction</td>
</tr>
<tr>
<td></td>
<td>TLIM4003A</td>
<td>Develop safe motorcycle riding behaviours in others</td>
</tr>
</tbody>
</table>

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Transport & Logistics Industry Skills Council
Units are discrete from each other; however units may be clustered and delivered and/or assessed concurrently and/or holistically.
TLI41510 Certificate IV in Materiel Logistics

Modification History
Not Applicable

Description
Rationale:
A qualification for those working in the Logistics Industry in a variety of integrated logistics and materiel sustainment roles.
Successful completion will require the performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
## Employability Skills Summary

**Employability Skills Summary for TLI41510 Certificate IV in Materiel Logistics**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Apply interpersonal skills</td>
</tr>
<tr>
<td></td>
<td>• Communicate and interact with other organisations</td>
</tr>
<tr>
<td></td>
<td>• Communicate range of possible organisational responses to the client in a timely manner</td>
</tr>
<tr>
<td></td>
<td>• Communicate plans</td>
</tr>
<tr>
<td></td>
<td>• Complete necessary documentation</td>
</tr>
<tr>
<td></td>
<td>• Discuss needs and expectations with clients</td>
</tr>
<tr>
<td></td>
<td>• Exercise courtesy, consideration and sensitivity at all times with the client</td>
</tr>
<tr>
<td></td>
<td>• Gather information from other organisations</td>
</tr>
<tr>
<td></td>
<td>• Interact with internal and external clients</td>
</tr>
<tr>
<td></td>
<td>• Locate, interpret and provide relevant information</td>
</tr>
<tr>
<td></td>
<td>• Obtain, complete and process all necessary documentation</td>
</tr>
<tr>
<td></td>
<td>• Read selectively and summarise information</td>
</tr>
<tr>
<td></td>
<td>• Refer clients to other personnel where necessary</td>
</tr>
<tr>
<td></td>
<td>• Speak in public</td>
</tr>
<tr>
<td></td>
<td>• Undertake consultation with affected and interested parties</td>
</tr>
<tr>
<td></td>
<td>• Use effective spoken and written communication.</td>
</tr>
</tbody>
</table>

| **Teamwork**        | • Ensure participation in regular meetings and forums         |
|                     | • Provide and receive feedback in a constructive manner       |
|                     | • Recognise individual differences in the workplace, value these differences and adjust own behaviour to account for these differences |
• Seek assistance to manage clients' expectations when necessary
• Use a variety of verbal and non-verbal communication techniques
• Use team work principles and strategies.

TLI41510 Certificate IV in Materiel Logistics (continued)

Employability Skill Industry/enterprise requirements for this qualification include:

Problem solving
• Analyse and probe
• Analyse, interpret and clearly define issue/s
• Apply known solutions to a variety of predictable problems
• Negotiate stakeholders’ requirements, and document and incorporate within the proposed advice
• Obtain information required and analyse in accordance with professional standards
• Represent ideas in appropriate format
• Research issue/s and seek advice of relevant personnel to clarify findings that are unclear.

Initiative and enterprise
• Apply known solutions to a variety of predictable problems
• Make notes of observations
• Voice personal view to the review process.

Planning and organising
• Calculate level of risk compared to the established risk evaluation criteria and determine it to be acceptable or unacceptable
• Identify all possible sources of risk which may impact on the situation or objectives, and record in accordance with workplace procedures and guidelines
• Identify, plan and implement logistics options
• Identify relevant policy, legislation and regulations to meet organisation information requirements
• Observe, receive and clarify circumstances that require the provision of advice.

Self management
• Apply duty of care
• Apply personal behaviour that shows sensitivity to the differences between colleagues
• Comply with professional codes of practice (as applicable) and ethical standards
• Evaluate critically an operational situation by listening, observing and clarifying information with supervisor
• Follow instructions/directives and report information.
TLI41510 Certificate IV in Materiel Logistics

Employability Skill

Industry/enterprise requirements for this qualification include:

Learning
- Learn about federal and state/territory legislation, regulations within legislation, government policy, organisation policy
- Learn about materiel logistics processes
- Learn about risk management terminology and language in accordance with relevant standards (such as risk, hazard, risk assessment, risk management and risk treatment, residual risk, treatment plans, risk evaluation criteria)
- Use procedures.

Technology
- Use appropriate information technology and software
- Use specialised information sources
- Manage data and records.

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total 17 units, comprising:
- 4 core units listed below
- 3 units from the logistics elective units listed below
- 4 units from the technical elective units listed below
- 6 general elective units which may be taken from any remaining logistics or technical elective units listed below, from the general elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from Certificate IV or Diploma qualifications in this or other relevant endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites are complied with.

TLI41510 Certificate IV in Materiel Logistics (continued)

Core units:
### Field | Unit
--- | ---
**E Communication and Calculation** | PSPGOV413A Compose complex workplace documents
**P Administration and Finance** | PSPGOV404B Develop and implement work unit plans
**X Logistics** | PSPPROC303A Carry out basic procurement
 | TLIX4028A Apply knowledge of logistics

### Logistics elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>X Logistics</strong></td>
<td>TLIX4007A Implement and monitor integrated logistics support plans</td>
</tr>
<tr>
<td></td>
<td>TLIX4008A Conduct integrated logistics support activities</td>
</tr>
<tr>
<td></td>
<td>TLIX4009A Apply integrated logistics support processes and</td>
</tr>
<tr>
<td></td>
<td>TLIX4016A Implement and monitor materiel sustainment plans</td>
</tr>
<tr>
<td></td>
<td>TLIX4017A Conduct materiel sustainment activities</td>
</tr>
<tr>
<td></td>
<td>TLIX4018A Apply materiel sustainment processes and</td>
</tr>
<tr>
<td></td>
<td>TLIX4022A Implement and monitor configuration management plans</td>
</tr>
<tr>
<td></td>
<td>TLIX4023A Conduct configuration management activities</td>
</tr>
<tr>
<td></td>
<td>TLIX4024A Apply configuration management procedures</td>
</tr>
<tr>
<td></td>
<td>TLIX4011A Conduct logistics support analysis</td>
</tr>
</tbody>
</table>

### Technical elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>P Administration and Finance</strong></td>
<td>TLIP5036A Manage assets</td>
</tr>
<tr>
<td><strong>X Logistics</strong></td>
<td>TLIX4026A Apply codification and cataloguing</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>--------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>processes and procedures</td>
<td>TLIX4027A Assess maintenance spares and manage repairable items</td>
</tr>
<tr>
<td></td>
<td>TLIX4029A Apply knowledge of integrated logistics support</td>
</tr>
<tr>
<td></td>
<td>TLIX4030A Apply knowledge of materiel sustainment</td>
</tr>
<tr>
<td></td>
<td>TLIX4031A Apply knowledge of configuration</td>
</tr>
<tr>
<td></td>
<td>TLIX4032A Apply knowledge of technical regulatory framework</td>
</tr>
<tr>
<td></td>
<td>TLIX4034A Apply technical risk management systems techniques</td>
</tr>
<tr>
<td></td>
<td>TLIX4035A Maintain technical data and information</td>
</tr>
</tbody>
</table>

**TLI41510 Certificate IV in Materiel Logistics (continued)**

**General elective units:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E Communication and Calculation</td>
<td>PSPGOV406B Gather and analyse information</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>BSBOHS407A Monitor a safe workplace</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>BSBWOR402A Promote team effectiveness</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>BSBMGT403A Implement continuous improvement</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>BSBADM409A Coordinate business resources</td>
</tr>
<tr>
<td></td>
<td>BSBCM501B Identify and interpret compliance requirements</td>
</tr>
<tr>
<td></td>
<td>BSBINM401A Implement workplace information system</td>
</tr>
<tr>
<td></td>
<td>BSBREL401A Establish business networks</td>
</tr>
<tr>
<td></td>
<td>BSBRSK401A Identify risk and apply risk management processes</td>
</tr>
<tr>
<td></td>
<td>PSPGOV421A Exercise delegations</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>PSPPM401B</td>
<td>Design simple projects</td>
</tr>
<tr>
<td>PSPPM402B</td>
<td>Manage simple projects</td>
</tr>
<tr>
<td>PSPPM403B</td>
<td>Close simple projects</td>
</tr>
<tr>
<td>PSPPROC405C</td>
<td>Dispose of assets</td>
</tr>
<tr>
<td>PSPPROC411A</td>
<td>Plan procurement</td>
</tr>
<tr>
<td>PSPPROC412A</td>
<td>Develop and distribute requests for offers</td>
</tr>
<tr>
<td>PSPPROC413A</td>
<td>Select providers and develop contracts</td>
</tr>
<tr>
<td>PSPPROC414A</td>
<td>Manage contracts</td>
</tr>
<tr>
<td>TLIR4001A</td>
<td>Monitor supplier performance</td>
</tr>
<tr>
<td>TLIU4001A</td>
<td>Implement and monitor environmental protection policies and procedures</td>
</tr>
<tr>
<td>TLIX4033A</td>
<td>Apply technical regulatory framework compliance management systems</td>
</tr>
</tbody>
</table>

**NOTES**

BSB units have been imported from the BSB07 Business Services Training Package.
PSP units have been imported from the PSP04 Public Sector Training Package.
TLI41610 Certificate IV in International Freight Forwarding (Senior Operator)

Modification History
Release 3. This is the third release of this qualification in TLI10 Transport and Logistics Training Package Version 4.1.
In Release 3:
- TLIA4057A Analyse, advise on and carry out integrated border clearance transactions, has been superseded by TLIX4036A Analyse, advise on and carry out integrated border clearance transactions.

Description
Rationale:
This qualification is designed for international freight forwarding job roles within the International Freight Forwarding Industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level IV.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
## Employability Skills Summary

**Employability Skills Summary for TLI41610 Certificate IV in International Freight Forwarding (Senior Operator)**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
</table>
| **Communication**   | • Use and implement communication systems and procedures used within international freight forwarding  
|                     | • Read and interpret relevant regulations, instructions, manuals, notices and signs applicable to their role within international freight forwarding  
|                     | • Speak clearly and directly on matters related to international freight forwarding  
|                     | • Listen to and interpret verbal information related to their role in relation to the freight forwarding industry  
|                     | • Complete and check documents as part of duties, including completion of relevant forms  
|                     | • Recognise and interpret non-verbal signs, signals and behaviour  
|                     | • Use relevant communication equipment.  |
| **Teamwork**        | • Manage interpersonal conflicts that effect the operations of international freight forwarding  
|                     | • Assist in the resolution of any interpersonal conflicts that may arise during the operations of international freight forwarding  
|                     | • Avoid and prevent the harassment of others in the workplace  
|                     | • Collaborate with others in the course of the operations within international freight forwarding  
|                     | • Work with persons of different ages, gender, race, religion, political persuasion, etc.  |
| **Problem solving** | • Identify and solve or report problems arising within international freight forwarding operations  
|                     | • Recognise problems that may occur within international freight forwarding operations  |
and take appropriate action to report or resolve the problems within limits of responsibility
- Recognise hazards and risks in a range of international freight forwarding situations and take appropriate precautions.

TLI41610 Certificate IV in International Freight Forwarding (Senior Operator) (continued)

Initiative and enterprise
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment
- Apply advanced product knowledge to take the initiative in completing urgent forwarding activities
- Manage complex forwarding projects using a combination of initiative, enterprise and product knowledge.

Planning and organising
- Manage operation and compliance of international freight forwarding regulations and legislative documentation
- Follow and apply operational and emergency plans, systems and procedures
- Comply with applicable customs and international freight forwarding regulations and codes of practice
- Follow and apply workplace security and safety management systems and safeworking requirements
- Collect and interpret information needed in the course of international freight forwarding within limits of responsibility
- Manage time of self and others within the job role of international freight forwarding.

Self management
- Interpret and apply applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance.

Learning
- Participate in updating of own knowledge and skills required international freight forwarding, in response to any changes in the processes and equipment used in international freight forwarding.

Technology
- Operate equipment and tools required during the job role of international freight forwarding
• Follow and apply operational and servicing instructions for equipment used within international freight forwarding
• Follow and apply the applicable safeworking requirements and OH&S procedures when using international freight forwarding equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 13 units of competency comprising

• 6 core units listed below
plus

• 7 elective units which may be taken from the elective units listed below, or may include up to 2 units drawn with appropriate contextualisation from this Training Package, and/or from Certificate IV qualifications in other relevant endorsed Training Package or accredited course.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Handling Cargo/Stock</td>
<td>TLIA5035A Manage international freight transfer</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLIG3002A Lead a work team or group</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service</td>
<td>TLI4005A Market services and products to clients</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI4017A Develop freight customers</td>
</tr>
<tr>
<td>R</td>
<td>Contract Procurement</td>
<td>TLIR4001A Monitor supplier performance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIR4002A Source goods/services and evaluate contractors</td>
</tr>
</tbody>
</table>

Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>-------</td>
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<td></td>
</tr>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA2009A Complete and check import/export documentation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA3010A Coordinate goods to bond premises</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA4031A Consolidate freight</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA4032A Organise transport of freight or goods</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA2048A Carry out border clearance functions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA2049A Apply specialist permit requirements as part of customs broking activities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA3050A Apply GST legislation as part of customs broking activities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA4051A Carry out quarantine procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA4052A Carry out customs clearance practices</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA3053A Carry out customs valuation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA3054A Classify commodities for the import and export of goods through customs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA4055A Classify complex commodities for the import and export of goods through customs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIA4056A Carry out complex customs valuation</td>
<td></td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2003A Handle dangerous goods/hazardous substances</td>
<td></td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3002A Estimate/calculate mass, area and quantify dimensions</td>
<td></td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLII2006A Provide freight forwarding services to customers</td>
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<tr>
<td></td>
<td>TLII3007A Provide freight forwarding information to customers</td>
<td></td>
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<tr>
<td></td>
<td>TLII4016A Service freight customers</td>
<td></td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK2010A Use infotechnology devices in the workplace</td>
<td></td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL4010A Assess and confirm customer transport requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIL5026A Manage export logistics</td>
<td></td>
</tr>
<tr>
<td>O Security</td>
<td>TLIO1002A Follow security procedures when</td>
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</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
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<tr>
<td>-------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>working with passengers and personnel</td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>Logistics</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIX4036A</td>
<td>Analyse, advise on and carry out integrated border clearance transactions.</td>
</tr>
</tbody>
</table>
TLI41710 Certificate IV in Stevedoring Operations

Modification History
Release 4 - One new unit - TLIM4004A - added to elective units. Equivalent.

Description
Rationale:
A qualification for those engaged in operational roles within a stevedoring environment. It involves a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills. Successful completion of the licensing units within the qualification must align with applicable licensing and regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Stevedore Shift Foreperson
- Stevedore Charge Foreperson

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description

Entry Requirements
Not Applicable
# Employability Skills Summary

**Employability Skills Summary for TLI41710 Certificate IV in Stevedoring Operations**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>Establish and implement communication systems and procedures required for stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Listen to and interpret verbal information related to stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Read and interpret relevant regulations, policies, procedures, instructions, signs and labels applicable to stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Speak clearly and directly on diverse and complex matters related to stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports</td>
</tr>
<tr>
<td></td>
<td>Negotiate complex issues with others in the course of stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Use numeracy effectively to understand operational and costing data, to perform calculations and to contribute to estimates of resource requirements</td>
</tr>
<tr>
<td></td>
<td>Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>Provide leadership to personnel involved in stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>Collaborate with others in the course of stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Manage the resolution of any interpersonal conflicts that may arise during stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Manage the avoidance and prevention of harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>Manage persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>Identify and solve or report complex problems arising in the course of stevedoring operations</td>
</tr>
<tr>
<td></td>
<td>Monitor and anticipate problems that may occur in the course of stevedoring operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
Initiative and enterprise | - Manage the control of hazards and risks in a range of complex and diverse situations that may arise during stevedoring operations
- Use mathematics to solve problems such as various calculations related to a wide range of stevedoring operations.
- Modify activities dependent on differing stevedoring situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Manage the response to any changes in equipment, standard operating procedures and the working environment.
Planning and organising | - Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when supervising stevedoring operations
- Organise and plan own supervisory activities
- Manage time and priorities in the course of stevedoring operations.
Self management | - Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.
Learning | - Organise learning and assessment activities for others in the workplace
- Manage adaptation of others in the workplace to any changes in stevedoring systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Contribute to the creation of a learning environment in the workplace
- Adapt own competence in response to any changes in stevedoring operations
- Update own knowledge and skills required for stevedoring supervisory activities.
Technology | - Use complex equipment and systems required during stevedoring operations
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
 | • Implement and monitor operational and maintenance procedures and systems for equipment used during stevedoring operations
 | • Implement and monitor the application of OH&S procedures when supervising the use of stevedoring equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 15 units of competency comprising:

- **9 core units** listed below

plus

- **6 elective units** which may be taken from the elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from this Training Package, and/or from other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

<table>
<thead>
<tr>
<th>Core units:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA4006A Organise and monitor terminal/wharf operations</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE4006A Collect, analyse and present workplace information</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF4007A Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF4014A Develop and maintain a safe workplace</td>
</tr>
<tr>
<td></td>
<td>TLIF4064A Manage fatigue management policy and procedures</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG4006A Facilitate work teams</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLLI4005A Apply conflict/grievance resolution strategies</td>
</tr>
<tr>
<td></td>
<td>TILL4033A Promote effective workplace practice</td>
</tr>
</tbody>
</table>
### U Environment

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIU4001A</td>
<td>Implement and monitor environmental protection policies and procedures</td>
</tr>
</tbody>
</table>

#### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA4005A</td>
<td>Check and evaluate records and documentation</td>
</tr>
<tr>
<td></td>
<td>TLIA4040A</td>
<td>Implement and monitor stevedoring regulations</td>
</tr>
<tr>
<td></td>
<td>TLIA4063A</td>
<td>Coordinate stevedoring clerical functions</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID4008A</td>
<td>Monitor crane operations</td>
</tr>
<tr>
<td></td>
<td>TLID4009A</td>
<td>Direct crane operations</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE2007A</td>
<td>Use communication systems</td>
</tr>
<tr>
<td></td>
<td>TLIE3015A</td>
<td>Undertake rigger/dogger and driver communication</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF3022A</td>
<td>Implement/monitor procedures when warehousing/storing dangerous goods</td>
</tr>
<tr>
<td></td>
<td>and/or</td>
<td>hazardous substances</td>
</tr>
<tr>
<td></td>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLII4001A</td>
<td>Coordinate quality customer service</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ3002A</td>
<td>Apply quality systems</td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL4009A</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td></td>
<td>TLIL4010A</td>
<td>Assess and confirm customer transport requirements</td>
</tr>
<tr>
<td></td>
<td>TLIL2031A</td>
<td>Monitor and process attendance records</td>
</tr>
<tr>
<td></td>
<td>TLIL4032A</td>
<td>Implement equal employment equity strategies</td>
</tr>
<tr>
<td></td>
<td>TLIL4037A</td>
<td>Apply and amend rosters</td>
</tr>
<tr>
<td>LIC Licensing Units</td>
<td>CPCCLDG3001A</td>
<td>Licence to perform dogging</td>
</tr>
<tr>
<td></td>
<td>Mentoring</td>
<td>TLIM4004A</td>
</tr>
<tr>
<td>-----</td>
<td>--------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>O</td>
<td>Security</td>
<td>TLIO3016A</td>
</tr>
<tr>
<td>P</td>
<td>Administration and Finance</td>
<td>TLIP4001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIP4002A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIP4003A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIP4005A</td>
</tr>
</tbody>
</table>
TLI41810 Certificate IV in Warehousing Operations

Modification History
Release 3 - TLIM4004A added to electives. Equivalent.

Description
Rationale:
A general qualification for the Warehousing and Storage Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4. Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI41810 Certificate IV Warehousing Operations
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Establish and implement communication systems and procedures required for warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Provide leadership to warehousing and storage personnel</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Manage the resolution of any interpersonal conflicts that may arise during warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Manage the avoidance and prevention of harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Manage persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report complex problems arising in the course of warehousing operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of warehousing operations including hazards and risks and take</td>
</tr>
</tbody>
</table>
Employability Skill

Industry/enterprise requirements for this qualification include:

- appropriate action to report or resolve the problems within limits of responsibility
- Manage the control of hazards and risks in a range of complex and diverse situations that may arise during warehousing operations
- Use mathematics to solve problems such as various calculations related to a wide range of warehousing operations.

Initiative and enterprise

- Modify activities dependent on differing warehousing situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Manage the response to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when supervising warehousing operations
- Organise and plan own supervisory activities
- Manage time and priorities in the course of warehousing operations.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

Learning

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of others in the workplace to any changes in warehousing and storage systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Assist in creating a learning environment in the workplace
- Adapt own competence in response to any changes in warehousing operations
- Update own knowledge and skills required for warehousing supervisory activities.

Technology

- Use complex equipment and systems required during
Employability Skill

Industry/enterprise requirements for this qualification include:

warehouse operations

- Implement and monitor operational and maintenance procedures and systems for equipment used during warehousing operations
- Implement and monitor the application of OH&S procedures when using warehousing equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of **20 units** of competency comprising:

- **2 core units** listed below

plus

- **18 elective units** which may be taken from the elective units listed below, or may include up to **3 units** drawn with appropriate contextualisation from the remaining elective units or from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

### Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F Safety Management</td>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
</tbody>
</table>

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA4025A</td>
<td>Regulate temperature controlled stock</td>
</tr>
<tr>
<td></td>
<td>TLIA4028A</td>
<td>Assess and monitor optimum stock levels</td>
</tr>
<tr>
<td></td>
<td>TLIA4031A</td>
<td>Consolidate freight</td>
</tr>
<tr>
<td></td>
<td>TLIA4032A</td>
<td>Organise transport of freight or goods</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID2010A</td>
<td>Operate a forklift</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE4006A</td>
<td>Collect, analyse and present workplace information</td>
</tr>
<tr>
<td></td>
<td>TLIE4013A</td>
<td>Apply workplace statistics</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF3093A</td>
<td>Implement chain of responsibility regulations</td>
</tr>
<tr>
<td></td>
<td>TLIF4007A</td>
<td>Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF4014A</td>
<td>Develop and maintain a safe workplace</td>
</tr>
<tr>
<td>TLIF4094A</td>
<td>Ensure compliance with chain of responsibility</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>TLIG4005A</td>
<td>Organise transport workload</td>
<td></td>
</tr>
<tr>
<td>TLIG4006A</td>
<td>Facilitate work teams</td>
<td></td>
</tr>
<tr>
<td>TLIG3002A</td>
<td>Lead a work team or group</td>
<td></td>
</tr>
</tbody>
</table>

**G Teamwork**

**I Customer Service**

<table>
<thead>
<tr>
<th>TLII4001A</th>
<th>Coordinate quality customer service</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLII4005A</td>
<td>Market services and products to clients</td>
</tr>
</tbody>
</table>

**J Quality**

<table>
<thead>
<tr>
<th>TLIJ3002A</th>
<th>Apply quality systems</th>
</tr>
</thead>
</table>

**L Resource Management**

<table>
<thead>
<tr>
<th>TLIL4005A</th>
<th>Apply conflict/grievance resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIL4009A</td>
<td>Manage personal work priorities and development</td>
</tr>
<tr>
<td>TLIL4010A</td>
<td>Assess and confirm customer transport</td>
</tr>
<tr>
<td>TLIL4021A</td>
<td>Coordinate the erection and dismantling storage facilities</td>
</tr>
<tr>
<td>TLIL4032A</td>
<td>Implement equal employment equity</td>
</tr>
<tr>
<td>TLIL4033A</td>
<td>Promote effective workplace practice</td>
</tr>
<tr>
<td>TLIL4036A</td>
<td>Develop rosters</td>
</tr>
<tr>
<td>TLIL4037A</td>
<td>Apply and amend rosters</td>
</tr>
</tbody>
</table>

**LIC Licensing Units**

<table>
<thead>
<tr>
<th>TLILIC2001A</th>
<th>Licence to operate a forklift truck</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLILIC2002A</td>
<td>Licence to operate an order picking forklift truck</td>
</tr>
</tbody>
</table>

**M Mentoring**

<table>
<thead>
<tr>
<th>TLIM4004A</th>
<th>Mentor individuals or small groups</th>
</tr>
</thead>
</table>

**P Administration and Finance**

<table>
<thead>
<tr>
<th>TLIP4001A</th>
<th>Develop plans to meet customer and organisation needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIP4002A</td>
<td>Facilitate and capitalise on change in the workplace</td>
</tr>
<tr>
<td>TLIP4005A</td>
<td>Manage workplace information</td>
</tr>
<tr>
<td>TLIP4031A</td>
<td>Maintain customer credit accounts and services</td>
</tr>
</tbody>
</table>

**R Contract**

<table>
<thead>
<tr>
<th>TLIR4001A</th>
<th>Monitor supplier performance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Procurement</strong></td>
<td><strong>TLIR4002A</strong></td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td><strong>TLIU4001A</strong></td>
</tr>
<tr>
<td></td>
<td><strong>TLIU4010A</strong></td>
</tr>
<tr>
<td></td>
<td><strong>TLIU3011A</strong></td>
</tr>
</tbody>
</table>
TLI41910 Certificate IV in Mobile Crane Operations

Modification History
Release 3 - Imported units updated to current versions. Equivalent.

Description
Rationale:
This qualification is designed for mobile crane operation job roles within the Transport and Logistics and other industries. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level IV. Successful completion of the high risk work and heavy vehicle licensing units within the qualification must align with licensing and regulatory requirements applicable to relevant national, state and territory regulatory requirements.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description
Entry Requirements

Entry requirements:
There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skills Summary for
TLI41910 Certificate IV in Mobile Crane Operations

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Establish and implement communication systems and procedures required for mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment and methods.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Provide leadership to personnel involved in mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Manage the resolution of any interpersonal conflicts that may arise during mobile cranes operations</td>
</tr>
<tr>
<td></td>
<td>• Manage the avoidance and prevention of harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Manage persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
**Problem solving** | • Identify and solve or report complex problems arising in the course of mobile cranes operations
• Monitor and anticipate problems that may occur in the course of mobile cranes operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
• Manage the control of hazards and risks in a range of complex and diverse situations that may arise during mobile cranes operations
• Use mathematics to solve problems such as various calculations related to a wide range of mobile cranes operations.

**Initiative and enterprise** | • Modify activities dependent on differing mobile cranes operational situations and contingencies
• Take appropriate initiatives in a diverse range of operational situations such as those above
• Manage the response to any changes in equipment, standard operating procedures and the working environment.

**Planning and organising** | • Implement and monitor operational and emergency plans, systems and procedures
• Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
• Monitor the implementation of the workplace security and safety management systems (where applicable)
• Monitor and evaluate operational performance and compliance
• Collect and interpret information needed when supervising mobile cranes operations
• Organise and plan own supervisory activities
• Manage time and priorities in the course of mobile cranes operations.

**Self management** | • Interpret and apply relevant regulations and instructions
• Establish and follow own work plans and schedules
• Evaluate and monitor own work performance.

**Learning** | • Organise learning and assessment activities for others in the workplace
• Manage adaptation of others in the workplace to any changes in mobile cranes systems, equipment and procedures and the workplace operating environment
• Instruct, coach or mentor others in the workplace as required
• Contribute to the assessment of the competence of others in the workplace
Employability Skill

Industry/enterprise requirements for this qualification include:

- Assist in creating a learning environment in the workplace
- Adapt own competence in response to any changes in mobile cranes operations
- Update own knowledge and skills required for mobile cranes supervisory activities.

Technology

- Use complex equipment and systems required during mobile cranes operations
- Implement and monitor operational and maintenance procedures and systems for equipment used during mobile cranes operations
- Implement and monitor the application of OH&S procedures when supervising the use of mobile cranes and related equipment.

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 18 units of competency comprising:

- 8 core units listed below
- 2 core high risk licence units and 1 elective high risk work license unit, listed below
- 7 elective units which may be taken from the elective units listed below, or may include up to 3 imported units which may be selected from qualifications at the same level or one higher in this Training Package or any other endorsed Training Package or accredited course.

Requirements for completion of units within this qualification:
Where imported units are selected care must be taken to ensure that all pre-requisites specified in the unit are complied with.

The following units have pre-requisite:

- CPCCCM2010B Work safely at heights
- CPCCCM3003A Work safely around power sources, services and assets
- CPCCLRIG3002A Licence to perform rigging intermediate level
- HLTFA412A Apply advanced first aid

Licensing requirements will apply to this unit of competency depending on the regulatory requirements of each jurisdiction.
- CPCCOHS1001A Work safely in the construction industry

Requirements for completion of HRW license units within this qualification:
To comply with the National Standards for High Risk Work there is a requirement to complete the high risk work license for TLILIC3006A Licence to operate a non slewing mobile crane (greater than 3 tonnes capacity) before commencing the selected slewing mobile crane license unit.
Completion of the licensing units is a requirement; however applying for a high risk work license for TLILIC3006A Licence to operate a non slewing mobile crane (greater than 3 tonnes capacity) is not a requirement if the selected mobile slewing crane licence is being applied for as this licence covers the TLILIC3006A Licence to operate a non slewing mobile crane.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3013A Maintain mobile cranes</td>
</tr>
<tr>
<td></td>
<td>TLIB3013A Maintain mobile cranes</td>
</tr>
<tr>
<td></td>
<td>TLIB3013A Maintain mobile cranes</td>
</tr>
<tr>
<td>D Load Handling</td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIB2008A Process workplace documentation</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>CPCCCM2010B Work safely at heights</td>
</tr>
<tr>
<td></td>
<td>CPCCCM3003A Work safely around power sources, services and assets</td>
</tr>
<tr>
<td></td>
<td>TLIB2006A Apply accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIB3084A Follow mobile crane safety procedures</td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU1009A Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
</tbody>
</table>

Core High Risk Work Licensing units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIC Licensing Units</td>
<td>TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)</td>
</tr>
<tr>
<td></td>
<td>CPCCLRG3002A Licence to perform rigging intermediate level</td>
</tr>
</tbody>
</table>

Elective High Risk Work Licensing units:
### Field | Unit
--- | ---
**LIC Licensing Units** | TLILIC4009A Licence to operate a slewing mobile crane (up to 60 tonnes)  
| TLILIC4010A Licence to operate a slewing mobile crane (up to 100 tonnes)  
| TLILIC4011A Licence to operate a slewing mobile crane (over 100 tonnes)

### Elective units:

#### Field | Unit
--- | ---
**A Handling Cargo/Stock** | TLIA1001A Secure cargo

#### B Equipment Checking and Maintenance
<table>
<thead>
<tr>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2001A Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>TLIB3011A Set up and rig crane for lift</td>
</tr>
<tr>
<td>TLIB3012A Plan job and set up work areas</td>
</tr>
<tr>
<td>TLIB3015A Undertake site inspection</td>
</tr>
<tr>
<td>TLIB3016A De-rig, pack and store tools and equipment</td>
</tr>
</tbody>
</table>

#### C Vehicle Operation
<table>
<thead>
<tr>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC3010A Pilot or escort oversized and/or overmassed loads</td>
</tr>
<tr>
<td>TLIC3004A Drive heavy rigid vehicle</td>
</tr>
<tr>
<td>TLIC3005A Drive heavy combination vehicle</td>
</tr>
<tr>
<td>TLIC4006A Drive multi-combination vehicle</td>
</tr>
</tbody>
</table>

#### D Load Handling
<table>
<thead>
<tr>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLID3031A Rig load</td>
</tr>
<tr>
<td>TLID4032A Plan and conduct specialised lift</td>
</tr>
</tbody>
</table>

#### E Communication and Calculation
<table>
<thead>
<tr>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIE3009A Use pilot and escort communication</td>
</tr>
</tbody>
</table>

#### F Safety Management
<table>
<thead>
<tr>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF1002B Conduct housekeeping activities</td>
</tr>
<tr>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td>HLTFA311A Apply first aid</td>
</tr>
<tr>
<td>HLTFA412A Apply advanced first aid</td>
</tr>
<tr>
<td>CPCCOHS1001A Work safely in the construction industry</td>
</tr>
<tr>
<td>Field</td>
</tr>
<tr>
<td>----------------------------</td>
</tr>
<tr>
<td>LIC Licensing Unit</td>
</tr>
<tr>
<td>P Administration and Finance</td>
</tr>
</tbody>
</table>
TLI42010 Certificate IV in Logistics

Modification History
Release 4 - Imported units updated to current versions. Equivalent.

Description
Rationale:
A qualification for those working in the Logistics Industry in a variety of operational roles. Successful completion will require the performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills. Successful completion of the licensing units within the qualification must align with applicable licensing and regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Logistics Coordinator
- Logistics Supervisor

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description

Entry Requirements
Not Applicable
## Employability Skills Summary

### Employability Skills Summary for TLI42010 Certificate IV in Logistics

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
</table>
| **Communication**   | • Establish and implement communication systems and procedures required for activities involved in the transport and logistics industry  
                      • Listen to and interpret verbal information related to activities particularly when clarifying and confirming work requirements and receiving operational feedback  
                      • Read and interpret relevant work requirements, policies, procedures, applicable to activities involved in transport and logistics industry  
                      • Speak clearly and directly on diverse and complex matters when sharing data, requirements and procedures relevant to operations, communicating operational details to internal and external stakeholders and providing support and feedback to others  
                      • Write documents to audience needs as part of duties, including when preparing risk assessment and plans, communicating with internal and external stakeholders, contributing to the documentation of specifications and tenders, and preparing information to contribute to technical reports  
                      • Share information when preparing and obtaining necessary resources, to manage work activities and to ensure understanding of objectives and work plans  
                      • Responsibly negotiate complex issues with others to resolve conflicts and to obtain the resources necessary to achieve objectives  
                      • Use numeracy effectively to understand operational and costing data, to perform calculations and to contribute to estimates of resource requirements  
                      • Recognise and interpret non-verbal signs, signals and behaviour  
                      • Establish and use networks involvement in business or professional networks and to build relationships to provide benefits for the team and organisation. |
| **Teamwork**        | • Work as an individual and a team member in a range of situations when planning and conducting operations, maintaining strong working relationships, ensuring safety, coordinating activities and resolving conflicts within team |
Employability Skill

Industry/enterprise requirements for this qualification include:

- Provide leadership to staff
- Motivate others in the workplace
- Collaborate with others in the course of activities involved in the transport and logistics industry
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.
- Manage the avoidance and prevention of harassment of others in the workplace
- Work with persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving

- Develop practical solutions for problems arising in the course of activities including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and adjust activities and to creating, implementing and applying risk management systems
- Monitor and anticipate problems that may occur in the course of activities involved in the transport and logistics industry including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them
- Resolve customer concerns in relations to complex project issues including resolving contract issues, meeting quality requirements and meeting deadlines.

Initiative and enterprise

- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Recognise and respond to changes in internal an external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources and in both in encouraging input from staff and interactions between and amongst staff and teams
- Value input from staff
Employability Skill

Industry/enterprise requirements for this qualification include:

- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.
- Implement and monitor operational and emergency plans, systems and procedures
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff and clearly defining responsibilities
- Prepare scope of work and work plans for self and team members
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed when supervising activities involved in the transport and logistics industry
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of activities involved in the transport and logistics industry.

Planning and organising

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and customers
- Maintain effective networks.

Self management

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required

Learning
### Employability Skill

**Industry/enterprise requirements for this qualification include:**

- Contribute to the assessment of the competence of others in the workplace
- Contribute to the creation of a learning community in the workplace
- Adapt own competence in response to any changes in activities involved in the transport and logistics industry
- Update own knowledge and skills required for activities involved in the transport and logistics industry.

### Technology

- Use complex equipment and IT systems required during activities involved in the transport and logistics industry
- Apply a range of basic IT skills
- Use IT to organise and access data including the monitoring of logistics processes, the tracking of items and the recording and reporting of system status
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during activities involved in the transport and logistics industry
- Implement and monitor the application of OH&S procedures when using IT and office equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 14 units of competency comprising:

- 1 core unit listed below

plus

- 7 technical elective units from the selected list below

plus

- 6 elective units which may be taken from the elective units listed below, the remaining technical elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from this Training Package, and/or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core unit:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Logistics</td>
<td>TLIX4028A  Apply knowledge of logistics</td>
</tr>
</tbody>
</table>

Technical elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA4028A Assess and monitor optimum stock levels</td>
</tr>
<tr>
<td></td>
<td>TLIA4032A Organise transport of freight or goods</td>
</tr>
<tr>
<td></td>
<td>TLIA4033A Organise international transport of freight</td>
</tr>
<tr>
<td></td>
<td>TLIA4062A Implement safety stock systems</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>TLIE3002A Estimate/calculate mass, area and dimensions</td>
</tr>
<tr>
<td></td>
<td>TLIE4013A Apply workplace statistics</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF4014A Develop and maintain a safe workplace</td>
</tr>
<tr>
<td></td>
<td>TLIF3063A Administer the implementation of fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF4065A Ensure compliance with Australian Dangerous Goods Code</td>
</tr>
<tr>
<td></td>
<td>TLIF4066A Implement and supervise transport compliance systems</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG4005A Organise transport workload</td>
</tr>
</tbody>
</table>
### Field

#### Customer Service
- **Field Unit**: TLII4001A Coordinate quality customer service

#### Resource Management
- **Field Unit**: TLIL4030A Control furniture warehouse
- **Field Unit**: TLIL4070A Work effectively in the transport and logistics industry
- **Field Unit**: TLIL4078A Coordinate fleet control logistics

#### Administration and Finance
- **Field Unit**: TLIP4003A Implement, maintain and evaluate dangerous goods transport procedures within the workplace
- **Field Unit**: TLIP4013A Implement and monitor logistics planning process
- **Field Unit**: TLIP4038A Monitor a supply chain operation
- **Field Unit**: TLIP4039A Monitor transport operations
- **Field Unit**: TLIP4040A Monitor warehouse operations

#### Contract Procurement
- **Field Unit**: TLIR4001A Monitor supplier performance
- **Field Unit**: TLIR4002A Source goods/services and evaluate contractors
- **Field Unit**: TLIR4003A Negotiate a contract
- **Field Unit**: TLIR4008A Implement and supervise stocktaking procedures
- **Field Unit**: TLIR4009A Implement purchasing systems
- **Field Unit**: TLIR4010A Plan purchasing
- **Field Unit**: TLIR4012A Conduct international purchasing
- **Field Unit**: PSPPROC411A Plan procurement

#### Environment
- **Field Unit**: TLIU3011A Implement and monitor environmentally sustainable work practices

### Elective units:

#### Handling Cargo/Stock
- **Field Unit**: TLIA4005A Check and evaluate records and documentation

#### Load Handling
- **Field Unit**: TLID1001A Shift materials safely using manual handling methods
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>TLI42010 Certificate IV in Logistics</td>
<td>TLIE3012A Consolidate manifest documentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PSPGOV406B Gather and analyse information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PSPGOV413A Compose complex workplace documents</td>
</tr>
<tr>
<td><strong>F</strong> Safety Management</td>
<td>BSBOHS407A</td>
<td>Monitor a safe workplace</td>
</tr>
<tr>
<td></td>
<td>HLTFA311A</td>
<td>Apply first aid</td>
</tr>
<tr>
<td></td>
<td>HLTFA412A</td>
<td>Apply advanced first aid</td>
</tr>
<tr>
<td></td>
<td>TLIF3093A</td>
<td>Implement chain of responsibility regulations</td>
</tr>
<tr>
<td></td>
<td>TLIF4007A</td>
<td>Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF4094A</td>
<td>Ensure compliance with chain of responsibility</td>
</tr>
<tr>
<td><strong>G</strong> Teamwork</td>
<td>TLIG4006A</td>
<td>Facilitate work teams</td>
</tr>
<tr>
<td><strong>I</strong> Customer Service</td>
<td>BSBCUS401B</td>
<td>Coordinate implementation of customer service strategies</td>
</tr>
<tr>
<td></td>
<td>customer</td>
<td></td>
</tr>
<tr>
<td><strong>J</strong> Quality</td>
<td>TLIJ4008A</td>
<td>Implement and monitor inbound QA systems</td>
</tr>
<tr>
<td><strong>K</strong> Technology</td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td><strong>L</strong> Resource Management</td>
<td>TLIL4005A</td>
<td>Apply conflict/grievance resolution strategies</td>
</tr>
<tr>
<td></td>
<td>TLIL4009A</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td></td>
<td>TLIL4036A</td>
<td>Develop rosters</td>
</tr>
<tr>
<td></td>
<td>TLIL4037A</td>
<td>Apply and amend rosters</td>
</tr>
<tr>
<td></td>
<td>TLIL4058A</td>
<td>Plan a career in logistics</td>
</tr>
<tr>
<td></td>
<td>TLIL4059A</td>
<td>Implement asset management systems</td>
</tr>
<tr>
<td></td>
<td>BSBHRM402A</td>
<td>Recruit, select and induct staff</td>
</tr>
<tr>
<td></td>
<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td><strong>LIC</strong> Licensing Units</td>
<td>TLILIC2001A</td>
<td>Licence to operate a forklift truck</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>P</td>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
<tr>
<td></td>
<td>PSPGOV404B</td>
<td>Develop and implement work unit plans</td>
</tr>
<tr>
<td></td>
<td>SITXFIN004A</td>
<td>Manage finances within a budget</td>
</tr>
<tr>
<td></td>
<td>TLIP4001A</td>
<td>Develop plans to meet customer and organisation needs</td>
</tr>
<tr>
<td></td>
<td>TLIP4002A</td>
<td>Facilitate and capitalise on change in the workplace</td>
</tr>
<tr>
<td></td>
<td>TLIP4005A</td>
<td>Manage workplace information</td>
</tr>
<tr>
<td></td>
<td>TLIP4028A</td>
<td>Administer international trading accounts</td>
</tr>
<tr>
<td>R</td>
<td>PSPPROC411A</td>
<td>Plan procurement</td>
</tr>
<tr>
<td>U</td>
<td>TLIU2012A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td></td>
<td>sustainable</td>
<td></td>
</tr>
</tbody>
</table>
TLI4211 Certificate IV in Driving Operations

Modification History
Release 3. This is the third release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.
In Release 3:
- 5 units have been added to the licensing or industry units list
- 1 unit has been removed from the general elective units
- 1 unit has been added to the general elective units.

This release is equivalent to the previous release.

Description
Please note RTO to insert unit group selected from the group choice below on the testamur

Rationale:
This is a qualification for driving operation job roles in the transport and distribution industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF level 4. Successful completion of the licensing unit in the qualification must align with licensing and regulatory requirements applicable to driving and state or territory regulatory requirements.

Job roles:
The TLI42111 Certificate IV in Driving Operations qualification is aligned to the following defined roles:
Group A: Driving Operations – Fuel Tanker
- Fuel tanker driver

Group B: Driving Operations – LP Gas Tanker
- LP gas tanker driver

Group C: Driving Operations – Chemical Tanker
- Chemical tanker driver

Group D: Driving Operations – Heavy Recovery
- Heavy recovery driver

Pathways Information
Not applicable.

**Licensing/Regulatory Information**

Refer to Description.

**Entry Requirements**

Not applicable.
### Employability Skills Summary

**Employability Skills Summary for TLI42511 Certificate IV in Traffic Operations**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures used in driving in the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Communicate effectively with customers and regulators</td>
</tr>
<tr>
<td></td>
<td>• Read, interpret and understand regulations, instructions, manuals, notices and signs applicable to role of driving operations in the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to driving operations in the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Complete documents as part of duties, including completing relevant forms</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Assist in the resolution of interpersonal conflicts that may arise during driving operations in the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the job role of driving operations in the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising during the job role of driving operations in the road transport industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the job role of driving operations in the road transport industry and take appropriate action to report or resolve them within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Recognise hazards and risks in a range of driving operation situations in the road transport industry</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• Respond appropriately to changes in equipment, standard operating procedures and the work environment</td>
</tr>
<tr>
<td><strong>Planning and organising</strong></td>
<td>• Apply and undertake operational and emergency plans, systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Comply with applicable road safety regulations and codes of practice</td>
</tr>
</tbody>
</table>
- Apply and undertake workplace security, safety management systems and safeworking requirements
- Collect and interpret information needed during driving operations in the road transport industry within limits of responsibility
- Manage time in the job role of driving operations in the road transport industry

**Self management**
- Apply and undertake applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance

**Learning**
- Participate in updating own knowledge and skills required for driving operations and working in the road transport industry, in response to changes in the processes and equipment used in the road transport industry

**Technology**
- Operate ancillary equipment and tools required during driving operations in the road transport industry
- Apply operational and servicing instructions for equipment used during driving operations in the road transport industry
- Apply and undertake applicable safeworking requirements and WHS/OHS procedures during driving operations in the road transport industry
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 10 to 12 units of competency (depending on the specialist group chosen), comprising:

- **3 core units** listed below
  
  plus
  
  - **at least 1 licensing or industry unit** listed below relevant to the vehicle type applicable to the job role
  
  plus
  
  - **all units in one specialist elective group** listed below (job roles): A, B, C or D
  
  plus
  
  - **5 general elective units** which may be taken from the general elective units listed below, or may consist of up to 2 units drawn with appropriate contextualisation from qualifications at the same level or one higher in this Training Package or any other currently endorsed national Training Package or accredited course.

Where imported units are selected care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4095A Apply occupational health and safety requirements for driving operations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4066A Implement and supervise transport regulations compliance systems</td>
</tr>
</tbody>
</table>

Licensing /Industry Units
Select at least one unit from the following units applicable to job role and relevant vehicle type:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td>TLIC1051A Operate commercial vehicle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC2002A Drive light rigid vehicle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC3003A Drive medium rigid vehicle</td>
</tr>
<tr>
<td>TLIC3004A</td>
<td>Drive heavy rigid vehicle</td>
<td></td>
</tr>
<tr>
<td>TLIC3005A</td>
<td>Drive heavy combination vehicle</td>
<td></td>
</tr>
<tr>
<td>TLIC4006A</td>
<td>Drive multi-combination vehicle</td>
<td></td>
</tr>
<tr>
<td>TLILIC2014B</td>
<td>Licence to drive light rigid vehicle</td>
<td></td>
</tr>
<tr>
<td>TLILIC2015B</td>
<td>Licence to drive medium rigid vehicle</td>
<td></td>
</tr>
<tr>
<td>TLILIC2016B</td>
<td>Licence to drive heavy rigid vehicle</td>
<td></td>
</tr>
<tr>
<td>TLILIC3017B</td>
<td>Licence to drive heavy combination vehicle</td>
<td></td>
</tr>
<tr>
<td>TLILIC3018B</td>
<td>Licence to drive multi-combination vehicle</td>
<td></td>
</tr>
</tbody>
</table>
Specialist elective units:
Select all units from one of the following specialist elective groups (job roles):
Group A: Fuel Tanker
Group B: LP Gas Tanker
Group C: Chemical Tanker
Group D: Heavy Recovery

Group A: Fuel Tanker

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation TLIC4066A</td>
</tr>
<tr>
<td>LIC</td>
<td>Licensing TLILIC3013A</td>
</tr>
</tbody>
</table>

Group B: LP GAS Tanker

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation TLIC4067A</td>
</tr>
<tr>
<td>LIC</td>
<td>Licensing TLILIC3013A</td>
</tr>
</tbody>
</table>

Group C: Chemical Tanker

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation TLIC4065A</td>
</tr>
<tr>
<td>LIC</td>
<td>Licensing TLILIC3013A</td>
</tr>
</tbody>
</table>

Group D: Heavy Recovery

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Vehicle Operation TLIC4069A</td>
</tr>
</tbody>
</table>

General Elective Units
<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
<td>TLIB2004A Carry out vehicle inspection</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td>TLIC4068A Operate heavy recovery ancillary equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC4070A Tow a disabled heavy vehicle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AURV328961A Recover vehicles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PUADEFVH001A Conduct recovery vehicle operations in a field environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PUADEFVH002A Extract disabled equipment using winching techniques in a field environment</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling</td>
<td>TLID4048A Top load a dangerous goods tanker</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLID4049A Bottom load a dangerous goods tanker</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLID4050A Discharge a dangerous goods tanker</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td>TLIE1005A Carry out basic workplace calculations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIE3026A Carry out advanced calculations in the transport and logistics industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIE4025A Prepare and process dangerous goods transport documentation</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF2018A Operate firefighting equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2092A Demonstrate awareness of chain of responsibility regulations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3096A Carry out emergency response to a dangerous goods incident</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4007A Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4065A Ensure compliance with Australian Dangerous Goods Code</td>
</tr>
<tr>
<td>H</td>
<td>Route Planning and Navigation</td>
<td>TLIH2001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIH3002A</td>
</tr>
<tr>
<td>J</td>
<td>Quality</td>
<td>TLIJ4010A</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLIL4010A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4079A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HLTAMBPD401C</td>
</tr>
<tr>
<td>LI</td>
<td>Licencing</td>
<td>TLILIC0012A</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU1009A</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
<td>AHCARB205A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CPCCSF2003A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RIICBS312A</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI42211 Certificate IV in Rail Network Control

Modification History
Release 2 - One imported unit updated to current version. Equivalent.
Release 1 - New qualification.

Description
Rationale:
This is a qualification for a person engaged in the control of rail networks. The job entails the performance of a broad range of skilled applications, including high-level decision making processes, evaluating and analysing current practices, developing new criteria and procedures for performing current practices, and providing leadership and guidance to others in the application of the skills and knowledge.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Train controller
- Network controller
- Area controller.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI42211 Certificate IV in Rail Network Control

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. The table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill  Industry/enterprise requirements for this qualification include:

Communication
- Establish and implement communication systems and procedures required for rail operations
- Listen to and interpret verbal information related to controlling rail networks
- Read and interpret relevant regulations, instructions, signs and labels applicable to rail operations
- Speak clearly and directly on diverse and complex matters related to controlling rail networks
- Write documents as part of duties, including completing relevant forms, maintenance schedules, and accident and incident reports
- Negotiate complex issues with others in the course of controlling rail networks
- Recognise and interpret non-verbal signs, signals and behaviour
- Use relevant communication equipment

Teamwork
- Provide leadership to rail operations personnel
- Motivate others in the workplace
- Collaborate with others in the course of controlling rail networks
- Manage the resolution of interpersonal conflicts that may arise when controlling rail networks
- Manage the avoidance and prevention of harassment of others in the workplace
- Manage persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving
- Identify and solve or report complex problems arising in the course of controlling rail networks
- Monitor and anticipate problems that may occur in the course of controlling rail networks, including hazards and risks, and take appropriate action to report or resolve them within limits of responsibility
- Manage the control of hazards and risks in a range of complex and diverse situations that may arise when controlling rail networks
- Use mathematics to solve problems, such as various calculations related to a wide range of rail operations
Initiative and enterprise

- Modify activities dependent on differing situations and contingencies when controlling rail networks
- Take appropriate initiative in a diverse range of operational situations
- Manage the response to changes in equipment, standard operating procedures and the work environment

Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the rail security and safety management systems, where applicable
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when controlling rail networks
- Organise and plan own activities
- Manage time and priorities in the course of controlling rail networks

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance

Learning

- Assist in the organisation of learning and assessment activities for others in the workplace
- Manage adaptation of others in the workplace to changes in rail systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of competence of others in the workplace
- Assist in creating a learning environment in the workplace
- Adapt own competence in response to changes in rail operations
- Update own knowledge and skills required for network control activities

Technology

- Use complex equipment and systems required when controlling rail networks
- Implement and monitor operational and maintenance procedures and systems for equipment used when controlling rail networks
- Implement and monitor the application of OH&S procedures when using rail equipment and facilities
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of **15 units** of competency comprising:

- **10 core** units listed below

plus

- **5 elective units** from the elective units listed below, which may include up to 3 units drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the units contribute to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>TLIE3022A Complete workplace documents</td>
</tr>
<tr>
<td></td>
<td>TLIE3023A Use electronic communication systems</td>
</tr>
<tr>
<td>F</td>
<td>TLIF2010A Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF4086A Control and coordinate incident response</td>
</tr>
<tr>
<td></td>
<td>TLIF3087A Follow occupational health, safety and environmental procedures in the rail industry</td>
</tr>
<tr>
<td></td>
<td>TLIF4090A Implement safeworking rules and regulations for network control activities</td>
</tr>
<tr>
<td>G</td>
<td>TLIG1001A Work effectively with others</td>
</tr>
<tr>
<td>I</td>
<td>TLII4022A Identify and meet customer requirements</td>
</tr>
<tr>
<td>L</td>
<td>TLIL4074A Control and coordinate rail traffic movement</td>
</tr>
<tr>
<td></td>
<td>TLIL4075A Implement and amend daily train plan</td>
</tr>
</tbody>
</table>

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3118A Apply awareness of railway fundamentals</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>BSBWRT301A Write simple documents</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>F Safety Managemen t</td>
<td>TLIF3091A Apply awareness of dangerous goods and hazardous materials requirements</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG2007A Work in a socially diverse environment</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ2001A Apply quality procedures</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>BSBWOR201A Manage personal stress in the workplace</td>
</tr>
<tr>
<td></td>
<td>BSBWOR301B Organise personal work priorities and development</td>
</tr>
<tr>
<td></td>
<td>TLIL2041A Monitor and record rolling stock locations</td>
</tr>
<tr>
<td></td>
<td>TLIL3035A Allocate motive power</td>
</tr>
<tr>
<td></td>
<td>TLIL3052A Plan urban passenger train consists</td>
</tr>
<tr>
<td></td>
<td>TLIL4034A Arrange alternative passenger transport</td>
</tr>
<tr>
<td></td>
<td>TLIL4037A Apply and amend rosters</td>
</tr>
<tr>
<td></td>
<td>TLIL4038A Organise marshalling and shunting operations</td>
</tr>
<tr>
<td></td>
<td>TLIL4050A Allocate rolling stock</td>
</tr>
<tr>
<td></td>
<td>TLIL4077A Develop out-of-course rail traffic plans and schedules</td>
</tr>
<tr>
<td>U Environment</td>
<td>TLIU2012A Participate in environmentally sustainable work practices</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI42311 Certificate IV in Rail Infrastructure

Modification History
New qualification.

Description

Please note RTO to insert unit group selected from the group choice below on the testamur
Rationale:
This is a qualification for a person engaged in the provision of infrastructure construction and/or maintenance activities on rail networks. The job entails the performance of a broad range of skilled applications, including high-level decision making process, evaluating and analysing current practices, developing new criteria and procedures for performing current practices, and providing leadership and guidance to others in the application of the skills and knowledge.

Job roles:
This qualification is suitable for a variety of job roles in the fields of:
Rail Track Working, Rail Track Surfacing or Rail Structures
Job roles and titles vary across different sectors. Possible job titles relevant to the listed fields include:
- Special ganger
- Leading hand
- Team leader
- Work group leader
- Supervisor
- Possession officer

Track Protection
Possible job titles relevant to this field include:
- Principal protection officer (PPO)

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.
Entry Requirements

The entry requirement for this qualification is successful completion of one of the following:

- TLI31811 Certificate III in Rail Track Surfacing
- TLI31911 Certificate III in Mechanical Rail Signalling
- TLI32111 Certificate III in Rail Structures
- TLI32511 Certificate III in Rail Infrastructure
- TLI32711 Certificate III in Track Protection
- relevant industry experience gained by working in the rail infrastructure environment.

Employability Skills Summary

Employability Skills Summary for TLI42311 Certificate IV in Rail Infrastructure

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. The table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

### Employability Skill

#### Industry/enterprise requirements for this qualification include:

**Communication**
- Establish and implement communication systems and procedures required for construction and/or maintenance operations on rail infrastructure
- Listen to and interpret verbal information related to construction and/or maintenance operations on rail infrastructure
- Read and interpret relevant regulations, instructions, signs and labels applicable to construction and/or maintenance operations on rail infrastructure
- Speak clearly and directly on diverse and complex matters related to construction and/or maintenance operations on rail infrastructure
- Write documents as part of duties, including completing relevant forms, maintenance schedules, and accident and incident reports
- Negotiate complex issues with others in the course of construction and/or maintenance operations on rail infrastructure
- Recognise and interpret non-verbal signs, signals and behaviour
- Use relevant communication equipment

**Teamwork**
- Provide leadership to rail operations personnel
- Motivate others in the workplace
- Collaborate with others in the course of construction and/or maintenance operations on rail infrastructure
- Manage the resolution of interpersonal conflicts that may arise when involved in the construction and/or maintenance operations on rail infrastructure
• Manage the avoidance and prevention of harassment of others in the workplace
• Manage persons of different ages, gender, race, religion, political persuasion, etc.

**Problem solving**
• Identify and solve or report complex problems arising in the course of construction and/or maintenance operations on rail infrastructure
• Monitor and anticipate problems that may occur in the course of construction and/or maintenance operations on rail infrastructure, including hazards and risks, and take appropriate action to report or resolve them within limits of responsibility
• Manage the control of hazards and risks in a range of complex and diverse situations that may arise during construction and/or maintenance operations on rail infrastructure
• Use mathematics to solve problems, such as various calculations related to a wide range of rail activities

**Initiative and enterprise**
• Modify activities dependent on differing situations and contingencies during construction and/or maintenance operations on rail infrastructure
• Take appropriate initiative in a diverse range of operational situations
• Manage the response to changes in equipment, standard operating procedures and the work environment

**Planning and organising**
• Implement and monitor operational and emergency plans, systems and procedures
• Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
• Monitor the implementation of the rail security and safety management systems, where applicable
• Monitor and evaluate operational performance and compliance during construction and/or maintenance operations on rail infrastructure
• Collect and interpret information needed during construction and/or maintenance operations on rail infrastructure
• Organise and plan own activities
• Manage time and priorities in the course of construction and/or maintenance operations on rail infrastructure

**Self management**
• Interpret and apply relevant regulations and instructions
• Establish and follow own work plans and schedules
• Evaluate and monitor own work performance

**Learning**
• Organise learning and assessment activities for others in the workplace
• Manage adaptation of others in the workplace to changes in rail systems, equipment and procedures and the workplace environment
• Instruct, coach or mentor others in the workplace as required
• Contribute to the assessment of competence of others in the workplace
• Assist in creating a learning environment in the workplace
• Adapt own competence in response to changes in rail operations
• Update own knowledge and skills required for network control activities
Technology

- Use complex equipment and systems required during construction and/or maintenance operations on rail infrastructure
- Implement and monitor operational and maintenance procedures and systems for equipment used during construction and/or maintenance operations on rail infrastructure
- Implement and monitor the application of OH&S procedures when using rail equipment and facilities
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 13 units of competency comprising:

8 core units listed below

plus

- 3 specialist elective units in Group A or Group B below

plus

- 2 general elective units from the elective units listed below, or drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>F Safety Management</td>
<td>TLIF4088A Implement and coordinate rail safety and OH&amp;S risk-control strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF3089A Implement fatigue management policies and procedures for rail infrastructure</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG4006A Facilitate work teams</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ4009A Implement and monitor quality assurance systems</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>BSBMGT401A Show leadership in the workplace</td>
</tr>
<tr>
<td></td>
<td>BSBPMG401A Apply project scope management techniques</td>
</tr>
<tr>
<td></td>
<td>TLIL4005A Apply conflict/grievance resolution strategies</td>
</tr>
<tr>
<td></td>
<td>TLIL4076A Coordinate resources</td>
</tr>
</tbody>
</table>

Specialist elective units:
Select 3 units from one of the following specialist elective groups:

- Group A: Rail Track Working, Rail Track Surfacing or Rail Structures
- Group B: Track Protection

<table>
<thead>
<tr>
<th>Group A</th>
<th>Rail Track Working, Rail Track Surfacing or Rail Structures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>BSBRSK401A Identify risk and apply risk management</td>
</tr>
<tr>
<td></td>
<td>processes</td>
</tr>
<tr>
<td>Group B</td>
<td>Track Protection</td>
</tr>
<tr>
<td>---------</td>
<td>------------------</td>
</tr>
<tr>
<td>The selection must include TLIL4068A Plan and coordinate track protection for multiple work groups</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>Resource Management</td>
</tr>
<tr>
<td>TLIL4073A</td>
<td>Apply asset management system</td>
</tr>
<tr>
<td>B</td>
<td>Resource Management</td>
</tr>
<tr>
<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>TLIF2006A</td>
<td>Apply accident-emergency procedures</td>
</tr>
<tr>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
</tr>
<tr>
<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>TLIL4069A</td>
<td>Plan and coordinate protection for multiple worksites within the limits of a work on track authority</td>
</tr>
<tr>
<td>B</td>
<td>Resource Management</td>
</tr>
<tr>
<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>TLIL4069A</td>
<td>Plan and coordinate protection for multiple worksites within the limits of a work on track authority</td>
</tr>
</tbody>
</table>

General elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
</tr>
<tr>
<td>TLIB4042A</td>
<td>Conduct inspection of safeworking procedures and infrastructure</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling</td>
</tr>
<tr>
<td>TLID4030A</td>
<td>Supervise mobile crane operations</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
</tr>
<tr>
<td>BSBCMM401A</td>
<td>Make a presentation</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
</tr>
<tr>
<td>BSBADM502B</td>
<td>Manage meetings</td>
</tr>
<tr>
<td>RIIBEF402A</td>
<td>Supervise on-site operations</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service</td>
</tr>
<tr>
<td>TLII4001A</td>
<td>Coordinate quality customer service</td>
</tr>
<tr>
<td>P</td>
<td>Administration</td>
</tr>
<tr>
<td>TLIP4001A</td>
<td>Develop plans to meet customer and organisation needs</td>
</tr>
<tr>
<td>R</td>
<td>Contract Procurement</td>
</tr>
<tr>
<td>R</td>
<td>Contract Procurement</td>
</tr>
<tr>
<td>R</td>
<td>Contract Procurement</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI42413 Certificate IV in Rail Safety Management

Modification History
Release 1 - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.

Description
Rationale:
This is a general qualification for the management of safety within the rail industry. Successful completion of this qualification requires demonstration of a broad range of skilled applications within the rail safety environment. It also requires the skills and knowledge to evaluate and analyse current practices; develop new criteria and procedures, and provide some leadership and guidance to others in their application.

Job roles:
The TLI42413 Certificate IV in Rail Safety Management is aligned to the following defined role:

- Rail Safety Manager.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI42413 Certificate IV in Rail Safety Management

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Establish and implement communication systems and procedures required for rail safety management</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to rail safety management</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to rail safety management</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to rail safety management</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of rail safety management activities</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Provide leadership to rail operations personnel</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of rail safety management activities</td>
</tr>
<tr>
<td></td>
<td>• Manage the resolution of any interpersonal conflicts that may arise during rail safety management activities</td>
</tr>
<tr>
<td></td>
<td>• Manage the avoidance and prevention of harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Manage persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report complex problems arising in the course of rail safety management activities</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of rail operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Manage the control of hazards and risks in a range of complex and diverse situations that may arise during rail safety management activities</td>
</tr>
</tbody>
</table>
Use mathematics to solve problems such as various calculations related to a wide range of rail operations.

Modify activities dependent on differing rail situations and contingencies.

Take appropriate initiatives in a diverse range of operational situations such as those above.

Manage the response to any changes in equipment, standard operating procedures and the working environment.

Implement and monitor operational and emergency plans, systems and procedures.

Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice.

Monitor the implementation of the rail security and safety management systems (where applicable).

Monitor and evaluate operational performance and compliance.

Collect and interpret information needed when supervising rail safety management activities.

Organise and plan own supervisory activities.

Manage time and priorities in the course of rail safety management activities.

Interpret and apply relevant regulations and instructions.

Establish and follow own work plans and schedules.

Evaluate and monitor own work performance.

Organise learning and assessment activities for others in the workplace.

Manage adaptation of others in the workplace to any changes in rail systems, equipment and procedures and the workplace operating environment.

Instruct, coach or mentor others in the workplace as required.

Contribute to the assessment of the competence of others in the workplace.

Assist in creating a learning environment in the workplace.

Adapt own competence in response to any changes in safety management requirements.

Update own knowledge and skills required for rail safety management activities.

Use complex equipment and systems required during rail safety management activities.

Implement and monitor operational and maintenance procedures and systems for equipment as part of rail safety management activities.

Implement and monitor the application of OH&S procedures.
when supervising the use of rail equipment and facilities.
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 17 units of competency comprising:

- 11 core units listed below

plus

- 6 elective units from the general elective units listed below. Alternatively, up to 3 units may be drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the unit contributes to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Units of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
</tr>
<tr>
<td></td>
<td>TLI4030A Prepare rail safety reports</td>
</tr>
<tr>
<td></td>
<td>TLI4032A Use internal communication systems for rail industry regulatory compliance</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
</tr>
<tr>
<td></td>
<td>BSBRSK401A Identify risk and apply risk management processes</td>
</tr>
<tr>
<td></td>
<td>TLIF4099A Develop an application for, or variation to, rail accreditation</td>
</tr>
<tr>
<td></td>
<td>TLIF4100A Identify and meet rail safety regulatory compliance requirements</td>
</tr>
<tr>
<td></td>
<td>TLIF4101A Implement and maintain a rail safety culture</td>
</tr>
<tr>
<td></td>
<td>TLIF4102A Implement and maintain rail safety management plans</td>
</tr>
<tr>
<td></td>
<td>TLIF4104A Manage change in the rail safety environment</td>
</tr>
<tr>
<td></td>
<td>TLIF4105A Manage rail safety compliance</td>
</tr>
<tr>
<td></td>
<td>TLIF4107A Respond to notifiable rail safety occurrences</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
</tr>
<tr>
<td></td>
<td>TLIL4081A Ensure competency of rail safety workers</td>
</tr>
</tbody>
</table>

General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>TLI4103A Implement fitness for work procedures</td>
</tr>
<tr>
<td></td>
<td>PSPGOV306B Implement change</td>
</tr>
<tr>
<td></td>
<td><strong>Teamwork</strong></td>
</tr>
<tr>
<td>---</td>
<td>--------------</td>
</tr>
<tr>
<td>G</td>
<td><strong>Resource Management</strong></td>
</tr>
<tr>
<td>L</td>
<td></td>
</tr>
<tr>
<td>L</td>
<td></td>
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<tr>
<td>L</td>
<td></td>
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<td>L</td>
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<tr>
<td>L</td>
<td></td>
</tr>
<tr>
<td>L</td>
<td></td>
</tr>
<tr>
<td>R</td>
<td><strong>Contract Procurement</strong></td>
</tr>
<tr>
<td>R</td>
<td></td>
</tr>
<tr>
<td>U</td>
<td><strong>Environment</strong></td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI42513 Certificate IV in Traffic Operations

Modification History
Release 1 - This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 3.0.

Description

Rationale:
This qualification is designed for traffic operations job roles within the transport and logistics industry. Successful completion of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level IV.

Job roles:
The TLI42513 Certificate IV in Traffic Operations qualification is aligned to the following defined roles:

- Tunnel Road Operator
- Open Road Operator.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
### Employability Skills Summary

#### Employability Skills Summary for TLI42513 Certificate IV in Traffic Operations
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification</th>
</tr>
</thead>
</table>
| **Communication**   | • Use communication systems and procedures used within the Traffic Operations industry  
                      • Communicate effectively with customers and regulators  
                      • Read and interpret and understand regulations, instructions, manuals, notices and signs applicable to their role within the Traffic Operations industry  
                      • Speak clearly and directly on matters related to operating within the Traffic Operations industry  
                      • Complete documents as part of duties, including completion of relevant forms  
                      • Recognise and interpret non-verbal signs, signals and behaviour  
                      • Use relevant communication equipment. |
| **Teamwork**        | • Assist in the resolution of any interpersonal conflicts that may arise during operations within the Traffic Operations industry  
                      • Avoid and prevent the harassment of others in the workplace  
                      • Collaborate with others within the job role within the Traffic Operations industry  
                      • Work with persons of different ages, gender, race, religion, political persuasion, etc. |
| **Problem solving** | • Identify and solve or report problems arising during the job role within the Traffic Operations industry  
                      • Recognise problems that may occur in the job role of Traffic Operations industry and take appropriate action to report or resolve the problems within limits of responsibility  
                      • Recognise hazards and risks in a range of situations within the Traffic Operations industry. |
| **Initiative and enterprise** | • Respond appropriately to any changes in equipment, standard operating procedures and the working environment |
| **Planning and organising** | • Apply and undertake operational and emergency plans, systems and procedures  
                               • Comply with applicable road safety regulations and codes of practice  
                               • Apply and undertake workplace security and safety |
management systems and safeworking requirements

- Collect and interpret information needed during driving operations within the Traffic Operations industry within limits of responsibility
- Manage time in the job role within the Traffic Operations industry.

Self management

- Apply and undertake applicable regulations and instructions
- Follow work plans and schedules
- Check own work performance.

Learning

- Participate in updating of own knowledge and skills required for working within the Traffic Operations industry, in response to any changes in the processes and equipment used in the Traffic Operations industry.

Technology

- Operate ancillary equipment and tools required during operations within the Traffic Operations industry
- Apply operational and servicing instructions for equipment used during operations within the Traffic Operations industry
- Apply and undertake the applicable safeworking requirements and OH&S procedures within the Traffic Operations industry.
Packaging Rules

Requirements for completion of the qualification
A successful assessment outcome for a total of 14 units of competency comprising:

- 7 core units listed below
  
- all units within Group A or Group B as listed below
  
- 2 elective units which may be taken from the general elective units listed below.
  Alternatively, up to 2 units appropriate to the job role may be drawn from a Certificate III, Certificate IV or Diploma qualifications in this Training Package or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>E</td>
<td>TLIE3023A</td>
<td>Use electronic communication systems</td>
</tr>
<tr>
<td>F</td>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td>TLIF3013A</td>
<td>Coordinate breakdowns and emergencies</td>
</tr>
<tr>
<td>J</td>
<td>TLIJ3002A</td>
<td>Apply quality systems</td>
</tr>
<tr>
<td>W</td>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>Imported</td>
<td>HLTAMBPD401C</td>
<td>Manage personal stressors in the work environment</td>
</tr>
</tbody>
</table>
### Group A - Tunnel Operator

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Safety Management TLIF4007A</td>
<td>Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF4069A</td>
<td>Monitor and respond to traffic flow</td>
</tr>
<tr>
<td></td>
<td>TLIF4070A</td>
<td>Operate fire and life safety system within a road tunnel</td>
</tr>
<tr>
<td></td>
<td>TLIF5020A</td>
<td>Manage emergencies</td>
</tr>
<tr>
<td>U</td>
<td>Environment   TLIU1009A</td>
<td>Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
</tbody>
</table>

### Group B - Open Road Operator

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Safety Management TLIF4069A</td>
<td>Monitor and respond to traffic flow</td>
</tr>
<tr>
<td></td>
<td>TLIF5020A</td>
<td>Manage emergencies</td>
</tr>
<tr>
<td></td>
<td>TLIF3085A</td>
<td>Apply local incident response procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF4108A</td>
<td>Implement traffic management plan in the transport industry</td>
</tr>
<tr>
<td>U</td>
<td>Environment   TLIU1009A</td>
<td>Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Handling Cargo/Stock TLIA4005A</td>
<td>Check and evaluate records and documentation</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation TLIC2002A</td>
<td>Drive light rigid vehicle</td>
</tr>
<tr>
<td>D</td>
<td>Load Handling TLID1002A, TLID2013A</td>
<td>Shift a load using manually-operated equipment, Move materials mechanically using automated equipment</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation TLIE1003A, TLIE2007A</td>
<td>Participate in basic workplace communication, Use communication systems</td>
</tr>
<tr>
<td>Block</td>
<td>Skill Area</td>
<td>Code</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>TLIE2008A</td>
<td>Process workplace documentation</td>
<td></td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
<td></td>
</tr>
<tr>
<td>TLIE3004A</td>
<td>Prepare workplace documents</td>
<td></td>
</tr>
<tr>
<td>TLIE3026A</td>
<td>Carry out advanced calculations in the transport and logistics industry</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF1002B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF1009A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2006A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2018A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2062A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3063A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3085A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3093A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4014A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4065A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4070A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4108A</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLIG1001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIG2007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIG4006A</td>
</tr>
<tr>
<td>I</td>
<td>Customer Service</td>
<td>TLII1002A</td>
</tr>
<tr>
<td>J</td>
<td>Quality</td>
<td>TLIJ2001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIJ3005A</td>
</tr>
<tr>
<td>K</td>
<td>Technology</td>
<td>TLIK2003A</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLIL2008A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4005A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4009A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4032A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4036A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4037A</td>
</tr>
<tr>
<td>O</td>
<td>Security</td>
<td>TLIO2021A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIO3007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIO3012A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIO3016A</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU2012A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIU3014A</td>
</tr>
<tr>
<td></td>
<td>Imported</td>
<td>HLTFA311A</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI42613 Certificate IV in Train Driving

Modification History

Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description

Rationale:
This is a general qualification for a person engaged in driving a train.

Achievement of this qualification requires the application of a broad range of specialised knowledge and skills in varied contexts to undertake skilled work within a train driving environment.

This qualification requires the skills and knowledge to:

- identify, analyse, compare and act on information from a range of sources
- apply and communicate technical solutions of a non-routine or contingency nature to a defined range of predictable and unpredictable problems
- guide activities and provide technical advice in the area of work.

These skills and knowledge will be applied to specialised tasks or functions in known or changing contexts with responsibility for own functions and outputs.

Job roles:
The TLI42613 Certificate IV in Train Driving qualification is aligned to the following defined roles:

- Electric Passenger Train Driver
- Freight Train Driver
- Heavy Haul Train Driver
- Locomotive Driver
- Train Driver.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.
Entry Requirements

Not applicable.
## Employability Skills Summary

### Employability Skills Summary for TLI42613 Certificate IV in Train Driving
The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Listen to and interpret verbal information related to train driving</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to train driving</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to train driving</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Collaborate with others in the course of train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Manage the resolution of any interpersonal conflicts that may arise during train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Manage the avoidance and prevention of harassment of others in the workplace</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report complex problems arising in the course of train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of train driving activities including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Manage the control of hazards and risks in a range of complex and diverse situations that may arise train driving activities</td>
</tr>
<tr>
<td></td>
<td>• Use mathematics to solve problems such as various calculations related to a wide range of train driving activities</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• Modify activities dependent on differing rail situations and contingencies</td>
</tr>
<tr>
<td></td>
<td>• Take appropriate initiatives in a diverse range of operational situations such as those above</td>
</tr>
<tr>
<td></td>
<td>• Manage the response to any changes in equipment, standard operating procedures and the working environment.</td>
</tr>
<tr>
<td><strong>Planning and</strong></td>
<td>• Implement and monitor operational and emergency plans,</td>
</tr>
</tbody>
</table>
organising systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor and evaluate operational performance and compliance
- Organise and plan own supervisory activities
- Manage time and priorities in the course of train driving activities.

Self management
- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

Learning
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Assist in creating a learning environment in the workplace
- Adapt own competence in response to any changes in rail operations
- Update own knowledge and skills required for rail supervisory activities.

Technology
- Use complex equipment and systems required during train driving activities
- Implement and monitor operational and maintenance procedures and systems for equipment used during train driving activities
- Implement and monitor the application of WHS/OHS procedures when supervising the use of rail equipment and facilities.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 21 units of competency comprising:

- 13 core units

plus

- 5 specialist elective units from Group A, B, C, D or E

plus

at least 3 general elective units which may be selected from the general elective units listed below, units not selected from Group A, B, C, D or E or alternatively, up to 2 units appropriate to the job role may be selected from the TLI10 Transport and Logistics Training Package or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance</td>
<td>TLIB3075A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB3118A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB4079A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIB4080A</td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td>TLIC2078A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC4023A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIC4026A</td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td>TLIE2007A</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLIF1001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF2010A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF3058A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIF4110A</td>
</tr>
</tbody>
</table>
emergencies when driving a train

| TLIF4111A | Work effectively in a train-driving environment |

**Group A Specialist Elective Units (Freight)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>TLIB3019B Test train braking system</td>
</tr>
<tr>
<td>Checking</td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>TLIB3026A Prepare for train operation</td>
</tr>
<tr>
<td></td>
<td>TLIB4078A Carry out a train roll-by inspection</td>
</tr>
<tr>
<td>C</td>
<td></td>
</tr>
<tr>
<td>Vehicle</td>
<td>TLIC3027A Stable a motive power unit</td>
</tr>
<tr>
<td>Operation</td>
<td>TLIC4019A Drive a train to operational requirements</td>
</tr>
</tbody>
</table>

**Group B Specialist Elective Units (Urban Electric)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>TLIB3105A Prepare electric passenger train</td>
</tr>
<tr>
<td>Checking</td>
<td>TLIB3108A Test operation of electric passenger train braking system</td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td></td>
</tr>
<tr>
<td>Vehicle</td>
<td>TLIC3046A Drive and operate electric passenger train</td>
</tr>
<tr>
<td>Operation</td>
<td>TLIC3047A Stable electric passenger train</td>
</tr>
<tr>
<td></td>
<td>TLIC3048B Shunt, couple and uncouple electric passenger trains</td>
</tr>
</tbody>
</table>

**Group C Specialist Elective Units (Country Passenger)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>TLIB3019B Test train braking system</td>
</tr>
<tr>
<td>Checking</td>
<td>TLIB3026A Prepare for train operation</td>
</tr>
<tr>
<td>Maintenance</td>
<td>TLIB4078A Carry out a train roll-by inspection</td>
</tr>
</tbody>
</table>

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Transport & Logistics Industry Skills Council
### Group D Specialist Elective Units (Steam Locomotive)

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB3124A</td>
<td>Apply awareness of steam locomotive fundamentals</td>
</tr>
<tr>
<td></td>
<td>TLIB4077A</td>
<td>Inspect and prepare a heritage steam locomotive</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC3030A</td>
<td>Operate and monitor a heritage steam locomotive</td>
</tr>
<tr>
<td></td>
<td>TLIC3031A</td>
<td>Stable a heritage steam locomotive</td>
</tr>
<tr>
<td></td>
<td>TLIC4019A</td>
<td>Drive a train to operational requirements</td>
</tr>
</tbody>
</table>

### Group E Specialist Elective Units (Heritage Motive Power)

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB3123A</td>
<td>Apply awareness of motive power unit fundamentals</td>
</tr>
<tr>
<td></td>
<td>TLIB4076A</td>
<td>Inspect and prepare a heritage motive power unit</td>
</tr>
<tr>
<td>C Vehicle Operation</td>
<td>TLIC3028A</td>
<td>Operate and monitor a heritage motive power unit</td>
</tr>
<tr>
<td></td>
<td>TLIC3029A</td>
<td>Stable a heritage motive power unit</td>
</tr>
<tr>
<td></td>
<td>TLIC4019A</td>
<td>Drive a train to operational requirements</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Equipment Checking and</td>
<td>TLIB3018A</td>
<td>Conduct full train examination</td>
</tr>
<tr>
<td>Checking and</td>
<td>TLIB3027A</td>
<td>Set up and shut down on-train remote control</td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIB4081A Provision a motive power unit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIB4082A Set up motive power units in multi-coupled consist</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Vehicle Operation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIC3018A Operate on-train remote control system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIC3082A Operate a locomotive by portable remote control</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIC4071A Establish and operate train braking system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIC4072A Operate and monitor a motive power unit on a main line</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIC4073A Set up, operate and shut down a distributed power system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIC4074A Shunt, couple and uncouple rail vehicles</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Load Handling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLID1001A Shift materials safely using manual handling methods</td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIE1003A Participate in basic workplace communications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIE2008A Process workplace documentation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIE3021A Work and communicate effectively with others</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIF2018A Operate fire fighting equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIF2080C Safely access the rail corridor</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIF2097A Use audible track warning devices</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIF3091A Apply awareness of dangerous goods and hazardous materials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HLTFA311A Apply first aid</td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIG1001A Work effectively with others</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TLIG2007A Work in a socially diverse environment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SITXCOM401 Manage conflict</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Service</td>
<td>TLII3022A</td>
</tr>
<tr>
<td>---</td>
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<td>----------</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLIL2048A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4009A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4083A</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU4011A</td>
</tr>
<tr>
<td>W</td>
<td>Equipment and Systems Operations</td>
<td>TLIW2037B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIW3026B</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI42713 Certificate IV in Tram/Light Rail Control

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This is a qualification for a person engaged in the control of tram/light rail networks. The job entails performing a broad range of skilled applications, including high-level decision making-processes, evaluating and analysing current practices, developing new criteria and procedures for performing current practices, and providing leadership and guidance to others in the application of the skills and knowledge.

Job roles:
- Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
  - Light Rail Controller
  - Tram Controller.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
## Employability Skills Summary

### Employability Skills Summary for TL42713 Certificate IV in Tram/Light Rail Control

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Establish and implement communication systems and procedures required for tram/light rail operations</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret verbal information related to controlling rail networks</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to tram/light rail operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to controlling tram/light rail networks</td>
</tr>
<tr>
<td></td>
<td>• Write documents as part of duties, including completing relevant forms, maintenance schedules, and accident and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Negotiate complex issues with others in the course of controlling tram/light rail networks</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Provide leadership to tram/light rail operations personnel</td>
</tr>
<tr>
<td></td>
<td>• Motivate others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of controlling tram/light rail networks</td>
</tr>
<tr>
<td></td>
<td>• Manage the resolution of interpersonal conflicts that may arise when controlling tram/light rail networks</td>
</tr>
<tr>
<td></td>
<td>• Manage the avoidance and prevention of harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Manage persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report complex problems arising in the course of controlling tram/light rail networks</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of controlling tram/light rail networks, including hazards and risks, and take appropriate action to report or resolve them within limits of responsibility</td>
</tr>
<tr>
<td></td>
<td>• Manage the control of hazards and risks in a range of complex and diverse situations that may arise when controlling</td>
</tr>
</tbody>
</table>
tram/light rail networks

- Use mathematics to solve problems, such as various calculations related to a wide range of tram/light rail operations

**Initiative and enterprise**

- Modify activities dependent on differing situations and contingencies when controlling tram/light rail networks
- Take appropriate initiative in a diverse range of operational situations
- Manage the response to changes in equipment, standard operating procedures and the work environment

**Planning and organising**

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the tram/light rail security and safety management systems, where applicable
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when controlling tram/light rail networks
- Organise and plan own activities
- Manage time and priorities in the course of controlling tram/light rail networks

**Self management**

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance

**Learning**

- Assist in the organisation of learning and assessment activities for others in the workplace
- Manage adaptation of others in the workplace to changes in tram/light rail systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of competence of others in the workplace
- Assist in creating a learning environment in the workplace
- Adapt own competence in response to changes in tram/light rail operations
- Update own knowledge and skills required for network control activities

**Technology**

- Use complex equipment and systems required when controlling tram/light rail networks
- Implement and monitor operational and maintenance procedures and systems for equipment used when controlling
tram/light rail networks
- Implement and monitor the application of OH&S procedures when using tram/light rail equipment and facilities

Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 12 units of competency comprising:
- 8 core units listed below

plus
- 4 elective units from the elective units listed below, which may include up to 2 units drawn with appropriate contextualisation from any currently endorsed national Training Package or accredited course, provided that the units contribute to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>Communication and Calculation</td>
<td>TLI43022A Complete workplace documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI4033A Use communication systems to control tram/light rail operations</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>TLI12010A Apply fatigue management strategies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI13087A Follow occupational health, safety and environmental procedures in the rail industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI14010A Communicate effectively to coordinate incident response procedures</td>
</tr>
<tr>
<td>G</td>
<td>Teamwork</td>
<td>TLI1001A Work effectively with others</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLI14084A Control daily tram/light rail operations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI14085A Coordinate tram/light rail traffic movement</td>
</tr>
</tbody>
</table>
General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB3118A</td>
<td>Apply awareness of railway fundamentals</td>
</tr>
<tr>
<td>E</td>
<td>BSBWRT301A</td>
<td>Write simple documents</td>
</tr>
<tr>
<td>F</td>
<td>TLIF3091A</td>
<td>Apply awareness of dangerous goods and hazardous materials requirements</td>
</tr>
<tr>
<td>G</td>
<td>TLIG2007A</td>
<td>Work in a socially diverse environment</td>
</tr>
<tr>
<td>I</td>
<td>TLII4022A</td>
<td>Identify and meet customer requirements</td>
</tr>
<tr>
<td>J</td>
<td>TLIJ2001A</td>
<td>Apply quality procedures</td>
</tr>
<tr>
<td>L</td>
<td>BSBWOR201A</td>
<td>Manage personal stress in the workplace</td>
</tr>
<tr>
<td></td>
<td>BSBWOR301B</td>
<td>Organise personal work priorities and development</td>
</tr>
<tr>
<td></td>
<td>TLIL4034A</td>
<td>Arrange alternative passenger transport</td>
</tr>
<tr>
<td></td>
<td>TLIL4038A</td>
<td>Organise marshalling and shunting operations</td>
</tr>
<tr>
<td></td>
<td>TLIL4050A</td>
<td>Allocate rolling stock</td>
</tr>
</tbody>
</table>

Custom Content Section

Not applicable.
TLI50210 Diploma of Materiel Logistics

Modification History
Not Applicable

Description
Rationale:
A qualification for those working in materiel sustainment and integrated logistics management roles.
Successful completion will require the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Materiel Logistics Manager (Integrated Logistics Support)
- Materiel Logistics Manager (Materiel Sustainment)

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
## Employability Skills Summary

**Employability Skills Summary for TLI50210 Diploma of Materiel Logistics**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Apply verbal communication techniques</td>
</tr>
<tr>
<td></td>
<td>• Complete reports, which may include organisational reports,</td>
</tr>
<tr>
<td></td>
<td>debrief reports</td>
</tr>
<tr>
<td></td>
<td>• Formulate advice and discussion with stakeholders</td>
</tr>
<tr>
<td></td>
<td>• Interpret information contained in policy, legislation</td>
</tr>
<tr>
<td></td>
<td>and regulations related to materiel logistics</td>
</tr>
<tr>
<td></td>
<td>• Refine letters and complex reports to specified standard</td>
</tr>
<tr>
<td></td>
<td>• Raise regular and timely reports and distribute</td>
</tr>
<tr>
<td></td>
<td>in accordance with organisational standards.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Activate internal and external liaison networks and maintain</td>
</tr>
<tr>
<td></td>
<td>to ensure effective communication</td>
</tr>
<tr>
<td></td>
<td>• Allocate tasks and conduct briefings in accordance with</td>
</tr>
<tr>
<td></td>
<td>logistics plans</td>
</tr>
<tr>
<td></td>
<td>• Allocate priority for action in accordance with relevant</td>
</tr>
<tr>
<td></td>
<td>parameters, instructions, policy and procedures</td>
</tr>
<tr>
<td></td>
<td>• Provide assistance to maximise individual contribution to</td>
</tr>
<tr>
<td></td>
<td>the attainment of team objectives</td>
</tr>
<tr>
<td></td>
<td>• Establish and maintain participation</td>
</tr>
<tr>
<td></td>
<td>• Formulate solutions for specified issues and provide to</td>
</tr>
<tr>
<td></td>
<td>appropriate personnel</td>
</tr>
<tr>
<td></td>
<td>• Provide and receive feedback in a constructive manner</td>
</tr>
<tr>
<td></td>
<td>• Recognise individual differences in the workplace, value</td>
</tr>
<tr>
<td></td>
<td>these differences and adjust own behaviour to account for</td>
</tr>
<tr>
<td></td>
<td>these differences</td>
</tr>
</tbody>
</table>
• Task staff to collect and collate information using standard procedures.

TLI50210 Diploma of Materiel Logistics (continued)

Employability Skill Industry/enterprise requirements for this qualification include:

Problem solving
• Analyse circumstances, and interpret and clearly define issue/s
• Analyse information to modify and update plans and prioritise tasks in accordance with plans and policy
• Conduct research related to issue/s and seek the advice of relevant personnel to clarify findings that are unclear
• Negotiate stakeholders’ requirements, and document and incorporate within proposed advice
• Obtain information required and analyse in accordance with professional standards.

Initiative and enterprise
• Solve problems and make decisions
• Translate research and analysis into clear advice to stakeholders.

Planning and organising
• Develop plans covering materiel management activities in accordance with instructions, policy and procedures
• Identify relevant policy, legislation and regulations to meet organisational information requirements
• Manage resources in accordance with the organisation’s policy and procedures
• Obtain information and identify situation to permit accurate assessment of the problem
• Review training and operational planning requirements to enhance future operations
• Terminate operation in accordance with operational standards.

Self management
• Apply concepts of due diligence
• Apply principles of duty of care
• Comply with professional codes of practice (as applicable) and ethical standards
• Ensure personal behaviour shows sensitivity to the differences between colleagues
• Maintain a calm approach under stress
• Manage communications within and between teams and organisations
• Participate as a team member
• Provide and receive feedback in a constructive manner.

TLI50210 Diploma of Materiel Logistics (continued)
Learning
- Learn about federal and state/territory legislation, regulations within legislation, government policy, organisation policy related to materiel logistics
- Learn about principles of risk management, locally used information management and communications systems, available resources, their capabilities, and access to them
- Learn about logistics requirements and industry capability.

Technology
- Access electronic or manual recording procedures
- Implement information management systems and maintain to provide accurate records
- Maintain management documentation
- Use appropriate information technology and software
- Use specialised information sources
- Use telephone systems, satellite phones, internet or intranet links.

Packaging Rules
Requirements for completion of the qualification:
A successful assessment outcome for 16 units of competency comprising:
- 4 core units listed below

plus
- 5 units from the integrated logistics support elective units (Group A) listed below or 5 units from the materiel sustainment electives (Group B) listed below

plus
- 4 units from the logistics elective units listed below

plus
- 3 general elective units which may be taken from the general elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from Certificate IV, Diploma or Advanced Diploma qualifications in this or other relevant endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites are complied with.

TLI50210 Diploma of Materiel Logistics (continued)

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
</table>

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Transport & Logistics Industry Skills Council
**E Communication and Calculation**

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSPGOV512A</td>
<td>Use complex workplace communication strategies</td>
</tr>
<tr>
<td>PSPGOV513A</td>
<td>Refine complex workplace documents</td>
</tr>
</tbody>
</table>

**P Administration and Finance**

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
</tbody>
</table>

**X Logistics**

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIX4028A</td>
<td>Apply knowledge of logistics</td>
</tr>
</tbody>
</table>

**Select 5 units from one group from the following options:**

Group A: Integrated Logistics Support
Group B: Materiel Sustainment

**Group A (Integrated Logistics Support)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Logistics</td>
<td>TLIX5003A</td>
<td>Develop and review integrated logistics plans</td>
</tr>
<tr>
<td></td>
<td>TLIX5004A</td>
<td>Develop integrated logistics support procedures</td>
</tr>
<tr>
<td></td>
<td>TLIX5005A</td>
<td>Manage integrated logistics support operations</td>
</tr>
<tr>
<td></td>
<td>TLIX5010A</td>
<td>Provide specialist integrated logistics support advice</td>
</tr>
<tr>
<td></td>
<td>TLIX4030A</td>
<td>Apply knowledge of materiel sustainment</td>
</tr>
<tr>
<td></td>
<td>TLIX4031A</td>
<td>Apply knowledge of configuration</td>
</tr>
<tr>
<td></td>
<td>TLIX4032A</td>
<td>Apply knowledge of technical regulatory framework</td>
</tr>
</tbody>
</table>

**Group B (Materiel Sustainment)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Logistics</td>
<td>TLIX5012A</td>
<td>Develop and review materiel sustainment plans</td>
</tr>
<tr>
<td></td>
<td>TLIX5013A</td>
<td>Develop materiel sustainment processes procedures</td>
</tr>
<tr>
<td></td>
<td>TLIX5014A</td>
<td>Manage materiel sustainment operations</td>
</tr>
<tr>
<td></td>
<td>TLIX5019A</td>
<td>Provide specialist materiel sustainment</td>
</tr>
</tbody>
</table>
### Logistics elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>L Resource Management</strong></td>
<td>TLIL5055A Manage a supply chain&lt;br&gt;TLIL4059A Implement asset management systems</td>
</tr>
<tr>
<td><strong>P Administration and Finance</strong></td>
<td>BSBFIM501A Manage budgets and financial plans&lt;br&gt;PSPPM504A Carry out complex project activities&lt;br&gt;TLIP5036A Manage assets</td>
</tr>
<tr>
<td><strong>R Contract Procurement</strong></td>
<td>TLIR5014A Manage suppliers</td>
</tr>
<tr>
<td><strong>X Logistics</strong></td>
<td>TLIX5006A Manage verification and validation&lt;br&gt;TLIX5015A Establish supply chains&lt;br&gt;TLIX5020A Develop and review configuration management plans&lt;br&gt;TLIX5021A Manage configuration management processes&lt;br&gt;TLIX5025A Provide specialist configuration management advice&lt;br&gt;TLIX5036A Manage and monitor technical data and information</td>
</tr>
</tbody>
</table>

### Elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E Communication and Calculation</strong></td>
<td>BSBPMG507A Manage project communications&lt;br&gt;PSPGOV504B Undertake research and analysis&lt;br&gt;PSPGOV5024A Interpret data and related statistics</td>
</tr>
<tr>
<td><strong>F Safety</strong></td>
<td>BSBOHS509A Ensure a safe workplace</td>
</tr>
</tbody>
</table>
### Management

<table>
<thead>
<tr>
<th>I Customer Service</th>
<th>BSBCUS501C</th>
<th>Manage quality customer service</th>
</tr>
</thead>
<tbody>
<tr>
<td>L Resource Management</td>
<td>BSBMGT502B</td>
<td>Manage people performance</td>
</tr>
<tr>
<td></td>
<td>BSBMGT516C</td>
<td>Facilitate continuous improvement</td>
</tr>
<tr>
<td></td>
<td>BSBPMG506A</td>
<td>Manage project human resources</td>
</tr>
<tr>
<td></td>
<td>PSPGOV518A</td>
<td>Benchmark performance</td>
</tr>
<tr>
<td>N Leadership and Supervision</td>
<td>PSPGOV511A</td>
<td>Provide leadership</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>BSBCOM501B</td>
<td>Identify and interpret compliance requirements</td>
</tr>
<tr>
<td></td>
<td>BSBINM501A</td>
<td>Manage an information or knowledge management system</td>
</tr>
<tr>
<td></td>
<td>BSBPMG503A</td>
<td>Manage project time</td>
</tr>
<tr>
<td></td>
<td>BSBPMG504A</td>
<td>Manage project costs</td>
</tr>
</tbody>
</table>

### Elective units (continued):

| R Contract Procurement | BSBPMG509A | Manage project procurement |
|                        | PSPPROC412A | Develop and distribute requests for offers |
|                        | PSPPROC413A | Select providers and develop contracts |
|                        | PSPPROC414A | Manage contracts |
|                        | PSPPROC506A | Plan to manage a contract |
|                        | PSPPROC503B | Manage contract performance |
|                        | PSPPROC504B | Finalise contracts |

| U Environment | TLIU4001A | Implement and monitor environmental protection policies and procedures |

### NOTES
BSB units have been imported from the BSB07 Business Services Training Package. PSP units have been imported from the PSP04 Public Sector Training Package.
TLI50310 Diploma of International Freight Forwarding

Modification History
Release 3. This is the third release of this qualification in the TLI10 Transport and Logistics Training Package Version 4.0. Minor correction – unit code version corrected. Release 3 is equivalent to the previous release.

Description
Rationale:
A qualification for those working in advanced international freight forwarding roles. Successful completion will require the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination and training may be involved.
The Diploma of International Freight Forwarding qualification is aligned to the following four job role specialisations:
- **Group A** International Freight Forwarders with responsibilities for managing own and work group activities
- **Group B** International Freight Forwarders specialising in special transport services including dangerous goods
- **Group C** International Freight Forwarders with work group and training responsibilities
- **Group D** International Freight Forwarders with responsibilities in a range of work contexts

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
Employability Skills Summary

Employability Skills Summary for TLI50310 Diploma of International Freight Forwarding

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability skill

Communication • Communicate effectively with managers, staff, customers, suppliers and the global freight forwarding network in the course of international freight forwarding
• Listen to and interpret complex verbal information related to international freight forwarding including the clarification and confirmation of work requirements and the receiving of operational feedback
• Read and interpret documentation such as applicable regulations, policy documents, contracts, insurance documents, plans, technical data, signage, labels, safety management systems, tenders, etc.
• Speak clearly and directly on diverse and complex matters related to international freight forwarding including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff
• Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and freight forwarding project plans, specifications, tenders and reports
• Responsibly negotiate complex issues with others in the course of international freight forwarding including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements
• Recognise and interpret non-verbal signs, signals and behaviour
• Establish and implement organisation's information and communication systems and procedures
• Establish and use global and local networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation
• Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, determine costs, forecast resource requirements, and audit performance.

TLI50310 Diploma of International Freight Forwarding (continued)
Employability skill

Industry/enterprise requirements for this qualification include:

**Teamwork**
- Provide leadership to staff
- Manage the resolution of any interpersonal conflicts that may arise in the course of international freight forwarding
- Motivate staff
- Provide opportunities for staff to achieve and maintain competence
- Coach, mentor and give feedback to staff
- Provide information, instruction, training and supervision
- Manage the avoidance and prevention of harassment of others in the workplace
- Ensure the active participation of team members in meeting goals and objectives
- Collaborate with staff and others in the course of international freight forwarding
- Work collaboratively with contractors, carriers and customers in the context of international freight forwarding
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

**Problem solving**
- Develop practical solutions for problems arising in the course of international freight forwarding including assessing hazards and ensuring there are alternative plans or processes to manage identified risks; monitoring issues which arise in the course of operations; and creating, implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the course of international freight forwarding
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them
- Resolve customer concerns in relation to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
- Test assumptions, taking the context of data and circumstances into account
- Audit and review systems and plans
- Use applicable mathematics to solve complex problems related to international freight forwarding.

TLI50310 Diploma of International Freight Forwarding (continued)
Industry/enterprise requirements for this qualification include:

**Employability skill**

**Initiative and enterprise**
- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources, and in both in encouraging input from staff and interactions between and amongst staff and teams
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders
- Value input from staff
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

**Planning and organising**
- Establish operational and emergency plans, systems and procedures for the organisation
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff, and clearly defining responsibilities
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed during international freight forwarding activities
- Prepare scope of work and work plans for self and team members
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of international freight forwarding activities
- Ensure feedback and other data contribute to improvements in operational effectiveness.

**TLI50310 Diploma of International Freight Forwarding (continued)**

**Employability skill**

Industry/enterprise requirements for this qualification include:
Employability skill

Industry/enterprise requirements for this qualification include:

Self management

- Interpret and apply relevant regulations and instructions
- Operate in accordance with the code of ethics for international freight forwarders
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and customers
- Maintain effective networks.

Learning

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change, and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Encourage the creation of a learning community in the workplace
- Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
- Adapt own competence in response to any changes in international freight forwarding processes
- Update own knowledge and skills required for international freight forwarding activities.

Technology

- Use complex equipment and Information and Communications Technology (ICT) systems required during freight forwarding and related logistics activities involved in international freight transport
- Apply a range of basic ICT skills
- Use ICT to organise and access data including the monitoring of freight forwarding and logistics processes, the tracking of international freight, and the recording and reporting of project status
- Applying ICT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during international freight forwarding projects
- Implement and monitor the application of OH&S procedures when using ICT and office equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for 14 units of competency comprising:
- 9 core units listed below

plus
- 5 elective units which may be taken from the elective units listed below for one of the four specialisations. Note that in the case of Group D, this may include up to 2 units drawn with appropriate contextualisation from qualifications in this or other relevant endorsed Training Package and accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A - Handling Cargo/Stock</td>
<td>TLIA5059A</td>
<td>Plan and organise the international forwarding of freight by sea and multimodal transport</td>
</tr>
<tr>
<td></td>
<td>TLIA5060A</td>
<td>Plan and organise the international forwarding of freight by air transport</td>
</tr>
<tr>
<td></td>
<td>TLIA5061A</td>
<td>Plan and organise the international forwarding of freight by road and rail transport</td>
</tr>
<tr>
<td>E - Communication and Calculation</td>
<td>TLIE5020A</td>
<td>Apply knowledge of freight forwarding documentation and permits</td>
</tr>
<tr>
<td>K - Technology</td>
<td>TLIK5009A</td>
<td>Apply knowledge of ICT to international freight forwarding activities</td>
</tr>
<tr>
<td>L - Resource Management</td>
<td>TLIL5061A</td>
<td>Apply knowledge of the international freight forwarding industry</td>
</tr>
<tr>
<td></td>
<td>TLIL5062A</td>
<td>Apply knowledge of logistics, storage and distribution to international freight forwarding</td>
</tr>
<tr>
<td></td>
<td>TLIL5063A</td>
<td>Review contracts, insurance, risk and liability in the international freight forwarding context</td>
</tr>
<tr>
<td>O - Security</td>
<td>TLIO5020A</td>
<td>Advise on and manage security and safety in international freight transport</td>
</tr>
</tbody>
</table>

Five elective units from one of the following groups (see note in Group D below for other options for 2 of those units):
### Group A
Specialisation for International Freight Forwarders with responsibilities for managing own and work group activities

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I - Customer Service</strong></td>
<td>BSBCUS501C</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td><strong>L - Resource Management</strong></td>
<td>BSBMGT502B</td>
<td>Manage people performance</td>
</tr>
<tr>
<td></td>
<td>PSPGOV518A</td>
<td>Benchmark performance</td>
</tr>
<tr>
<td></td>
<td>BSBMKG513A</td>
<td>Promote products and services to international markets</td>
</tr>
<tr>
<td><strong>P - Administration and Finance</strong></td>
<td>BSBFIM501A</td>
<td>Manage budgets and financial plans</td>
</tr>
</tbody>
</table>

### Group B
Specialisation for International Freight Forwarders specialising in special transport services including dangerous goods

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I - Customer Service</strong></td>
<td>BSBCUS501C</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td><strong>L - Resource Management</strong></td>
<td>TLIL5064A</td>
<td>Manage international special freight transport services including dangerous goods and special cargo</td>
</tr>
<tr>
<td></td>
<td>BSBMGT502B</td>
<td>Manage people performance</td>
</tr>
<tr>
<td></td>
<td>PSPGOV518A</td>
<td>Benchmark performance</td>
</tr>
<tr>
<td><strong>P - Administration and Finance</strong></td>
<td>BSBFIM501A</td>
<td>Manage budgets and financial plans</td>
</tr>
</tbody>
</table>

### Group C
Specialisation for International Freight Forwarders with work group and training responsibilities

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I - Customer Service</strong></td>
<td>BSBCUS501C</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td><strong>L - Resource Management</strong></td>
<td>BSBMGT502B</td>
<td>Manage people performance</td>
</tr>
<tr>
<td></td>
<td>PSPGOV518A</td>
<td>Benchmark performance</td>
</tr>
<tr>
<td><strong>M - Training and Assessment</strong></td>
<td>TAEDEL301A</td>
<td>Provide work skill instruction</td>
</tr>
<tr>
<td></td>
<td>TAEASS402A</td>
<td>Assess competence</td>
</tr>
</tbody>
</table>
Group D
Specialisation for International Freight Forwarders with responsibilities in a range of work contexts
5 elective units may be taken from the elective units listed, or may include at least 3 of the units in the list, plus up to 2 units drawn with appropriate contextualisation from qualifications in the Transport and Logistics or other relevant endorsed Training Packages or accredited course

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>I - Customer Service</td>
<td>BSBCUS501C</td>
</tr>
<tr>
<td></td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td>L - Resource Management</td>
<td>TLIL5064A</td>
</tr>
<tr>
<td></td>
<td>Manage international special freight transport services including dangerous goods and special cargo</td>
</tr>
<tr>
<td></td>
<td>BSBMGT502B</td>
</tr>
<tr>
<td></td>
<td>Manage people performance</td>
</tr>
<tr>
<td></td>
<td>PSPGOV518A</td>
</tr>
<tr>
<td></td>
<td>Benchmark performance</td>
</tr>
<tr>
<td></td>
<td>BSBMKG513A</td>
</tr>
<tr>
<td></td>
<td>Promote products and services to international markets</td>
</tr>
<tr>
<td>M - Training and Assessment</td>
<td>TAEDEL301A</td>
</tr>
<tr>
<td></td>
<td>Provide work skill instruction</td>
</tr>
<tr>
<td></td>
<td>TAEASS402A</td>
</tr>
<tr>
<td></td>
<td>Assess competence</td>
</tr>
<tr>
<td>P - Administration and Finance</td>
<td>BSBFIM501A</td>
</tr>
<tr>
<td></td>
<td>Manage budgets and financial plans</td>
</tr>
</tbody>
</table>
TLI50410 Diploma of Logistics

Modification History
Release 3 - One new unit - TLIM4004A - added to general electives. Imported units updated to current versions. Equivalent.

Description
Rationale:
A general qualification for the integrated management of logistics. Successful completion will require the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved. Successful completion of the licensing units within the qualification must align with applicable licensing and regulatory requirements.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Logistics Manager

Pathways Information
Not Applicable

Licensing/Regulatory Information
Refer to Description

Entry Requirements
Not Applicable
# Employability Skills Summary

**Employability Skills Summary for TLI50410 Diploma of Logistics**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Communicate effectively with managers, staff, clients and suppliers in the course of logistics management</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret complex verbal information related to logistics management including the clarification and confirmation of work requirements and the receiving of operational feedback</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret applicable regulations, policy documents, strategic plans, technical data, signage, labels, safety management systems, tenders, contracts, project plans, etc.</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to logistics management including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff</td>
</tr>
<tr>
<td></td>
<td>• Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and plans, project plans, specifications, tenders and technical reports</td>
</tr>
<tr>
<td></td>
<td>• Responsibly negotiate complex issues with others in the course of logistics management including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Establish and implement organisation's communication systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Establish and use networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation</td>
</tr>
<tr>
<td></td>
<td>• Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, forecast resource requirements, and audit performance.</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
**Teamwork** | - Provide leadership to staff  
- Manage the resolution of any interpersonal conflicts that may arise in the course of logistics management  
- Motivate staff  
- Provide opportunities for staff to achieve and maintain competence  
- Coach, mentor and give feedback to staff  
- Provide information, instruction, training and supervision  
- Manage the avoidance and prevention of harassment of others in the workplace  
- Ensure the active participation of team members in meeting goals and objectives  
- Collaborate with staff and others in the course of logistics management  
- Work collaboratively with suppliers and clients in the context of supply chain management  
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.  
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

**Problem solving** | - Develop practical solutions for problems arising in the course of logistics management including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and creating, implementing and applying risk management systems  
- Manage hazards and risks in complex and diverse situations that may occur in the course of logistics management  
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance  
- Show independence and initiative in identifying problems and solving them

**Problem solving (continued)** | - Resolve customer concerns in relations to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines  
- Test assumptions taking the context of data and circumstances into account
<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Audit and review systems and plans</td>
</tr>
<tr>
<td></td>
<td>• Use applicable mathematics to solve complex problems related</td>
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<td></td>
<td>to logistics management.</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>• Modify activities dependent on differing work situations and</td>
</tr>
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<td></td>
<td>contingencies</td>
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<tr>
<td></td>
<td>• Take appropriate initiatives in complex and diverse situations</td>
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<td></td>
<td>such as those above</td>
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<tr>
<td></td>
<td>• Recognise and respond to changes in internal and external</td>
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<tr>
<td></td>
<td>operating environments</td>
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<tr>
<td></td>
<td>• Contribute to and manage continuous improvement processes</td>
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<td></td>
<td>• Be creative in approaches to change and innovation, in</td>
</tr>
<tr>
<td></td>
<td>response to conflicts in coordination and allocation of</td>
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<td>• Translate ideas into action including applying consultative</td>
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<td>processes, developing plans, applying new technologies and</td>
</tr>
<tr>
<td></td>
<td>concepts and gaining the support of internal and external</td>
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<td>stakeholders</td>
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<tr>
<td></td>
<td>• Value input from staff</td>
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<td></td>
<td>• Manage the response to any contingencies and changes in</td>
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<td>equipment, standard operating procedures and the working</td>
</tr>
<tr>
<td></td>
<td>environment.</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>• Establish operational and emergency plans, systems and</td>
</tr>
<tr>
<td></td>
<td>procedures for the organisation</td>
</tr>
<tr>
<td></td>
<td>• Allocate people and other resources to tasks including adapting</td>
</tr>
<tr>
<td></td>
<td>allocations to cope with contingencies, delegating tasks and</td>
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<td>responsibilities to capable staff and clearly defining</td>
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<tr>
<td></td>
<td>responsibilities</td>
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<td></td>
<td>• Establish and implement systems and procedures for</td>
</tr>
<tr>
<td></td>
<td>maintaining compliance with applicable regulations and codes</td>
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<tr>
<td></td>
<td>of practice</td>
</tr>
<tr>
<td></td>
<td>• Establish and implement workplace security and safety</td>
</tr>
<tr>
<td></td>
<td>management systems (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• Monitor, evaluate and report on operational performance and</td>
</tr>
<tr>
<td></td>
<td>compliance</td>
</tr>
<tr>
<td></td>
<td>• Collect, analyse, interpret and organise information needed</td>
</tr>
<tr>
<td></td>
<td>during logistics management activities</td>
</tr>
<tr>
<td></td>
<td>• Prepare scope of work and work plans for self and team</td>
</tr>
<tr>
<td></td>
<td>members</td>
</tr>
<tr>
<td></td>
<td>• Be resourceful in planning for and assessing risk</td>
</tr>
<tr>
<td></td>
<td>• Ensure feedback and other data contribute to improvements in</td>
</tr>
<tr>
<td></td>
<td>operational effectiveness</td>
</tr>
</tbody>
</table>
Employability Skill: Industry/enterprise requirements for this qualification include:

- Manage time and priorities in the course of logistics management
- Ensure feedback and other data contribute to improvements in operational effectiveness.

Self management:

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and customers
- Maintain effective networks.

Learning:

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Encourage the creation of a learning community in the workplace
- Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
- Adapt own competence in response to any changes in logistics management processes
- Update own knowledge and skills required for logistics management activities.

Technology:

- Use complex equipment and IT systems required during logistics management activities involved in transport, logistics, freight forwarding and customs broking
- Apply a range of basic IT skills
- Use IT to organise and access data including the monitoring of logistics processes, the tracking of items and the recording and reporting of system status
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during logistics
Employability Skill  | Industry/enterprise requirements for this qualification include:

management activities involved in transport, logistics, freight forwarding and customs broking

- Implement and monitor the application of OH&S procedures when using IT and office equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total of 14 units of competency comprising:

- 1 core unit listed below

plus

- 7 technical elective units from the selected list below

plus

- 6 elective units which may be taken from the elective units listed below, the remaining technical elective units listed below, or may include up to 3 units drawn with appropriate contextualisation from this Training Package, and/or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites specified are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>L Resource Management</td>
<td>TLIL5020A Develop and maintain operational procedures for transport and logistics enterprises</td>
</tr>
</tbody>
</table>

Technical elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA5029A Plan and manage storage of dangerous goods and hazardous substances</td>
</tr>
<tr>
<td></td>
<td>TLIA5035A Manage international freight transfer</td>
</tr>
<tr>
<td></td>
<td>TLIA5058A Manage facility and inventory requirements</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>BSBOHS509A Ensure a safe workplace</td>
</tr>
<tr>
<td></td>
<td>TLIF4064A Manage fatigue management policy and procedures</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>TLIJ5018A Manage customer service</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL5019A Implement and monitor transport logistics</td>
</tr>
<tr>
<td></td>
<td>TLIL5026A Manage export logistics</td>
</tr>
<tr>
<td></td>
<td>TLIL5055A Manage a supply chain</td>
</tr>
<tr>
<td></td>
<td>TLIL5057A Maintain, monitor and improve transport operations systems</td>
</tr>
<tr>
<td>P Administration</td>
<td>TLIP5004A Develop a transport and logistics business plan</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
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<tr>
<td>and Finance</td>
<td>TLIP5006A</td>
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<td>TLIP5008A</td>
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<td>TLIP5011A</td>
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<tr>
<td>R Contract Procurement</td>
<td>TLIR5006A</td>
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<td></td>
<td>TLIR5007A</td>
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<tr>
<td></td>
<td>TLIR5014A</td>
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<tr>
<td>U Environment</td>
<td>TLIU4001A</td>
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<tr>
<td></td>
<td>TLIU5006A</td>
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<tr>
<td>X Logistics</td>
<td>TLIX4028A</td>
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<tr>
<td></td>
<td>TLIX5036A</td>
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<tr>
<td></td>
<td>TLIX5040A</td>
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<tr>
<td>Elective units:</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>B Equipment Checking and Maintenance</td>
<td>TLIB5010A</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>TLIF5017A</td>
</tr>
<tr>
<td></td>
<td>TLIF5020A</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>BSBWOR502A</td>
</tr>
<tr>
<td>J Quality</td>
<td>TLIJ5007A</td>
</tr>
<tr>
<td>K Technology</td>
<td>TLIK5006A</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>BSBHRM402A</td>
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<tr>
<td></td>
<td>BSBMGT502B</td>
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<td></td>
<td>BSBMGT516C</td>
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<td></td>
<td>TLIL4009A</td>
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<tr>
<td>Field</td>
<td>Unit</td>
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<tr>
<td>development</td>
<td>BSBWRK509A</td>
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<tr>
<td></td>
<td>PSPGOV506A</td>
</tr>
<tr>
<td>Mentoring</td>
<td>TLIM4004A</td>
</tr>
<tr>
<td>Security</td>
<td>TLIOS005A</td>
</tr>
<tr>
<td></td>
<td>TLIOS006A</td>
</tr>
<tr>
<td></td>
<td>TLIOS017A</td>
</tr>
<tr>
<td></td>
<td>TLIOS018A</td>
</tr>
<tr>
<td>Administration and Finance</td>
<td>BSBCOM501B</td>
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<tr>
<td></td>
<td>BSBINN502A</td>
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<tr>
<td></td>
<td>BSBMGT515A</td>
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<td>BSBPMG510A</td>
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<tr>
<td></td>
<td>BSBRSK501B</td>
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<td></td>
<td>SITXEVT018B</td>
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<td>TLIPO07A</td>
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<td>TLIPO25A</td>
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<td>TLIPO35A</td>
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<td></td>
<td>TLIPO36A</td>
</tr>
<tr>
<td>Contract Procurement</td>
<td>TLIR4003A</td>
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<tr>
<td></td>
<td>TLIR5005A</td>
</tr>
<tr>
<td>Environment</td>
<td>TLIU4010A</td>
</tr>
</tbody>
</table>
TLI50510 Diploma of Deployment Logistics

Modification History
Release 3 - One imported unit updated to current version. Equivalent.

Description
Rationale: A qualification for those working in deployment logistics management roles. Successful completion will require the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved.

Job roles: Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Logistics Manager (Deployed Operations)

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
Employability Skills Summary

Employability Skills Summary for TLI50510 Diploma of Deployment Logistics

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Communicate effectively with managers, staff, clients and stakeholders in the course of deployment logistics management</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret complex verbal information related to deployment logistics management including the clarification and confirmation of work requirements and the receiving of operational feedback</td>
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<tr>
<td></td>
<td>• Read and interpret applicable regulations, legislation, policy documents, strategic plans, technical data, signage, labels, safety management systems, tenders, contracts, project plans, related to deployment logistics</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to deployment logistics management including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff</td>
</tr>
<tr>
<td></td>
<td>• Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and plans, project plans, specifications, tenders and technical reports</td>
</tr>
<tr>
<td></td>
<td>• Responsibly negotiate complex issues with others in the course of deployment logistics management including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Establish and implement organisation's communication systems and procedures</td>
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<tr>
<td></td>
<td>• Establish and use networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation</td>
</tr>
<tr>
<td></td>
<td>• Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, forecast</td>
</tr>
</tbody>
</table>
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
| resource requirements, and audit performance. |  
Teamwork |  
- Provide leadership to staff  
- Manage the resolution of any interpersonal conflicts that may arise in the course of deployment logistics management  
- Motivate staff  
- Provide opportunities for staff to achieve and maintain competence  
- Coach, mentor and give feedback to staff  
- Provide information, instruction, training and supervision  
- Manage the avoidance and prevention of harassment of others in the workplace  
- Ensure the active participation of team members in meeting goals and objectives  
- Collaborate with staff and others in the course of deployment logistics management  
- Work collaboratively with stakeholders in the context of deployment logistics management  
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.  
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.  
Problem solving |  
- Develop practical solutions for problems arising in the course of deployment logistics management including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and creating, implementing and applying risk management systems  
- Manage hazards and risks in complex and diverse situations that may occur in the course of deployment logistics management  
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance  
- Show independence and initiative in identifying problems and solving them.  
- Resolve stakeholder concerns in relations to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
Employability Skill

Industry/enterprise requirements for this qualification include:

- Test assumptions taking the context of data and circumstances into account
- Review systems and plans
- Use applicable mathematics to solve complex problems related to deployment logistics management.

Initiative and enterprise

- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal an external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources and in both in encouraging input from staff and interactions between and amongst staff and teams
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders
- Value input from staff
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Establish operational and emergency plans, systems and procedures for the organisation
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff and clearly defining responsibilities
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed during deployment logistics management activities
- Prepare scope of work and work plans for self and team members
- Be resourceful in planning for and assessing risk
Employability Skill

Industry/enterprise requirements for this qualification include:

- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of deployment logistics management
- Ensure feedback and other data contribute to improvements in operational effectiveness.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff, customers and stakeholders
- Maintain effective networks.

Learning

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Encourage the creation of a learning community in the workplace
- Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
- Adapt own competence in response to any changes in deployment logistics management processes
- Update own knowledge and skills required for deployment logistics management activities.

Technology

- Use complex equipment and IT systems required during deployment logistics management activities
- Apply a range of basic IT skills
- Use IT to organise and access data including the monitoring of deployment logistics processes, the tracking of items and the recording and reporting of system status
- Applying IT as a management tool to store and organise data
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
 | • Implement and monitor operational and maintenance procedures and systems for equipment used during deployment logistics management activities
 | • Implement and monitor the application of OH&S procedures when using IT and office equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for 15 units of competency comprising:

- 4 core units listed below

plus

- 5 units from the integrated deployment logistics elective units listed below

plus

- 6 general elective units which may be taken from the general elective units listed below, any remaining integrated deployment logistic elective units, or may include up to 4 units drawn with appropriate contextualisation from this Training Package and/or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>E  Communication and Calculation</td>
<td>PSPGOV512A  Use complex workplace communication strategies</td>
</tr>
<tr>
<td>G  Teamwork</td>
<td>BSBWOR502A  Ensure team effectiveness</td>
</tr>
<tr>
<td>P  Administration and Finance</td>
<td>BSBRSK401A  Identify risk and apply risk management processes</td>
</tr>
<tr>
<td>X  Logistics</td>
<td>TLIX4028A  Apply knowledge of logistics</td>
</tr>
</tbody>
</table>

Integrated deployment logistics elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A   Handling Cargo/Stock</td>
<td>TLIA3023A  Coordinate stocktakes</td>
</tr>
<tr>
<td></td>
<td>TLIA4028A  Assess and monitor optimum stock levels</td>
</tr>
<tr>
<td></td>
<td>TLIA5058A  Manage facility and inventory</td>
</tr>
<tr>
<td>B   Equipment Checking and Maintenance</td>
<td>TLIB2001A  Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>E  Communication and Calculation</td>
<td>PUACOM007B  Liaise with other organisations</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
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</tr>
<tr>
<td>F Safety Management</td>
<td>SITXFSA001A Implement food safety procedures</td>
</tr>
<tr>
<td></td>
<td>SITXOHS002A Follow workplace hygiene procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF3063A Administer the implementation of fatigue management</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>TLIL5020A Develop and maintain operational procedures for transport and logistics enterprises</td>
</tr>
<tr>
<td></td>
<td>TLIL5057A Maintain, monitor and improve transport operations systems</td>
</tr>
<tr>
<td></td>
<td>TLIL5055A Manage a supply chain</td>
</tr>
<tr>
<td></td>
<td>TLIL4059A Implement asset management systems</td>
</tr>
<tr>
<td>N Leadership and Supervision</td>
<td>PUAOPE001B Supervise response</td>
</tr>
<tr>
<td>O Security</td>
<td>TLI05005A Plan and manage security procedures for the enterprise</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>BSBFIM501A Manage budgets and financial plans</td>
</tr>
<tr>
<td></td>
<td>PSPPM504A Carry out complex project activities</td>
</tr>
<tr>
<td></td>
<td>TLIP5036A Manage assets</td>
</tr>
<tr>
<td>R Contract Procurement</td>
<td>PSPPROC303A Carry out basic procurement</td>
</tr>
<tr>
<td></td>
<td>TLIR5014A Manage suppliers</td>
</tr>
<tr>
<td>X Logistics</td>
<td>TLI5006A Manage verification and validation</td>
</tr>
<tr>
<td></td>
<td>TLI5015A Establish supply chains</td>
</tr>
<tr>
<td></td>
<td>TLI5020A Develop and review configuration management plans</td>
</tr>
<tr>
<td></td>
<td>TLI5021A Manage configuration management processes</td>
</tr>
<tr>
<td></td>
<td>TLI5025A Provide specialist configuration management advice</td>
</tr>
<tr>
<td></td>
<td>TLI4032A Apply a knowledge of technical regulatory framework</td>
</tr>
<tr>
<td></td>
<td>TLI5036A Manage and monitor technical data and information systems</td>
</tr>
<tr>
<td></td>
<td>TLI5037A Plan logistic support for deployed operations</td>
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<tr>
<td>Field</td>
<td>Unit</td>
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<tr>
<td></td>
<td>TLIX5038A Logistics</td>
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<tr>
<td></td>
<td>Organise the deployment and delivery of</td>
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<td>support</td>
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<td>TLIX5039A</td>
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<td></td>
<td>Plan and conduct road convoy</td>
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<td>TLIX5040A</td>
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<td></td>
<td>Manage contracted support services</td>
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<td>TLIX5041A</td>
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<tr>
<td></td>
<td>Organise supply support on deployment</td>
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<tr>
<td></td>
<td>TLIX5042A</td>
</tr>
<tr>
<td></td>
<td>Organise road transport operations</td>
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<td>TLIX5043A</td>
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<tr>
<td></td>
<td>Conduct maintenance on deployed operations</td>
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<td>TLIX5044A</td>
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<td></td>
<td>Organise health support operations</td>
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<td></td>
<td>TLIX5045A</td>
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<tr>
<td></td>
<td>Manage and monitor catering on deployed</td>
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</tbody>
</table>

**Elective units:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA4005A Check and evaluate records and</td>
</tr>
<tr>
<td></td>
<td>documentation</td>
</tr>
<tr>
<td>E Communication and</td>
<td>PSPGOV513A Refine complex workplace</td>
</tr>
<tr>
<td>Calculation</td>
<td>documents</td>
</tr>
<tr>
<td></td>
<td>PSPGOV524A Interpret data and related</td>
</tr>
<tr>
<td></td>
<td>statistics</td>
</tr>
<tr>
<td></td>
<td>TLIE4006A Collect, analyse and present</td>
</tr>
<tr>
<td></td>
<td>workplace data and information</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>BSOHS509A Ensure a safe workplace</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>BSBWOR502A Ensure team effectiveness</td>
</tr>
<tr>
<td></td>
<td>TLIG4006A Facilitate work teams</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>BSBCUS501C Manage quality customer service</td>
</tr>
<tr>
<td></td>
<td>TLIi5018A Manage customer service</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>BSBMGT502B Manage people performance</td>
</tr>
<tr>
<td></td>
<td>BSBMGT516C Facilitate continuous improvement</td>
</tr>
<tr>
<td></td>
<td>BSBWOR501A Manage personal work priorities</td>
</tr>
<tr>
<td></td>
<td>and professional development</td>
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<tr>
<td></td>
<td>PSPGOV503B Coordinate resource allocation</td>
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<td>and usage</td>
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<tr>
<td>Field</td>
<td>Unit</td>
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</tr>
<tr>
<td></td>
<td>PSPGOV506A Support workplace coaching and</td>
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<tr>
<td></td>
<td>mentoring</td>
</tr>
<tr>
<td></td>
<td>PSPGOV519A Manage performance</td>
</tr>
<tr>
<td></td>
<td>PSPMNGT602B Manage resources</td>
</tr>
<tr>
<td></td>
<td>TLIL4005A Apply conflict/grievance resolution strategies</td>
</tr>
<tr>
<td></td>
<td>TLIL4033A Promote effective workplace practice</td>
</tr>
<tr>
<td>Leadership and Supervision</td>
<td>PSPGOV511A Provide leadership</td>
</tr>
<tr>
<td></td>
<td>PSPGOV515A Develop and use political nous</td>
</tr>
<tr>
<td></td>
<td>PSPGOV516A Develop and use emotional intelligence</td>
</tr>
<tr>
<td></td>
<td>PSPMNGT701B Provide strategic direction</td>
</tr>
<tr>
<td></td>
<td>PSPPOL404A Support policy implementation</td>
</tr>
<tr>
<td>Administration and Finance</td>
<td>BSBCOM501B Identify and interpret compliance requirements</td>
</tr>
<tr>
<td></td>
<td>BSBPMG510A Manage projects</td>
</tr>
<tr>
<td></td>
<td>BSBMGT515A Manage operational plan</td>
</tr>
<tr>
<td></td>
<td>BSBINN502A Build and sustain an innovative work environment</td>
</tr>
<tr>
<td></td>
<td>PSPPROC405C Dispose of assets</td>
</tr>
<tr>
<td></td>
<td>SITXEVT018B Develop a transport strategy for an event</td>
</tr>
<tr>
<td>Contract Procurement</td>
<td>PSPPROC414A Manage contracts</td>
</tr>
<tr>
<td></td>
<td>PSPPROC411A Plan procurement</td>
</tr>
<tr>
<td></td>
<td>PSPPROC412A Develop and distribute requests for offers</td>
</tr>
<tr>
<td></td>
<td>PSPPROC413A Select providers and develop contracts</td>
</tr>
<tr>
<td></td>
<td>PSPPROC414A Manage contracts</td>
</tr>
<tr>
<td></td>
<td>PSPPROC506A Plan to manage a contract</td>
</tr>
<tr>
<td></td>
<td>PSPPROC503B Manage contract performance</td>
</tr>
<tr>
<td></td>
<td>PSPPROC504B Finalise contracts</td>
</tr>
<tr>
<td>Logistics</td>
<td>TLIX4029A Apply knowledge of integrated logistics support</td>
</tr>
<tr>
<td></td>
<td>TLIX4030A Apply knowledge of materiel sustainment</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
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<td>--------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>TLIX4031A Apply knowledge of configuration management</td>
</tr>
<tr>
<td>U</td>
<td>BSBSUS501A Develop workplace policy and procedures</td>
</tr>
<tr>
<td></td>
<td>for sustainability</td>
</tr>
<tr>
<td></td>
<td>TLIU4001A Implement and monitor environmental protection policies and procedures</td>
</tr>
</tbody>
</table>

**NOTES**
BSB units have been imported from the BSB07 Business Services Training Package.
PSP units have been imported from the PSP04 Public Sector Training Package.
PUA units have been imported from PUA00 Public Safety Training Package.
SIT units have been imported from the SIT07 Tourism, Hospitality and Events Training Package.
Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This is a general qualification for the management of rail operations. This qualification requires the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Application involves participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing or organising others to carry out complex technical operations. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Network Controller
- Passenger Services Manager
- Rail Freight Manager
- Rail Operations Manager
- Rail Maintenance Manager.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI50613 Diploma of Rail Operations Management

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

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<tr>
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<tr>
<td></td>
<td>• Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and plans, project plans, specifications, tenders and technical reports</td>
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<td></td>
<td>• Responsibly negotiate complex issues with others in the course of rail operations management including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements</td>
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<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Establish and implement organisation's communication systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Establish and use networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation</td>
</tr>
<tr>
<td></td>
<td>• Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, forecast resource requirements, and audit performance.</td>
</tr>
</tbody>
</table>
Teamwork

- Provide leadership to staff
- Manage the resolution of any interpersonal conflicts that may arise in the course of rail operations management
- Motivate staff
- Provide opportunities for staff to achieve and maintain competence
- Coach, mentor and give feedback to staff
- Provide information, instruction, training and supervision
- Manage the avoidance and prevention of harassment of others in the workplace
- Ensure the active participation of team members in meeting goals and objectives
- Collaborate with staff and others in the course of rail operations management
- Work collaboratively with suppliers and clients in the context of supply chain management
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving

- Develop practical solutions for problems arising in the course of rail operations management including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and creating, implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the course of rail operations management
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them
- Resolve customer concerns in relations to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
- Test assumptions taking the context of data and circumstances into account
- Audit and review systems and plans
- Use applicable mathematics to solve complex problems related to rail operations management.
**Initiative and enterprise**

- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources and in both in encouraging input from staff and interactions between and amongst staff and teams
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders
- Value input from staff
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

**Planning and organising**

- Establish operational and emergency plans, systems and procedures for the organisation
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff and clearly defining responsibilities
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed during rail operations management activities
- Prepare scope of work and work plans for self and team members
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of rail operations management
- Ensure feedback and other data contribute to improvements in operational effectiveness.

**Self management**

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and customers
- Maintain effective networks.

**Learning**

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Encourage the creation of a learning community in the workplace
- Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
- Adapt own competence in response to any changes in rail operations management processes
- Update own knowledge and skills required for rail operations management activities.

**Technology**

- Use complex equipment and IT systems required during rail operations management activities involved in transport, rail operations, freight forwarding and customs broking
- Apply a range of basic IT skills
- Use IT to organise and access data including the monitoring of rail operations processes, the tracking of items and the recording and reporting of system status
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during rail operations management activities involved in transport, rail operations, freight forwarding and customs broking
- Implement and monitor the application of OH&S procedures when using IT and office equipment and facilities.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 14 units of competency comprising:

- **8 core units** listed below

plus

- **2 specialist elective units** from one of the **Groups A–H** listed below

plus

- **4 general elective units**

  The general elective units may be selected from the general elective list or units not already selected from Group A, B, C, D, E, F, G, H. Two of these general elective units may be selected from any other TLI10 Transport and Logistics Training Package qualification or Skill Set, any other Training Package or state/territory accredited course; the general elective units selected must contribute to the vocational outcomes of the qualification.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>Communication &amp; Calculation</td>
<td>TLI4032A</td>
</tr>
<tr>
<td>F</td>
<td>Safety Management</td>
<td>AHC0HS501A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI4104A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI4107A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI5021A</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>TLLIL5066A</td>
</tr>
<tr>
<td>W</td>
<td>Equipment &amp; Systems Operation</td>
<td>TLI5001A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLI5002A</td>
</tr>
</tbody>
</table>
**Specialist elective units**
Select all units from one of the following specialist elective groups:

- Group A: Rail Operations
- Group B: Yard Operations
- Group C: Passenger Operations
- Group D: Freight/Heavy Haul Operations
- Group E: Network Control
- Group F: Rail Safety
- Group G: Maintenance Operations
- Group H: Incident management.

### Group A: Rail Operations

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>Resource Management TLIL5073A</td>
<td>Manage train crewing and rostering</td>
</tr>
<tr>
<td>W</td>
<td>Equipment &amp; Systems Operation TLIW5004A</td>
<td>Manage train planning</td>
</tr>
</tbody>
</table>

### Group B: Yard Operations

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Equipment Checking and Maintenance TLIB2122A</td>
<td>Apply awareness of fundamentals of rail operations in yards or sidings</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management TLIL5069A</td>
<td>Manage a rail yard or terminal</td>
</tr>
</tbody>
</table>

### Group C: Passenger Operations

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>Resource Management TLIL5071A</td>
<td>Manage rail passenger operations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Manage train crewing and rostering</td>
</tr>
</tbody>
</table>
### Group D: Freight/Heavy Haul Operations

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>TLIL5019A</td>
<td>Implement and monitor transport logistics</td>
</tr>
<tr>
<td></td>
<td>TLIL5070A</td>
<td>Manage rail freight operations</td>
</tr>
</tbody>
</table>

### Group E: Network Control

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>TLIF5024A</td>
<td>Develop plans for emergency response and recovery of rail networks</td>
</tr>
<tr>
<td>W</td>
<td>TLIW5003A</td>
<td>Manage rail network control systems</td>
</tr>
</tbody>
</table>

### Group F: Rail Safety

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>TLIF4100A</td>
<td>Identify and meet rail safety regulatory compliance requirements</td>
</tr>
<tr>
<td></td>
<td>TLIF4101A</td>
<td>Implement and maintain a rail safety culture</td>
</tr>
</tbody>
</table>
### Group G: Maintenance Operations

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB5010A Equipment Checking and Maintenance</td>
<td>Plan and implement maintenance schedules</td>
</tr>
<tr>
<td>L</td>
<td>TLIL5072A Resource Management</td>
<td>Manage rail yard operations</td>
</tr>
</tbody>
</table>

### Group H: Incident Management

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>TLIF5017A Safety Management</td>
<td>Investigate rail safety incidents</td>
</tr>
<tr>
<td></td>
<td>TLIF5023A</td>
<td>Undertake a derailment investigation</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>CPPSEC5001A Safety Management</td>
<td>Establish and maintain an occupational health and safety system</td>
</tr>
<tr>
<td></td>
<td>TLIF4064A</td>
<td>Manage fatigue management policy and procedures</td>
</tr>
<tr>
<td></td>
<td>TLIF4086A</td>
<td>Control and coordinate incident responses</td>
</tr>
<tr>
<td></td>
<td>TLIF4094A</td>
<td>Ensure compliance with chain of responsibility</td>
</tr>
<tr>
<td></td>
<td>TLIF4099A</td>
<td>Develop an application for, or variation to, rail accreditation</td>
</tr>
<tr>
<td></td>
<td>TLIF5022A</td>
<td>Develop and manage fitness for work procedures</td>
</tr>
<tr>
<td>I</td>
<td>BSBCUS501C Customer Service</td>
<td>Manage quality customer service</td>
</tr>
<tr>
<td>L</td>
<td>BSBHRM513A Resource Management</td>
<td>Manage workforce planning</td>
</tr>
<tr>
<td></td>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>PSPHR504A</td>
<td>Implement workforce planning and succession strategies</td>
<td></td>
</tr>
<tr>
<td>TLIL4069A</td>
<td>Plan and coordinate protection for multiple worksites within limits of a work on track authority</td>
<td></td>
</tr>
<tr>
<td>TLIL4081A</td>
<td>Ensure competency of rail safety workers</td>
<td></td>
</tr>
<tr>
<td>TLIL5055A</td>
<td>Manage a supply chain</td>
<td></td>
</tr>
<tr>
<td>TLIL5065A</td>
<td>Roster train crews</td>
<td></td>
</tr>
<tr>
<td>PSPSEC602A</td>
<td>Manage security awareness</td>
<td></td>
</tr>
<tr>
<td>TLIO5005A</td>
<td>Plan and manage security procedures for the enterprise</td>
<td></td>
</tr>
<tr>
<td>BSBPMG416A</td>
<td>Apply project procurement procedures</td>
<td></td>
</tr>
<tr>
<td>TLIP5035A</td>
<td>Manage budgets and financial plans</td>
<td></td>
</tr>
<tr>
<td>TLIP5036A</td>
<td>Manage assets</td>
<td></td>
</tr>
<tr>
<td>PSPPROC505A</td>
<td>Manage procurement risk</td>
<td></td>
</tr>
<tr>
<td>TLIR5005A</td>
<td>Manage a contract</td>
<td></td>
</tr>
<tr>
<td>TLIU4001A</td>
<td>Implement and monitor environmental protection policies and procedures</td>
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</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI50713 Diploma of Bus and Coach Operations

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This qualification is designed for bus and coach operations job roles within the transport and logistics industry. Successful achievement of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 5.

Job roles:
The TLI50713 Diploma of Bus and Coach Operations qualification is aligned to the following defined roles:
- Fleet Manager
- Operations Manager
- Passenger Service Delivery Manager
- Service Delivery Manager.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
### Employability Skills Summary

**Employability Skills Summary for TLI50713 Diploma of Bus and Coach Operations**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

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<td>• Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, forecast</td>
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</table>
resource requirements and audit performance.

**Teamwork**

- Provide leadership to staff
- Manage the resolution of any interpersonal conflicts that may arise in the course of bus and coach operations management
- Motivate staff
- Provide opportunities for staff to achieve and maintain competence
- Coach, mentor and give feedback to staff
- Provide information, instruction, training and supervision
- Manage the avoidance and prevention of harassment of others in the workplace
- Ensure the active participation of team members in meeting goals and objectives
- Collaborate with staff and others in the course of bus and coach operations management
- Work collaboratively with suppliers and clients in the context of bus and coach operations management
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among managers, team leaders, supervisors, etc.
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

**Problem solving**

- Develop practical solutions for problems arising in the course of bus and coach operations management including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues that arise in the course of operations and creating, implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the course of bus and coach operations management
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them
- Resolve customer concerns in relations to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
- Test assumptions taking the context of data and circumstances into account
- Audit and review systems and plans
Initiative and enterprise

- Use applicable mathematics to solve complex problems related to bus and coach operations management.
- Modify activities dependent on differing work situations and contingencies.
- Take appropriate initiatives in complex and diverse situations such as those above.
- Recognise and respond to changes in internal and external operating environments.
- Contribute to and manage continuous improvement processes.
- Be creative in approaches to change and innovation in response to conflicts in coordination and allocation of resources and in encouraging input from staff and interactions between and among staff and teams.
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders.
- Value input from staff.
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Establish operational and emergency plans, systems and procedures for the organisation.
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff and clearly defining responsibilities.
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice.
- Establish and implement workplace security and safety management systems (where applicable).
- Monitor, evaluate and report on operational performance and compliance.
- Collect, analyse, interpret and organise information needed during bus and coach operations management activities.
- Prepare scope of work and work plans for self and team members.
- Be resourceful in planning for and assessing risk.
- Ensure feedback and other data contribute to improvements in operational effectiveness.
- Manage time and priorities in the course of bus and coach operations management.
- Ensure feedback and other data contribute to improvements in operational effectiveness.
Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and customers
- Maintain effective networks.

Learning

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Encourage the creation of a learning community in the workplace
- Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
- Adapt own competence in response to any changes in bus and coach operations management processes
- Update own knowledge and skills required for bus and coach operations management activities.

Technology

- Use complex equipment and IT systems required during bus and coach operations management activities
- Apply a range of basic IT skills
- Use IT to organise and access data including monitoring bus and coach operations processes, tracking items and recording and reporting system status
- Apply IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during bus and coach operations management activities
- Implement and monitor the application of work health and safety (WHS)/occupational health and safety (OHS) procedures when using IT and office equipment and facilities.
Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of **12 units of competency** comprising:

- **2 core units** listed below

  plus

  - **10 elective units** from the **general elective units** listed below. Alternatively **up to 2 units** from the TLI10 Transport and Logistics Training Package or any other nationally endorsed Training Package or accredited training course, however, the elective units selected must contribute to the vocational outcomes of the qualification and align with the job role.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

### Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>TLIL5057A</td>
<td>Maintain monitor and improve transport operations systems</td>
</tr>
<tr>
<td>L</td>
<td>TLIL5067A</td>
<td>Develop a passenger transport plan</td>
</tr>
</tbody>
</table>

### General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>TLIB5010A</td>
<td>Plan and implement maintenance schedules</td>
</tr>
<tr>
<td>E</td>
<td>TLIE4013A</td>
<td>Apply workplace statistics</td>
</tr>
<tr>
<td>F</td>
<td>BSBWHS501A</td>
<td>Ensure a safe workplace</td>
</tr>
<tr>
<td>F</td>
<td>TLIF4093A</td>
<td>Implement chain of responsibility regulations</td>
</tr>
<tr>
<td>F</td>
<td>TLIF4064A</td>
<td>Manage fatigue management policy and procedures</td>
</tr>
<tr>
<td>F</td>
<td>TLIF4086A</td>
<td>Control and coordinate incident responses</td>
</tr>
<tr>
<td>G</td>
<td>BSBWOR502B</td>
<td>Ensure team effectiveness</td>
</tr>
<tr>
<td>I</td>
<td>BSBREL402A</td>
<td>Build client relationships and business networks</td>
</tr>
<tr>
<td>I</td>
<td>TLI5018A</td>
<td>Manage customer service</td>
</tr>
<tr>
<td>L</td>
<td>Resource Management</td>
<td>BSBFLM405B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBHRM405A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBMGT502B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BSBWRK411A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL3003A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4005A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL4033A</td>
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<tr>
<td></td>
<td></td>
<td>TLIL4036A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIL5068A</td>
</tr>
<tr>
<td>M</td>
<td>Training and Assessment</td>
<td>TAEDEL404A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TAETAS501B</td>
</tr>
<tr>
<td>O</td>
<td>Security</td>
<td>TLIO1002A</td>
</tr>
<tr>
<td>P</td>
<td>Administration and Finance</td>
<td>BSBRSK501B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SITXMPR404</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIP5004A</td>
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<td></td>
<td></td>
<td>TLIP5035A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIP5037A</td>
</tr>
<tr>
<td>R</td>
<td>Contract Procurement</td>
<td>TLIR5006A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TLIR5014A</td>
</tr>
<tr>
<td>U</td>
<td>Environment</td>
<td>TLIU4001A</td>
</tr>
<tr>
<td>X</td>
<td>Logistics</td>
<td>TLIX5040A</td>
</tr>
</tbody>
</table>

**Custom Content Section**

Not applicable.
TLI50813 Diploma of Customs Broking

Modification History
Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Rationale:
This qualification is designed for customs broker job roles within the transport and logistics industry. Successful achievement of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 5.

Job roles:
The TLI50813 Diploma of Customs Broking qualification is aligned to the following defined roles:
- Customs Broker.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Not applicable.

Entry Requirements
Not applicable.
Employability Skills Summary

Employability Skills Summary for TLI50813 Diploma of Customs Broking
The following table contains a summary of the employability skills as identified by the
Transport and Logistics Industry for this qualification. This table should be interpreted in
conjunction with the detailed requirements of each unit of competency packaged in this
qualification. The outcomes described here are broad industry requirements that may vary
depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• Read and interpret legislation and regulations</td>
</tr>
<tr>
<td></td>
<td>• Use communication systems and processes used within the</td>
</tr>
<tr>
<td></td>
<td>Customs Broking industry</td>
</tr>
<tr>
<td></td>
<td>• Communicate effectively with customers and regulators</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret, instructions, manuals, and documents</td>
</tr>
<tr>
<td></td>
<td>applicable to role within the Customs Broking industry</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly with clients, regulators and others</td>
</tr>
<tr>
<td></td>
<td>on matters related to operating within the Customs Broking</td>
</tr>
<tr>
<td></td>
<td>industry</td>
</tr>
<tr>
<td></td>
<td>• Prepare and lodge documents as part of duties, including</td>
</tr>
<tr>
<td></td>
<td>entering data in relevant software application systems</td>
</tr>
<tr>
<td></td>
<td>• Use appropriate communication equipment to source information.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• Assist in dispute resolution processes that may arise during</td>
</tr>
<tr>
<td></td>
<td>operations within the Customs Broking industry</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others within the job role context within the</td>
</tr>
<tr>
<td></td>
<td>Customs Broking industry</td>
</tr>
<tr>
<td></td>
<td>• Interact with persons of different ages, gender, race, religion,</td>
</tr>
<tr>
<td></td>
<td>political persuasion, etc.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>• Identify and solve or report problems arising within job role</td>
</tr>
<tr>
<td></td>
<td>in the Customs Broking industry</td>
</tr>
<tr>
<td></td>
<td>• Recognise problems that may occur in the undertaking of</td>
</tr>
<tr>
<td></td>
<td>various tasks within the Customs Broking industry and take</td>
</tr>
<tr>
<td></td>
<td>appropriate action to resolve problems within limits of</td>
</tr>
<tr>
<td></td>
<td>responsibility.</td>
</tr>
<tr>
<td>Initiative and</td>
<td>• Respond appropriately to any changes in software application</td>
</tr>
<tr>
<td>enterprise</td>
<td>systems, standard operating procedures and the requirements</td>
</tr>
<tr>
<td></td>
<td>of the working environment</td>
</tr>
<tr>
<td>Planning and</td>
<td>• Apply emergency plans, systems and procedures as required</td>
</tr>
<tr>
<td>organising</td>
<td>to ensure that security is not comprised</td>
</tr>
<tr>
<td></td>
<td>• Comply with applicable legislation and regulations</td>
</tr>
<tr>
<td></td>
<td>• Apply and ensure security and safety requirements as required</td>
</tr>
<tr>
<td></td>
<td>under legislation and regulations</td>
</tr>
<tr>
<td></td>
<td>• Collect and interpret information needed during operations</td>
</tr>
</tbody>
</table>
within limits of responsibility within the Customs Broking industry

- Manage time effectively in the job role.

Self management
- Follow work plans and schedules
- Check own work performance
- Demonstrate integrity in the workplace.

Learning
- Participate in continuous professional development as required to work within the Customs Broking industry, in response to any changes in the legislation and regulations, processes and equipment used in the Customs Broking industry.

Technology
- Use technology to source additional information required during operations within the Customs Broking industry
- Apply operational instructions for software application systems used during operations within the Customs Broking industry.

Packaging Rules

Requirements for achievement of the qualification
A successful assessment outcome for a total of 18 units of competency comprising:

- 15 core units listed below

plus
3 elective units from the general elective units listed below. Alternatively up to 1 unit from the TLI10 Transport and Logistics Training Package or any other nationally endorsed Training Package or accredited training course, however, the elective units selected must contribute to the vocational outcomes of the qualification and align with the job role.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Logistics</td>
<td>TLI4036A</td>
<td>Analyse, advise on and carry out integrated border clearance transactions</td>
</tr>
<tr>
<td></td>
<td>TLI5046A</td>
<td>Carry out standard customs clearance practices</td>
</tr>
<tr>
<td></td>
<td>TLI5047A</td>
<td>Determine customs value</td>
</tr>
<tr>
<td></td>
<td>TLI5048A</td>
<td>Determine import and/or export prohibitions and/or restrictions</td>
</tr>
<tr>
<td>Code</td>
<td>Task Description</td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>TLIX5049A</td>
<td>Determine indirect taxes</td>
<td></td>
</tr>
<tr>
<td>TLIX5050A</td>
<td>Determine origin of goods and apply preference schemes or free trade agreements</td>
<td></td>
</tr>
<tr>
<td>TLIX5051A</td>
<td>Determine tariff classification of goods</td>
<td></td>
</tr>
<tr>
<td>TLIX5052A</td>
<td>Determine complex customs value</td>
<td></td>
</tr>
<tr>
<td>TLIX5053A</td>
<td>Determine tariff classification for complex goods</td>
<td></td>
</tr>
<tr>
<td>TLIX5054A</td>
<td>Comply with biosecurity border clearance</td>
<td></td>
</tr>
<tr>
<td>TLIX5055A</td>
<td>Apply anti-dumping and countervailing measures</td>
<td></td>
</tr>
<tr>
<td>TLIX5056A</td>
<td>Carry out additional customs clearance practices</td>
<td></td>
</tr>
<tr>
<td>TLIX5057A</td>
<td>Prepare documents for customs clearance</td>
<td></td>
</tr>
<tr>
<td>TLIX5058A</td>
<td>Review decisions of regulatory bodies</td>
<td></td>
</tr>
<tr>
<td>TLIX5059A</td>
<td>Undertake border clearance functions</td>
<td></td>
</tr>
</tbody>
</table>
## General Elective Units

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA5035A</td>
<td>Manage international freight transfer</td>
</tr>
<tr>
<td>G Teamwork</td>
<td>TLIG3002A</td>
<td>Lead a work team or group</td>
</tr>
<tr>
<td>I Customer Service</td>
<td>BSBCUS501C, TLII4005A, TLII4017A</td>
<td>Manage quality customer service, Market services and products to clients, Develop freight customers</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>BSBMGT502B, TLIL5063A</td>
<td>Manage people performance, Review contracts, insurance, risk and liability in the international freight forwarding context</td>
</tr>
<tr>
<td>M Training and Assessment</td>
<td>TLIM4004A</td>
<td>Mentor individuals or small groups</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>BSBFIM501A, BSBMGT515A, TLIP5025A</td>
<td>Manage budgets and financial plans, Manage operational plan, Set and achieve budget</td>
</tr>
<tr>
<td>R Contract Procurement</td>
<td>TLIR4001A, TLIR4002A, TLIR4003A</td>
<td>Monitor supplier performance, Source goods/services and evaluate contractors, Negotiate a contract</td>
</tr>
</tbody>
</table>

## Custom Content Section

Not applicable.
TLI60110 Advanced Diploma of Materiel Logistics

Modification History
Release 2 - One imported unit code updated to current version. Equivalent.

Description
Rationale:
A qualification for those providing leadership and strategic direction in materiel sustainment and integrated management of logistics. Successful completion will require the the application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved. Significant judgement is required in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Materiel Logistics Program Manager
- Materiel Logistics Senior Manager
- Materiel Logistics Executive Manager

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
# Employability Skills Summary

## Employability Skills Summary for TLI60110 Advanced Diploma of Materiel Logistics

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Clarify the ethical aspects of decisions/actions and advice</td>
</tr>
<tr>
<td></td>
<td>• Communicate and encourage the professionalism required of</td>
</tr>
<tr>
<td></td>
<td>staff in ways suited to the diversity of the workforce</td>
</tr>
<tr>
<td></td>
<td>• Document promptly, and in accordance with organisational</td>
</tr>
<tr>
<td></td>
<td>policy and procedures, issues relating to ethical problems</td>
</tr>
<tr>
<td></td>
<td>• Encourage reporting of suspected unethical conduct, deal with</td>
</tr>
<tr>
<td></td>
<td>in a confidential manner and act on promptly, in accordance</td>
</tr>
<tr>
<td></td>
<td>with policy and procedures</td>
</tr>
<tr>
<td></td>
<td>• Establish effective communication channels to exchange</td>
</tr>
<tr>
<td></td>
<td>strategic information for the mutual benefit of network</td>
</tr>
<tr>
<td></td>
<td>members</td>
</tr>
<tr>
<td></td>
<td>• Interpret and explain complex, formal documents and assist</td>
</tr>
<tr>
<td></td>
<td>others to apply them in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Prepare written advice and reports requiring precision of</td>
</tr>
<tr>
<td></td>
<td>expression</td>
</tr>
<tr>
<td></td>
<td>• Provide guidance on more complex ethical problems</td>
</tr>
<tr>
<td></td>
<td>• Provide objective and impartial advice to government regarding</td>
</tr>
<tr>
<td></td>
<td>policy decisions relating to the public interest</td>
</tr>
<tr>
<td></td>
<td>• Source information from inside and outside the organisation,</td>
</tr>
<tr>
<td></td>
<td>and confirm its authenticity and reliability</td>
</tr>
<tr>
<td></td>
<td>• Use a variety of words and language structures to explain</td>
</tr>
<tr>
<td></td>
<td>complex ideas to different audiences.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Confirm staff understanding of legislation, guidelines and</td>
</tr>
<tr>
<td></td>
<td>action to address professional development needs</td>
</tr>
<tr>
<td></td>
<td>• Encourage staff to discuss, clarify and meet legislative</td>
</tr>
<tr>
<td></td>
<td>requirements</td>
</tr>
<tr>
<td></td>
<td>• Encourage staff to raise ethical dilemmas, provide them with</td>
</tr>
<tr>
<td></td>
<td>frameworks for ethical decision making and policy setting,</td>
</tr>
<tr>
<td></td>
<td>and coach in their application</td>
</tr>
<tr>
<td></td>
<td>• Identify key stakeholders and their needs, expectations and</td>
</tr>
<tr>
<td></td>
<td>roles</td>
</tr>
<tr>
<td></td>
<td>• Manage participative arrangements in consultation with</td>
</tr>
<tr>
<td></td>
<td>employees and their representatives in accordance with</td>
</tr>
<tr>
<td></td>
<td>occupational health and safety legislation, internal</td>
</tr>
<tr>
<td></td>
<td>agreements, and consistent with the organisation's overall</td>
</tr>
<tr>
<td></td>
<td>process for</td>
</tr>
</tbody>
</table>
Employability Skill

Industry/enterprise requirements for this qualification include:

consultation
- Model ethical conduct and reinforce in others
- Use a comprehensive and up-to-date knowledge of the linkages between governments in taking decisions, advice and actions.

Problem solving
- Deal with ambiguity and machinery of government changes
- Discard redundant information/version control
- Identify misunderstandings and conflict situations, and address constructively in accordance with principles of conflict resolution
- Interpret legislation and evaluate compliance outcomes
- Undertake analysis of the political, social and economic environment that takes into account emerging trends, and current and possible future goals of the organisation
- Undertake consideration of relevant facts comprehensively, and give unbiased, transparent and defensible weightings to competing interests
- Use decision making processes transparently and document accountably and reasoning/grounds for decisions in accordance with policy and procedures.

Initiative and enterprise
- Apply procedures or protocols for reporting unethical conduct
- Develop initiatives and resources to address barriers to equal employment opportunity within the organisation or adopt in accordance with the diversity strategy
- Establish new network links between self and key internal and external stakeholders and use effectively
- Identify inadequacies in existing risk control measures in accordance with the hierarchy of control, and seek resources enabling implementation of new measures and/or provide according to appropriate procedures
- Structure advice to include strategies for dealing with sensitive situations while maintaining confidentiality, and handling consequences if confidentiality is breached.

Planning and organising
- Develop or review organisational processes and practices to ensure they meet the requirements of procedural fairness and accountability
- Identify features of required strategic networks, identify or establish network links with key stakeholders and build strategic relationships
- Identify organisational linkages between government organisations and with quasi-government organisations and non-government organisations, and regularly reassess to maintain currency of information
- Include risk management strategies in processes and ensure
Employability Skill

Industry/enterprise requirements for this qualification include:

- they meet client, staff and organisational needs for transparency and accountability
- Provide staff with opportunities to develop skills in identifying and resolving situations requiring ethical judgement
- Take decisions, advice and actions making effective use of a comprehensive and up-to-date knowledge of these organisational linkages
- Undertake risk assessment planning relating to legislative compliance to establish the risk of non-compliance and develop/implement mitigation strategies in accordance with organisational policy and procedures.

Self management

- Acquire, retain, recall and communicate information
- Employ a range of leadership styles to facilitate intercultural management and to manage diverse teams
- Ensure professionalism, which may include ethical conduct, commitment, diligence, courtesy, respect for others, conduct free of cultural and gender bias
- Maintain a comprehensive and up-to-date knowledge of the current political environment and reflect in decisions, advice and actions taken
- Resolve conflict in a strategic networking context
- Use a range of communication methods with diverse strategic networks including consultation, liaison, negotiation, building influence and reputation, transparency
- Use formal and informal industry communication channels
- Use personal conduct to demonstrate a commitment to compliance with legislation, policy and guidelines.

Learning

- Learn about legislation related to privacy, freedom of information, human rights, whistleblower protection
- Learn about local, national and international public sector structures and protocols, equal employment opportunity, equity and diversity principles
- Learn about public sector ethics, organisational code of ethics/conduct.

Technology

- Access legislation and codes of practice electronically or in hard copy
- Apply communication technology
- Prepare written advice and reports requiring precision of expression
- Use qualitative data and analysis
- Use technology to access legislation and guidelines
- Use telephone contact and/or electronic mail.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for 14 units made up of:

- **6 core units** listed below
  
  plus
  
- **2 units** from the logistics elective units listed below
  
  plus
  
- **6 general elective units** which may be taken from the general elective units listed below or the remaining logistics elective, or may include up to 2 units drawn with appropriate contextualisation from this Training Package or other relevant endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E Communication and Calculation</td>
<td>PSPGOV605A</td>
<td>Persuade and influence opinion</td>
</tr>
<tr>
<td></td>
<td>PSPGOV606A</td>
<td>Prepare high-level/sensitive written materials</td>
</tr>
<tr>
<td>N Leadership and Supervision</td>
<td>BSBMGT605B</td>
<td>Provide leadership across the organisation</td>
</tr>
<tr>
<td></td>
<td>PSPPOL603A</td>
<td>Manage policy implementation</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>BSBRSK501B</td>
<td>Manage risk</td>
</tr>
<tr>
<td></td>
<td>PSPGOV602B</td>
<td>Establish and maintain strategic networks</td>
</tr>
</tbody>
</table>

Logistics elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>R Contract Procurement</td>
<td>PSPPROC607A</td>
<td>Manage strategic contracts</td>
</tr>
<tr>
<td>X Logistics</td>
<td>TLIX6001A</td>
<td>Formulate material logistics strategies</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td>Formulate material logistics strategies</td>
</tr>
<tr>
<td></td>
<td>TLIX6002A</td>
<td>Contribute to material logistics strategies</td>
</tr>
<tr>
<td></td>
<td>TLIX5015A</td>
<td>Establish supply chains</td>
</tr>
</tbody>
</table>
### Elective units:

<table>
<thead>
<tr>
<th>Field and Calculation</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E</strong> Communication and Calculation</td>
<td>PSPPOL602A Provide policy advice</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field and Management</th>
<th>Unit</th>
</tr>
</thead>
</table>
| **L** Resource Management | BSBPMG606A Direct human resources management of a project program  
PSPHR620A Manage organisational development  
PSPMNGT602B Manage resources |

<table>
<thead>
<tr>
<th>Field and Finance</th>
<th>Unit</th>
</tr>
</thead>
</table>
| **P** Administration and Finance | BSBCOM601B Research compliance requirements and issues  
BSBFIM501A Manage budgets and financial plans  
BSBMGT616A Develop and implement strategic plans  
BSBMGT617A Develop and implement a business plan  
BSBPMG503A Manage project time  
BSBPMG604A Direct cost management of a project program  
PSPMNGT610A Manage public sector financial resources  
PSPMNGT613A Develop partnering arrangements  
PSPMNGT615A Influence workforce effectiveness  
PSPPM504A Carry out complex project activities  
PSPPROC603C Divest strategic assets |

<table>
<thead>
<tr>
<th>Field and Procurement</th>
<th>Unit</th>
</tr>
</thead>
</table>
| **R** Contract Procurement | BSBPMG609A Direct procurement and contracting for a project program  
PSPPROC506A Plan to manage a contract  
PSPPROC504B Finalise contracts  
PSPPROC604B Plan for strategic procurement  
PSPPROC605B Coordinate strategic procurement  
PSPPROC606B Negotiate strategic procurement  
PSPPROC704A Influence and define strategic procurement direction  
PSPPROC705A Establish the strategic procurement context |

<table>
<thead>
<tr>
<th>Field and Environment</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>U</strong> Environment</td>
<td>TLIU4001A Implement and monitor environmental</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td></td>
<td>protection policies and procedures</td>
</tr>
</tbody>
</table>

NOTES
BSB units have been imported from the BSB07 Business Services Training Package.
PSP units have been imported from the PSP04 Public Sector Training Package.
TLI60210 Advanced Diploma of Deployment Logistics

Modification History
Release 2 - One imported unit updated to current version. Equivalent.

Description
Rationale:
A qualification for those providing leadership and strategic direction in the planning and management of deployment logistics. Successful completion will require the application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved. Significant judgement is required in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.

Job roles:
Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:
- Deployment Logistics Program Manager
- Deployment Logistics Senior Manager
- Deployment Logistics Executive Manager

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
## Employability Skills Summary

**Employability Skills Summary for TLI60210 Advanced Diploma of Deployment Logistics**

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Communicate effectively with managers, staff, clients and stakeholders in the course of advanced deployment logistics management</td>
</tr>
<tr>
<td></td>
<td>• Clarify the ethical aspects of decisions, actions and advice</td>
</tr>
<tr>
<td></td>
<td>• Listen to and interpret complex verbal information related to advanced deployment logistics management including the clarification and confirmation of work requirements and the receiving of operational feedback</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret applicable regulations, legislation, policy documents, strategic plans, technical data, signage, labels, safety management systems, tenders, contracts, project plans, related to advanced deployment logistics</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on diverse and complex matters related to advanced deployment logistics management including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff</td>
</tr>
<tr>
<td></td>
<td>• Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and plans, project plans, specifications, tenders and technical reports</td>
</tr>
<tr>
<td></td>
<td>• Responsibly negotiate complex issues with others in the course of advanced deployment logistics management including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Establish and implement organisation's communication systems and procedures</td>
</tr>
<tr>
<td></td>
<td>• Establish and use networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation</td>
</tr>
<tr>
<td></td>
<td>• Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, forecast resource</td>
</tr>
</tbody>
</table>
Employability Skill

**Teamwork**

Industry/enterprise requirements for this qualification include:

- Provide leadership to staff
- Manage the resolution of any interpersonal conflicts that may arise in the course of advanced deployment logistics management
- Motivate staff
- Provide opportunities for staff to achieve and maintain competence
- Coach, mentor and give feedback to staff
- Provide information, instruction, training and supervision
- Manage the avoidance and prevention of harassment of others in the workplace
- Model ethical conduct and reinforce in others
- Ensure the active participation of team members in meeting goals and objectives
- Collaborate with staff and others in the course of deployment logistics management
- Work collaboratively with stakeholders in the context of advanced deployment logistics management
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

**Problem solving**

- Develop practical solutions for problems arising in the course of advanced deployment logistics management including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and creating, implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the course of advanced deployment logistics management
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them.

**Problem solving (continued)**

- Resolve stakeholder concerns in relations to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
- Test assumptions taking the context of data and circumstances
Employability Skill

Industry/enterprise requirements for this qualification include:

- Review systems and plans
- Use applicable mathematics to solve complex problems related to advanced deployment logistics management.
- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources and in both in encouraging input from staff and interactions between and amongst staff and teams
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders
- Value input from staff
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Establish operational and emergency plans, systems and procedures for the organisation
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff and clearly defining responsibilities
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)
- Establish network links with key stakeholders and build strategic relationships
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed during advanced deployment logistics management activities
- Prepare scope of work and work plans for self and team members
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
Employability Skill

Industry/enterprise requirements for this qualification include:

- Manage time and priorities in the course of advanced deployment logistics management
- Ensure feedback and other data contribute to improvements in operational effectiveness.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff, customers and stakeholders
- Employ a range of leadership styles to facilitate intercultural management and to manage diverse teams
- Maintain effective networks.

Learning

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Foster and manage change, and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Encourage the creation of a learning community in the workplace
- Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
- Adapt own competence in response to any changes in advanced deployment logistics management processes
- Update own knowledge and skills required for advanced deployment logistics management activities.

Technology

- Use complex equipment and IT systems required during advanced deployment logistics management activities
- Apply a range of basic IT skills
- Use IT to organise and access data including the monitoring of advanced deployment logistics processes, the tracking of items and the recording and reporting of system status
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during advanced deployment logistics management activities
Employability Skill  Industry/enterprise requirements for this qualification include:

- Implement and monitor the application of OH&S procedures when using IT and office equipment and facilities.
Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for 12 units of competency comprising:

- **3 core units** listed below

plus

- **4 units** from the integrated deployment logistics elective units listed below

plus

- **5 general elective units** which may be taken from the general elective units listed below, any remaining integrated deployment logistic elective units, or may include up to 3 units drawn with appropriate contextualisation from this Training Package and/or other relevant nationally endorsed Training Package or accredited course.

Where imported units are selected, care must be taken to ensure that all pre-requisites are complied with.

Core units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>N Leadership and Supervision</td>
<td>PSPGOV511A</td>
<td>Provide leadership</td>
</tr>
<tr>
<td></td>
<td>PSPPOL603A</td>
<td>Manage policy implementation</td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>PSPMNGT608B</td>
<td>Manage risk</td>
</tr>
</tbody>
</table>

Integrated deployment logistics elective units:

<table>
<thead>
<tr>
<th>Field</th>
<th>Unit</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Handling Cargo/Stock</td>
<td>TLIA5058A</td>
<td>Manage facility and inventory requirements</td>
</tr>
<tr>
<td>E Communication and Calculation</td>
<td>PSPGOV512A</td>
<td>Use complex workplace communication strategies</td>
</tr>
<tr>
<td></td>
<td>PSPGOV513A</td>
<td>Refine complex workplace documents</td>
</tr>
<tr>
<td></td>
<td>PSPGOV406B</td>
<td>Gather and Analyse information</td>
</tr>
<tr>
<td></td>
<td>PSPGOV605A</td>
<td>Persuade and influence opinion</td>
</tr>
<tr>
<td>F Safety Management</td>
<td>FDFFS3001A</td>
<td>Monitor the implementation of quality and food</td>
</tr>
<tr>
<td>L Resource Management</td>
<td>BSBMGT616A</td>
<td>Develop and implement strategic plans</td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td><strong>TLI60210 Advanced Diploma of Deployment Logistics</strong></td>
<td><strong>TLI6051A</strong> Plan maintenance for deployed operations</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLI6052A</strong> Plan health support for deployed personnel</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TLI6053A</strong> Coordinate health support operations</td>
<td></td>
</tr>
<tr>
<td><strong>Field</strong></td>
<td><strong>Unit</strong></td>
<td></td>
</tr>
<tr>
<td><strong>TLI5019A</strong></td>
<td>Implement and monitor transport logistics</td>
<td></td>
</tr>
<tr>
<td><strong>TLI5020A</strong></td>
<td>Develop and maintain operational procedures for transport and logistics enterprises</td>
<td></td>
</tr>
<tr>
<td><strong>TLI5055A</strong></td>
<td>Manage a supply chain</td>
<td></td>
</tr>
<tr>
<td><strong>BSBFIM501A</strong></td>
<td>Manage budgets and financial plans</td>
<td></td>
</tr>
<tr>
<td><strong>BSBMGT617A</strong></td>
<td>Develop and implement a business plan</td>
<td></td>
</tr>
<tr>
<td><strong>PSPGOV602B</strong></td>
<td>Establish and maintain strategic networks</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6002A</strong></td>
<td>Contribute to material logistics strategies</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6046A</strong></td>
<td>Plan deployed logistics support for significant operations</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6047A</strong></td>
<td>Monitor and provide logistic staff support for significant deployed operations</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6048A</strong></td>
<td>Manage the deployment and delivery of logistic support</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6049A</strong></td>
<td>Undertake provisioning in support of deployed operations</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6050A</strong></td>
<td>Plan distribution operations on deployment</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6051A</strong></td>
<td>Plan maintenance for deployed operations</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6052A</strong></td>
<td>Plan health support for deployed personnel</td>
<td></td>
</tr>
<tr>
<td><strong>TLI6053A</strong></td>
<td>Coordinate health support operations</td>
<td></td>
</tr>
<tr>
<td><strong>PSPGOV606A</strong></td>
<td>Prepare high-level/sensitive written materials</td>
<td></td>
</tr>
<tr>
<td><strong>PSPPOL602A</strong></td>
<td>Provide policy advice</td>
<td></td>
</tr>
<tr>
<td><strong>BSBPMG606A</strong></td>
<td>Direct human resources management of a project program</td>
<td></td>
</tr>
<tr>
<td><strong>PSPGOV506A</strong></td>
<td>Support workplace coaching and mentoring</td>
<td></td>
</tr>
<tr>
<td><strong>PSPHR620A</strong></td>
<td>Manage organisational development</td>
<td></td>
</tr>
<tr>
<td><strong>PSPMNGT602B</strong></td>
<td>Manage resources</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>N Leadership and Supervision</td>
<td>BSBMGT605B Provide leadership across the organisation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSPGOV515A Develop and use political nous</td>
<td></td>
</tr>
<tr>
<td>P Administration and Finance</td>
<td>BSBCOM601B Research compliance requirements and issues</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BSBPMG604A Direct cost management of a project program</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSPMNGT610A Manage public sector financial resources</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSPMNGT613A Develop partnering arrangements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSPMNGT615A Influence workforce effectiveness</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSPPM504A Carry out complex project activities</td>
<td></td>
</tr>
<tr>
<td>R Contract Procurement</td>
<td>BSBPMG609A Direct procurement and contracting for a project program</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSPPROC506A Plan to manage a contract</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSPPROC504B Finalise contracts</td>
<td></td>
</tr>
</tbody>
</table>

NOTES
BSB units have been imported from the BSB07 Business Services Training Package.
FDF units have been imported from the FDF03 Food Processing Industry Training Package.
PSP units have been imported from the PSP04 Public Sector Training Package.
TLIPC110 Certificate I in Transport and Logistics (Pathways)

Modification History
Not Applicable

Description
Rationale:
A cross-sector certificate utilising units in the Transport and Logistics Training Package which provides a pathway for those who have had limited access to formal vocational and education training, including young unemployed, early school leavers and students at risk, older unemployed people, Indigenous groups, geographically disadvantaged, and people with intellectual and/or physical disabilities. It is also designed to assist Year 9 and 10 students as a framework for a structured workplace learning program, and to develop employability and technical skills required by those commencing a career in the Transport and Logistics Industry.

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities, most of which may be routine and predictable.

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
# Employability Skills Summary

## Employability Skills Summary for TLIPC110 Certificate I Transport and Logistics (Pathways)

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• Use communication systems and procedures required for applicable basic transport and logistics operations</td>
</tr>
<tr>
<td></td>
<td>• Read and interpret relevant regulations, instructions, signs and labels applicable to basic transport and logistics operations</td>
</tr>
<tr>
<td></td>
<td>• Speak clearly and directly on matters related to basic transport and logistics operations</td>
</tr>
<tr>
<td></td>
<td>• Write basic documents as part of duties, including completion of relevant forms and incident reports</td>
</tr>
<tr>
<td></td>
<td>• Recognise and interpret non-verbal signs, signals and behaviour</td>
</tr>
<tr>
<td></td>
<td>• Use relevant communication equipment.</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• Assist in the resolution of any interpersonal conflicts that may arise during applicable basic transport and logistics operations</td>
</tr>
<tr>
<td></td>
<td>• Avoid and prevent the harassment of others in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Collaborate with others in the course of applicable basic transport and logistics operations</td>
</tr>
<tr>
<td></td>
<td>• Work with persons of different ages, gender, race, religion, political persuasion, etc.</td>
</tr>
<tr>
<td><strong>Problem solving</strong></td>
<td>• Identify and solve or report problems arising in the course of applicable basic transport and logistics operations</td>
</tr>
<tr>
<td></td>
<td>• Monitor and anticipate problems that may occur in the course of applicable basic transport and logistics operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility</td>
</tr>
</tbody>
</table>
Employability Skill  

Industry/enterprise requirements for this qualification include:

- Recognise hazards and risks in a range of applicable basic transport and logistics situations and take appropriate precautions
- Use mathematics to carry out basic calculations related to applicable transport and logistics operations.

TLIPC110 Certificate I Transport and Logistics (Pathways) (continued)

Employability Skill  

Industry/enterprise requirements for this qualification include:

Initiative and enterprise

- Modify activities dependent on differing situations and contingencies that may arise during applicable basic transport and logistics operations
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Check own compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Check own operational performance
- Collect and interpret basic information needed in the course of applicable basic transport and logistics operations
- Organise and plan own work activities
- Manage time and priorities in the course of applicable basic transport and logistics operations.

Self management

- Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Check own work performance.

Learning

- Adapt own competence in response to any changes in applicable basic transport and logistics operations
- Update own knowledge and skills required for relevant basic transport and logistics operations.
Employability Skill | Industry/enterprise requirements for this qualification include:
--- | ---
Technology | - Use equipment and materials required during basic transport and logistics operations
 | - Follow and apply operational and servicing instructions for equipment used during basic transport and logistics operations
 | - Follow and apply OH&S procedures when using relevant transport and logistics equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:
A successful assessment outcome for a total 7 units aligned at AQF 1 comprising:

- 3 core Pathways units
  - TLIPC1001A Demonstrate care and apply safe practices at work
  - TLIPC1002A Adapt to work requirements in the transport and logistics industry
  - TLIPC1003A Apply effective work practices
- 1 core industry/technical unit to be chosen from the following Project Units:
  - TLIPC1004A Complete courier delivery operations
  - TLIPC1005A Complete small store operations
- The 'project' unit means that competency is to be achieved over the course of the program and it should be delivered through integration with other units of competency, rather than a stand alone learning program. Integrated project units represent evidence of a set of related activities with a measurable outcome which may be a product, a service or an operation, with a beginning, middle and an end and may be achieved within a real or simulated working environment.

The technical units from the industry core units are designed for use only in a Pathways qualification or skill set. They should not be used in other instances as replacements for units that have direct job outcomes.

- 3 units from Training Packages within the Transport and Logistics Industry Skills Council (TLISC) or from another ISC or accredited course at AQF Levels 1 or 2.

For example, units could be selected from the Project Unit A or B options below:

<table>
<thead>
<tr>
<th>Project Unit A</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC1051A</td>
<td>Operate commercial vehicle</td>
</tr>
<tr>
<td>TLIC2012A</td>
<td>Ride courier/delivery motorcycle</td>
</tr>
</tbody>
</table>
### Project Unit A

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC1013A</td>
<td>Ride courier/delivery bicycle</td>
</tr>
<tr>
<td>TLIH2001A</td>
<td>Interpret road maps and navigate pre-determined routes</td>
</tr>
<tr>
<td>TLII1002A</td>
<td>Apply customer service skills</td>
</tr>
</tbody>
</table>

### Project Unit B

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIA2013A</td>
<td>Receive goods</td>
</tr>
<tr>
<td>TLIA2020A</td>
<td>Replenish stock</td>
</tr>
<tr>
<td>TLIA2021A</td>
<td>Despatch stock</td>
</tr>
<tr>
<td>TLIA2022A</td>
<td>Participate in stocktakes</td>
</tr>
<tr>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>TLID1002A</td>
<td>Shift a load using manually-operated equipment</td>
</tr>
<tr>
<td>TLII1002A</td>
<td>Apply customer service skills</td>
</tr>
</tbody>
</table>
TLISS00001 Access and Move a Track Vehicle Within a Defined Worksite Skill Set

Modification History
Release 3 - This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description
This skill set targets anyone required to access rail track to run track vehicle within a defined worksite as part of their job role. It is not aligned to any specific qualification and while it can be achieved separately, it is intended for use by track vehicle operators.

Pathways Information

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC2054B</td>
<td>Access rail track to run track vehicle within defined worksite</td>
</tr>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in track vehicle operations within the general rail infrastructure environment where a track vehicle is to be moved within a defined worksite.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of track vehicle operation duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a track vehicle operator within the general rail infrastructure environment.
TLISS00002 Accessing the Rail Corridor Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Unit revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone required to access the rail corridor; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set providing a basic induction to the rail corridor. It is intended for anyone who is required to access the rail corridor and/or rail danger zone as part of their job role.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 3) meets the needs of persons working within the rail environment. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person accessing the rail infrastructure corridor.
TLISS00003 Aluminothermic Welding Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is additional to Certificate II Rail Infrastructure and targets those rail track workers who will carry out aluminothermic welding.

Licensing/Regulatory Information
Not Applicable
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW3015A</td>
<td>Weld rail using aluminothermic welding process</td>
</tr>
<tr>
<td>TLIW3035A</td>
<td>Heat and cut materials using oxy-LPG equipment for the rail industry</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of aluminothermic welder within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs of aluminothermic welding operation. The units of competency are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as an aluminothermic welder within the general rail infrastructure environment.
TLISS00004 Blocking Protection Skill Set

Modification History
Release 3
This is the third release of this skill set in TL10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description
This skill set targets anyone required to implement track blocking protection as part of their job role as a protection officer; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 3 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3083B</td>
<td>Conduct track protection assessment</td>
</tr>
<tr>
<td>TLIL3082A</td>
<td>Implement absolute signal blocking</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in the role of protection officer or anyone required to implement track blocking protection within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of protection officer duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a protection officer operating within the general rail infrastructure environment.
TLISS00005 Conduct Track Protection Skill Set

Modification History
Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description
This skill set targets anyone required to carry out a track protection assessment as part of their job role; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3083B</td>
<td>Conduct track protection assessment</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in the role of protection/access planner or by anyone required to conduct a track protection assessment prior to work being carried out within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of track protection assessment duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a protection/access planner operating within the general rail infrastructure environment.
TLISS00006 Control Rail Traffic Through Worksite Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone required to control rail traffic through a worksite as part of their job role as a protection officer; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 3 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3083B</td>
<td>Conduct track protection assessment</td>
</tr>
<tr>
<td>TLIL3083A</td>
<td>Implement a track work authority and manage rail traffic through worksites</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in the role of Protection Officer within the general rail infrastructure environment. It can also be used by anyone required to control rail traffic through a worksite.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of protection officer duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a protection officer operating within the general rail infrastructure environment.
TLISS00007 Coordinate Multiple Work Groups Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Unit revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone required to plan and coordinate protection for multiple work groups as part of their job role of coordinating protection officer/possession protection officer. This skill set is only to be completed in addition to one or more skill sets for the role of protection officer or possession protection officer.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIL4069A</td>
<td>Plan and coordinate protection for multiple worksites within the limits of a work on track authority</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in the role of coordinating protection officer/coordinating possession protection officer within the general rail infrastructure environment that is required to plan and coordinate protection for multiple work groups.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 3) meets the needs of coordinating protection officer/coordinating possession protection officer duties. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working as a coordinating protection officer/coordinating possession protection officer operating within the general rail infrastructure environment.
TLISS00008 Decommission Mechanical Signalling Infrastructure and Interlocking Equipment Skill Set

Modification History
Not applicable.

Description
Not applicable.

Pathways Information
This skill set is to be undertaken in addition to the Certificate III in Mechanical Rail Signalling and requires persons to certify that all works have been carried out correctly.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS4007A</td>
<td>Decommission mechanical signalling infrastructure and interlocking equipment from service</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set used by persons required to decommission mechanical signalling infrastructure and interlocking equipment in a rail infrastructure environment.
Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs to install mechanical equipment. The unit of competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person decommissioning mechanical signalling and interlocking equipment in the general rail infrastructure environment.

Custom Content Section

Not applicable.
TLISS00009 Driving Instructor Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
These units are required in some jurisdictions in addition to the Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction) and/or Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAEASS401B</td>
<td>Plan assessment activities and processes</td>
</tr>
<tr>
<td>TAEASS402B</td>
<td>Assess competence</td>
</tr>
</tbody>
</table>

Target Group

Australian Capital Territory and South Australian examiners who train and assess learner drivers prior to issuance of a Driver Licence in class car; and South Australian, Tasmania, New South Wales, Western Australia and Queensland trainers who train and assess drivers who are upgrading their licences in the heavy vehicle classes; and South Australian examiners who assess drivers who are upgrading their licences in the heavy vehicle classes.

Suggested words for Statement of Attainment

There are three types of Statements of Attainment to be issued:

i) In SA and ACT:
These competencies meet industry and regulatory requirements for trainers and assessors to issue a Driver Licence in car class as well as heavy vehicle classes, and in addition to the relevant qualification.

ii) In SA, Tas, NSW, WA and Qld:
These competencies meet industry and regulatory requirements for trainers who deliver training and assessment for persons upgrading a Driver Licence in the heavy vehicle classes, and in addition to the relevant qualification.

iii) In SA only:
These competencies meet industry and regulatory requirements for examiners who assess drivers upgrading a Driver Licence in the heavy vehicle classes, and in addition to the relevant qualification.
TLISS00010 Electric/Track Welding Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is additional to Certificate II Rail Infrastructure and targets those rail track workers who will carry out electric/track welding.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **2 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW0036A</td>
<td>Apply electric welding process to rail</td>
</tr>
<tr>
<td>TLIW3035A</td>
<td>Heat and cut materials using oxy-LPG equipment for the rail industry</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of electric track welder within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package meets the needs of electric/track welding operation. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working as an electric track welder within the general rail infrastructure environment.
TLISS00011 Examining Concrete/Masonry Structures Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate III in Rail Infrastructure and targets those workers who will also examine concrete/masonry structures.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3098A   Examine concrete/masonry structures</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering a role which includes examining concrete/masonry structures within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs for examining concrete/masonry structures. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working within the general rail infrastructure environment who is required to examine concrete/masonry structures.
TLISS00012 Examining Steel Structures Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate III in Rail Infrastructure and targets those workers who will also examine steel structures.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 5 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3088A</td>
<td>Examine steel structures</td>
</tr>
<tr>
<td>MEM18001C</td>
<td>Use hand tools</td>
</tr>
<tr>
<td>MEM24001B</td>
<td>Perform basic penetrant testing</td>
</tr>
<tr>
<td>MEM24003B</td>
<td>Perform basic magnetic particle testing</td>
</tr>
<tr>
<td>MEM24012C</td>
<td>Apply metallurgy principles</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering a role which includes examining steel structures within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs for examining steel structures. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working within the general rail infrastructure environment who is required to examine steel structures.
TLISS00013 Examining Timber Structures Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate III in Rail Infrastructure and targets those workers who will also examine timber structures.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3087A</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering a role which includes examining timber structures within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs for examining timber structures. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working within the general rail infrastructure environment who is required to examine timber structures.
TLISS00014 Flashbutt Welding Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is additional to Certificate II Rail Infrastructure and targets those rail track workers who will carry out flashbutt welding.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW3016A</td>
</tr>
<tr>
<td>Weld rail using flashbutt welding process</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of flashbutt welder within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs of flashbutt welding operation. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working as a flashbutt welder within the general rail infrastructure environment.
TLISS00015 Handsignaller Skill Set

Modification History
Release 3
This is the third release of this skill set in TL10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description
This skill set targets anyone required to perform handsignaller duties; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF2082B</td>
<td>Perform handsignaller duties</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of handsignaller involved in protection duties in the rail corridor within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of handsignalling duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a handsignaller operating within the general rail infrastructure environment.
TLISS00016 Install Mechanical Equipment Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set targets anyone who is required to install mechanical signalling and/or locking and interlocking equipment within a rail environment. It is not aligned to any specific qualification and can be achieved separately however is expected that the person requiring this skill set would also work on electrical signalling equipment as their major activity.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS3009A Install mechanical signalling locking and interlocking devices</td>
<td></td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used by persons required to install mechanical equipment within a rail infrastructure environment. It is intended for operations on equipment used in mechanical signalling, locking and interlocking.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs to install mechanical equipment. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person installing mechanical signalling and/or locking and interlocking equipment within the general rail infrastructure environment.
TLISS00017 Installing Minor Structures Skill Set

Modification History
Release 3 - Unit updated to current version. Equivalent.

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Structures) and targets those workers who will also install minor structures.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS2013C</td>
<td>Install minor structures</td>
<td></td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering a role which includes installing minor structures within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs for installing minor structures. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working within the general rail infrastructure environment who is required to install minor structures.
TLISS00018 Installing Transoms Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Structures) and targets those workers who will also install transoms.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS2028A</td>
</tr>
<tr>
<td>Install and replace transoms</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering a role which includes installing transoms within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs for installing transoms. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working within the general rail infrastructure environment who is required to install transoms.
TLISS00019 Integrated Logistics Support (ILS) Practitioner Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Certificate IV in Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 7 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIX4007A</td>
<td>Implement and monitor integrated logistics support plans</td>
</tr>
<tr>
<td>TLIX4008A</td>
<td>Conduct integrated logistics support activities</td>
</tr>
<tr>
<td>TLIX4009A</td>
<td>Apply integrated logistics support processes and procedures</td>
</tr>
<tr>
<td>TLIX4028A</td>
<td>Apply knowledge of logistics</td>
</tr>
<tr>
<td>TLIX4030A</td>
<td>Apply knowledge of materiel sustainment</td>
</tr>
<tr>
<td>PSPGOV404B</td>
<td>Develop and implement work unit plans</td>
</tr>
<tr>
<td>PSPPROC303A</td>
<td>Carry out basic procurement</td>
</tr>
</tbody>
</table>

Target Group

Those individuals working as a specialist ILS practitioner.

Suggested words for Statement of Attainment

This skill set meets the requirements to be able to work as a specialist integrated logistics support (ILS) practitioner.
TLISS00020 Integrated Logistics Support Inventory Controller Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Certificate IV in Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **7 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIP5036A</td>
<td>Manage assets</td>
</tr>
<tr>
<td>TLIR4001A</td>
<td>Monitor supplier performance</td>
</tr>
<tr>
<td>TLIX4028A</td>
<td>Apply knowledge of logistics</td>
</tr>
<tr>
<td>TLIX4030A</td>
<td>Apply knowledge of materiel sustainment</td>
</tr>
<tr>
<td>TLIX4035A</td>
<td>Maintain technical data and information</td>
</tr>
<tr>
<td>PSPGOV404B</td>
<td>Develop and implement work unit plans</td>
</tr>
<tr>
<td>PSPPROC303A</td>
<td>Carry out basic procurement</td>
</tr>
</tbody>
</table>

Target Group

Those with functional responsibility for the control of inventory and includes defining stockholding policy, usage rates, demand management, performance management and disposal.

Suggested words for Statement of Attainment

This skill set meets the requirements to be able to control line items or fleets within a supply system in an acquisition environment.
TLISS00021 Integrated Logistics Support Management Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Diploma of Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 4 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIX5003A</td>
<td>Develop and review integrated logistics support plans</td>
</tr>
<tr>
<td>TLIX5004A</td>
<td>Develop integrated logistics support processes and procedures</td>
</tr>
<tr>
<td>TLIX5005A</td>
<td>Manage integrated logistics support operations</td>
</tr>
<tr>
<td>TLIX5010A</td>
<td>Provide specialist integrated logistics support advice</td>
</tr>
</tbody>
</table>

Target Group

Those individuals working as ILS Managers.

Suggested words for Statement of Attainment

This skill set meets the requirements of integrated logistics support management function.
TLISS00022 International Freight Forwarding Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information

<table>
<thead>
<tr>
<th>Pathway</th>
</tr>
</thead>
<tbody>
<tr>
<td>This skill set is for entry into the international freight forwarding industry and is not aligned to any specific qualification and can be achieved separately.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 8 units of competency must be completed to obtain the skill set.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLIE1003A</td>
<td>Participate in basic workplace communication</td>
</tr>
<tr>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>TLIF4065A</td>
<td>Ensure compliance with Australian Dangerous Goods Code</td>
</tr>
<tr>
<td>TLI14005A</td>
<td>Market services and products to clients</td>
</tr>
<tr>
<td>TLI13007A</td>
<td>Provide freight forwarding information to customers</td>
</tr>
<tr>
<td>TLIJ2001A</td>
<td>Apply quality procedures</td>
</tr>
<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set providing basic induction into the international freight forwarding environment. It is intended for use by entry-level employees or those who will be carrying out basic activities within international freight forwarding.

Suggested words for Statement of Attainment

These competencies from the TL110 Transport and Logistics Training Package (Version 2) meet the needs of international freight forwarding entry-level employees. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person commencing work within the international freight forwarding environment.
TLISS00023 Light On-track Equipment Operation Skill Set

Modification History
Not applicable.

Description
Not applicable.

Pathways Information
This skill set is to be undertaken in addition to the core units from Certificate II in Rail Infrastructure and targets those rail track workers who will propel and operate basic mechanical or hydraulic light on-track equipment. Light on-track equipment is considered to be less than 10 tonnes that may be lifted on or off track mechanically.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2085A</td>
<td>Apply track fundamentals</td>
</tr>
<tr>
<td>TLIC2059A</td>
<td>Propel and operate light on-track equipment</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering a role requiring the operation of light on-track equipment in the general rail infrastructure environment.
**Suggested words for Statement of Attainment**

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs of rail plant operation. The units of competency are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person required to propel and operate light on-track equipment in the general rail infrastructure environment.

**Custom Content Section**

Not applicable.
TLISS00024 Logistics Configuration Management Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Certificate IV in Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 4 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIX4022A</td>
<td>Implement and monitor configuration management plans</td>
</tr>
<tr>
<td>TLIX4023A</td>
<td>Conduct configuration management activities</td>
</tr>
<tr>
<td>TLIX4024A</td>
<td>Apply configuration management processes and procedures</td>
</tr>
<tr>
<td>TLIX4032A</td>
<td>Apply knowledge of technical regulatory framework</td>
</tr>
</tbody>
</table>

Target Group

Those required to apply technical and administrative direction and surveillance to identifying and documenting the functional and physical characteristics of a configuration item, to control changes to those characteristics and to record and report change processing and implementation status.

Suggested words for Statement of Attainment

This skill set meets the requirements to be able to conduct configuration management.
TLISS00025 Logistics Executive Management Skill Set

Modification History
Release 3 - One imported unit updated to current version. Equivalent.

Description
Not Applicable

Pathways Information
This skill set contributes to the Advanced Diploma of Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **6 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMGT605B</td>
<td>Provide leadership across the organisation</td>
</tr>
<tr>
<td>BSBRSK501B</td>
<td>Manage risk</td>
</tr>
<tr>
<td>PSPGOV602B</td>
<td>Establish and maintain strategic networks</td>
</tr>
<tr>
<td>PSPGOV605A</td>
<td>Persuade and influence opinion</td>
</tr>
<tr>
<td>PSPGOV606A</td>
<td>Prepare high-level/sensitive written materials</td>
</tr>
<tr>
<td>PSPPOL603A</td>
<td>Manage policy implementation</td>
</tr>
</tbody>
</table>

Target Group

**Target group**
Those individuals moving into materiel logistics executive management streams.

Suggested words for Statement of Attainment

This skill set meets the requirements of executive managers within the specific area of materiel logistics.
TLISS00026 Logistics Inventory Controller Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Certificate IV in Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **7 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIP5036A</td>
<td>Manage assets</td>
</tr>
<tr>
<td>TLIR4001A</td>
<td>Monitor supplier performance</td>
</tr>
<tr>
<td>TLIX4028A</td>
<td>Apply knowledge of logistics</td>
</tr>
<tr>
<td>TLIX4029A</td>
<td>Apply knowledge of integrated logistics support</td>
</tr>
<tr>
<td>TLIX4035A</td>
<td>Maintain technical data and information</td>
</tr>
<tr>
<td>PSPGOV404B</td>
<td>Develop and implement work unit plans</td>
</tr>
<tr>
<td>PSPPROC303A</td>
<td>Carry out basic procurement</td>
</tr>
</tbody>
</table>

Target Group

Those with functional responsibility for the control of inventory and includes defining stockholding policy, usage rates, demand management, performance management and disposal.

Suggested words for Statement of Attainment

This skill set meets the requirements to be able to control line items or fleets within a supply system in a logistics environment.
TLISS00027 Logistics Product Management Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Diploma of Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 5 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIL5055A</td>
<td>Manage a supply chain</td>
</tr>
<tr>
<td>TLIP5036A</td>
<td>Manage assets</td>
</tr>
<tr>
<td>TLIR5014A</td>
<td>Manage suppliers</td>
</tr>
<tr>
<td>TLIX5014A</td>
<td>Manage materiel sustainment operations</td>
</tr>
<tr>
<td>TLIX4029A</td>
<td>Apply knowledge of integrated logistics support</td>
</tr>
</tbody>
</table>

Target Group

Those individuals required to manage line items or fleets within a supply system. It includes management of the line item or fleet from supplier, through the supply chain to the client, and includes maintenance processes.

Suggested words for Statement of Attainment

This skill set meets the requirements to be able to manage line items or fleets within a supply system.
TLISS00028 Logistics Sustainment Management Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Diploma of Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 4 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIX5012A</td>
<td>Develop and review materiel sustainment plans</td>
</tr>
<tr>
<td>TLIX5013A</td>
<td>Develop materiel sustainment processes and procedures</td>
</tr>
<tr>
<td>TLIX5014A</td>
<td>Manage materiel sustainment operations</td>
</tr>
<tr>
<td>TLIX5019A</td>
<td>Provide specialist materiel sustainment advice</td>
</tr>
</tbody>
</table>

Target Group

Those individuals working as logistics sustainment managers.

Suggested words for Statement of Attainment

This skill set meets the requirements of logistics sustainment management function.
TLISS00029 Logistics Sustainment Practitioner Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Certificate IV in Materiel Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **7 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIX4016A</td>
<td>Implement and monitor materiel sustainment plans</td>
</tr>
<tr>
<td>TLIX4017A</td>
<td>Conduct materiel sustainment activities</td>
</tr>
<tr>
<td>TLIX4018A</td>
<td>Apply materiel sustainment processes and procedures</td>
</tr>
<tr>
<td>TLIX4028A</td>
<td>Apply knowledge of logistics</td>
</tr>
<tr>
<td>TLIX4029A</td>
<td>Apply knowledge of integrated logistics support</td>
</tr>
<tr>
<td>PSPGOV404B</td>
<td>Develop and implement work unit plans</td>
</tr>
<tr>
<td>PSPPROC303A</td>
<td>Carry out basic procurement</td>
</tr>
</tbody>
</table>

**Target Group**

Those individuals working as a specialist logistics practitioner in materiel sustainment.

**Suggested words for Statement of Attainment**

This skill set meets the requirements to be able to work as a logistics sustainment practitioner.
TLISS00030 Lookout Working Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone required to perform lookout duties and while it is not aligned to any specific qualification and can be achieved separately, it is normally not a full time activity.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **2 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF2081B</td>
<td>Perform lookout duties</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of lookout within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of lookout working. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a lookout operating within the general rail infrastructure environment.
TLISS00031 Maintain Aerial Signal/Telecommunication Lines and Cables Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set targets anyone who is required to maintain aerial signal/telecommunication lines and cables. It is not aligned to any specific qualification and can be achieved separately however is expected that the person requiring this skill set would also work on electrical signalling equipment as a major activity.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3058A</td>
</tr>
<tr>
<td>Maintain aerial signal/telecommunication lines and cables</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used by persons required to maintain aerial signal/telecommunication lines and cables within a rail infrastructure environment once it has been isolated by an authorised and qualified electrical technician.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package meets the needs of maintaining aerial signal/telecommunication lines and cables. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person maintaining aerial signal/telecommunication lines and cables operating within the general rail infrastructure environment.
TLISS00032 Maintain Bridge Bearings Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Structures) and targets those workers who will also maintain bridge bearings.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

Unit/s

TLIB2083A Maintain bridge bearings

Target Group

This is a skill set covering a role which includes carrying out maintenance of bridge bearings within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs for maintaining bridge bearings. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working within the general rail infrastructure environment who is required to maintain bridge bearings.
TLISS00033 Maintain Mechanical Equipment Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set targets anyone who is required to maintain mechanical signalling and/or locking and interlocking equipment within a rail environment. It is not aligned to any specific qualification and can be achieved separately however is expected that the person requiring this skill set would also work on electrical signalling, locking or interlocking equipment as a major activity.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 3 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3046A</td>
<td>Service and clean mechanical signalling equipment and infrastructure</td>
</tr>
<tr>
<td>TLIB3047A</td>
<td>Repair and adjust mechanical signalling equipment and infrastructure</td>
</tr>
<tr>
<td>TLIB3053A</td>
<td>Maintain mechanical signalling locking and interlocking devices</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used by persons required to carry out maintenance of mechanical equipment within a rail infrastructure environment. It is intended for operations on equipment used in mechanical signalling, locking and interlocking.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs of persons maintaining mechanical equipment within the rail environment. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person maintaining mechanical signalling and/or locking and interlocking equipment.
TLISS00035 Minor Track Equipment Operation Skill Set

Modification History
Not applicable.

Description
Not applicable.

Pathways Information
This skill set is to be undertaken in addition to the core units from the Certificate II in Rail Infrastructure and targets those rail track workers who will operate minor track equipment, which covers equipment that can be lifted on or off track manually.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW3027A</td>
<td>Operate minor track equipment</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering the role of minor rail plant operator in the general rail infrastructure environment.

Suggested words for Statement of Attainment
These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs of minor rail plant operation. The units of competency are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a minor rail plant operator in the general rail infrastructure environment.
Custom Content Section

Not applicable.
TLISS00036 Mobile Crane Operations Supervisor Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set contributes to the Certificate IV in Logistics within the TLI10 Transport and Logistics Training Package (Version 2).

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 7 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIE4006A</td>
<td>Collect, analyse and present workplace data and information</td>
</tr>
<tr>
<td>TLIF4007A</td>
<td>Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td>TLIF4064A</td>
<td>Manage fatigue management policy and procedures</td>
</tr>
<tr>
<td>TLIP4010A</td>
<td>Assess lift requirements and provide quotation</td>
</tr>
<tr>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
<tr>
<td>BSBMGT502B</td>
<td>Manage people performance</td>
</tr>
<tr>
<td>BSBMGT515A</td>
<td>Manage operational plan</td>
</tr>
</tbody>
</table>

Target Group

Those required to perform supervisory or allocation and administrative roles for mobile crane operations.

Suggested words for Statement of Attainment

This skill set meets the requirements to be able to perform a supervisory and allocation role in mobile crane operations.
Modification History

Release 4. This is the fourth release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.
In Release 4 pathways information has been updated to include the TLI42513 Certificate IV in Traffic Operations. This release is equivalent to the previous release of the Skill Set.

Description

This Skill Set targets anyone who is required to carry out the duties of an open road operator within a road traffic control centre.

Pathways Information

This Skill Set contributes to the TLI42513 Certificate IV in Traffic Operations within the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information

Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

<table>
<thead>
<tr>
<th>A total of 5 units of competency must be attained.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Units</td>
</tr>
<tr>
<td>HLTAMBP401C Manage personal stressors in the work environment</td>
</tr>
<tr>
<td>TLIF4007A Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td>TLIF4069A Monitor and respond to traffic flow</td>
</tr>
<tr>
<td>TLIK2010A Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>TLIU1009A Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
</tbody>
</table>
Target Group
This is a Skill Set providing training for an open road operator. It is intended for use by those employed in the job role of an open road operator within the road systems of Australia.

Suggested words for Statement of Attainment
These competencies from the TLI10 Transport and Logistics Training Package Version 4.0 and HLT07 Health Training Package meet the needs of open road operators. The units of competency are drawn from nationally endorsed Training Packages and provide the skills and knowledge for a person working in the open road operator environment.
TLISS00038 Operate Signalling/Point Control Equipment Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone required to operate stand alone signalling and/or point control equipment as part of their job role. It is not aligned to any specific qualification and while it can be achieved separately it is unlikely to be used outside of a more complex job role.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIW3026B</td>
<td>Operate stand alone signalling/point control equipment</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used by anyone in the general rail infrastructure or operations environment who is required to operate stand alone signalling and/or point control equipment as part of their duties.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of signalling/point control equipment operation duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working within the general rail infrastructure or operations environment.
TLISS00039 Plan Track Possessions Protection Skill Set

Modification History
Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description
This skill set targets anyone required to plan and implement track possession protection as part of their job role as a protection officer; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **4 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3083B</td>
<td>Conduct track protection assessment</td>
</tr>
<tr>
<td>TLIC2081A</td>
<td>Pilot rail traffic within work on track authority limits</td>
</tr>
<tr>
<td>TLIL3084A</td>
<td>Implement a local possession authority</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in the role of possession protection officer within the general rail infrastructure environment that is required to plan and implement track possession protection.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of protection officer duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a possession protection officer operating within the general rail infrastructure environment.
TLISS00040 Rail Adjustment Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Core Units from the Certificate II in Rail Infrastructure (Track Work) and targets those rail track workers who will adjust rail.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3102A</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of rail adjustor within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs of rail adjustment. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a rail adjustor within the general rail infrastructure environment.
TLISS00041 Rail Infrastructure Induction Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description

This skill set targets rail track workers who are new to the rail infrastructure environment; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 5 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB1028A</td>
<td>Maintain and use hand tools</td>
</tr>
<tr>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIW2001A</td>
<td>Operate under track protection rules</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set providing basic induction into the general rail infrastructure environment. It is intended for use by temporary workers or those who will be carrying out basic activities in the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of the rail infrastructure industry to provide an appropriate induction. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person commencing work within the general rail infrastructure environment.
TLISS00043 Repairing Concrete/Masonry Structures Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Structures) and targets those workers who will also repair concrete/masonry structures.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS2036A</td>
<td>Use chemical repair products</td>
</tr>
<tr>
<td>TLIB2096A</td>
<td>Repair concrete/masonry structures</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of concrete/masonry structures repairer within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs for repairing concrete/masonry structures. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a concrete/masonry structures repairer operating within the general rail infrastructure environment.
TLISS00044 Repairing Steel Structures Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Structures) and targets those workers who will also repair steel structures.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW3034A</td>
<td>Apply protective coating systems to structures</td>
</tr>
<tr>
<td>TLIB2082A</td>
<td>Repair steel structures</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of steel structures repairer within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs for repairing steel structures. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a steel structures repairer operating within the general rail infrastructure environment.
TLISS00045 Repairing Timber Structures Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Structures) and targets those workers who will also repair timber structures.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements
A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2081A  Repair timber structures</td>
</tr>
</tbody>
</table>

Target Group
Target group
This is a skill set covering the role of timber structures repairer within the general rail infrastructure environment.

Suggested words for Statement of Attainment
This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs for repairing timber structures. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a timber structures repairer operating within the general rail infrastructure environment.
**TLISS00046 Road Safety Skill Set**

**Modification History**
Not Applicable

**Description**
Not Applicable

**Pathways Information**
This skill set is not aligned to any specific qualification but may be used to support road use and road safety qualifications.

**Licensing/Regulatory Information**
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **6 units** of competency must be completed to obtain the skill set.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF0075A</td>
<td>Demonstrate awareness of interacting with other road users</td>
</tr>
<tr>
<td>TLIF0076A</td>
<td>Demonstrate awareness of factors to reduce road harm</td>
</tr>
<tr>
<td>TLIF0077A</td>
<td>Demonstrate knowledge of risk factors and consequences in interacting with other road users</td>
</tr>
<tr>
<td>TLIF0078A</td>
<td>Recognise motor vehicle road crash risks and post crash actions</td>
</tr>
<tr>
<td>TLIF0079A</td>
<td>Select a safe vehicle</td>
</tr>
<tr>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
</tbody>
</table>

Target Group

This skill set provides a basic introduction to road safety on the road for those interacting with other road users. It is intended for use by year 10 through to year 12 students to equip them with a broader knowledge of the underpinning concepts of road use and road safety. This skill set may support other road safety or road use programs.

Suggested words for Statement of Attainment

The skill set competencies meet the needs of year 10 through to year 12 students. The competencies are drawn from a nationally endorsed Training Package, and provide the basic knowledge for a person who requires road safety and road use training.
TLISS00047 Road Tunnel Operator Skill Set

Modification History
Release 4. This is the fourth release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.
In Release 4 pathways information has been updated to include the TLI42513 Certificate IV in Traffic Operations. This release is equivalent to the previous release of the Skill Set.

Description
This Skill Set targets anyone who is required to carry out the duties of a tunnel operator within a road traffic control centre.

Pathways Information
This Skill Set contributes to the TLI42513 Certificate IV in Traffic Operations within the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF4007A</td>
<td>Implement and coordinate accident-emergency procedures</td>
</tr>
<tr>
<td>TLIF4069A</td>
<td>Monitor and respond to traffic flow</td>
</tr>
<tr>
<td>TLIF4070A</td>
<td>Operate fire and life safety system within a road tunnel</td>
</tr>
<tr>
<td>TLIF5020A</td>
<td>Manage emergencies</td>
</tr>
<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>TLIU1009A</td>
<td>Monitor plant and equipment in an environmentally sustainable manner</td>
</tr>
</tbody>
</table>

A total of 6 units of competency must be attained.
Target Group
This is a Skill Set providing basic induction for a road tunnel operator. It is intended for use by those employed in the job role of a road tunnel operator.

Suggested words for Statement of Attainment
These competencies from the TL110 Transport and Logistics Training Package Version 4.0 meet the needs of road tunnel operators. The competencies are drawn from a nationally endorsed Training Package and provide the skills and knowledge for a person working within the road tunnel operator environment.
TLISS00049 Suburban Network Train Driver Assistant Skill Set

Modification History
Release 2 - One unit updated to current version. Equivalent.

Description
Not applicable.

Pathways Information
This skill set is to be undertaken in addition to the Certificate III in Electric Passenger Train Guard and targets those guards who will also cover the role of Driver Assistant.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 5 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB0117A</td>
<td>Assist with preparation of train for operation</td>
</tr>
<tr>
<td>TLIC3017A</td>
<td>Shunt rolling stock</td>
</tr>
<tr>
<td>TLIC3027A</td>
<td>Stable a motive power unit</td>
</tr>
<tr>
<td>TLIL3039A</td>
<td>Assist with train operation</td>
</tr>
<tr>
<td>TLIW3026B</td>
<td>Operate stand alone signalling/point control equipment</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering the role of an electric passenger train guard required to act as Driver Assistant on diesel operated locomotives.
Suggested words for Statement of Attainment

These competencies are drawn from the TLI10 Transport and Logistics Training Package (Version 2) and provide the skills and knowledge for an electric passenger train guard acting as a Driver Assistant on diesel operated locomotives.

Custom Content Section

Not applicable.
TLISS00050 Track Grinding Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the core units from the Certificate II in Rail Infrastructure (Track Work) and targets those rail track workers who will also carry out grinding operations.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW2012A</td>
</tr>
</tbody>
</table>

Grind rails

Target Group

This is a skill set covering the requirements to grind rail within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs of track grinding operations. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working as a track grinder operating within the general rail infrastructure environment who will also grind rails as part of their job role.
TLISS00051 Track Inspection Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Track Work) and targets those rail track workers who will also inspect track.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements
A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3100A</td>
<td>Visually inspect track infrastructure</td>
</tr>
<tr>
<td>TLIB3099A</td>
<td>Examine track infrastructure</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering the role of track inspector within the general rail infrastructure environment.

Suggested words for Statement of Attainment
These competencies from the TLI10 Transport and Logistics Training Package (Version2) meet the needs of track inspection. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a track inspector operating within the general rail infrastructure environment.
TLISS00052 Track Lubrication Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Track Work) and targets those rail track workers who will also install and/or maintain track lubrication equipment.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **2 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB1093A</td>
<td>Clean equipment and restore worksite</td>
</tr>
<tr>
<td>TLIS2012A</td>
<td>Install and service rail lubrication equipment</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of track lubricator within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs of track lubrication. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a track lubricator operating within the general rail infrastructure environment.
Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone required to implement track occupancy protection as part of their job role as a protection officer; it is not aligned to any specific qualification and can be achieved separately.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **5 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC2081A</td>
<td>Pilot rail traffic within work on track authority limits</td>
</tr>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3083B</td>
<td>Conduct track protection assessment</td>
</tr>
<tr>
<td>TLIL3065B</td>
<td>Implement a track occupancy authority</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in the role of protection officer within the general rail infrastructure environment that is required to implement track occupancy protection.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of protection officer duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a protection officer operating within the general rail infrastructure environment.
TLISS00054 Track Patrol Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Track Work) and targets those rail track workers who will also patrol track.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3100A</td>
<td>Visually inspect track infrastructure</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of track patroller within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs of track patrol. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working as a track patroller operating within the general rail infrastructure environment.
TLISS00055 Travel Medium/Heavy On-track Equipment Skill Set

Modification History
Not applicable.

Description
Not applicable.

Pathways Information
This skill set is to be undertaken in addition to the core units from Certificate II in Rail Infrastructure and targets those rail track workers who will travel medium or heavy on-track equipment. Medium or heavy on-track equipment is considered to weigh more than 10 tonnes and is permanently railed.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2085A</td>
<td>Apply track fundamentals</td>
</tr>
<tr>
<td>TLIC2058A</td>
<td>Travel medium or heavy self-propelled on-track equipment</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering a role which requires medium or heavy on-track equipment to be travelled in the general rail infrastructure environment.
Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs of rail plant operation. The units of competency are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person required to travel medium or heavy on-track equipment in the general rail infrastructure environment.

Custom Content Section

Not applicable.
TLISS00056 Travel Track Vehicle Under Block Working Conditions Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone required to access rail track to travel a track vehicle under block working conditions as part of their job role. It is not aligned to any specific qualification and while it can be achieved separately it is intended for use by track vehicle operators.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements
A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIC0084A</td>
<td>Access rail track to travel track vehicles under manual block working conditions</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set used in the role of track vehicle operator working specifically under block working conditions within the general rail infrastructure environment.

Suggested words for Statement of Attainment
These competencies from the TLI10 Transport and Logistics Training Package (Version 3) meet the needs of track vehicle operation duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a track vehicle operator within the general rail infrastructure environment.
TLISS00057 Travel Track Vehicle Under Occupancy Authority Skill Set

Modification History

Release 3
This is the third release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.
Units revised. Equivalent to previous version of the skill set.

Description

This skill set targets anyone who is required to access rail track to travel a track vehicle under occupancy authority as part of their job role.

Pathways Information

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of **3 units** of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIC2054B</td>
<td>Access rail track to run track vehicle within a defined worksite</td>
</tr>
<tr>
<td>TLIC0083A</td>
<td>Access rail track to travel track vehicle under a proceed authority</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set used in the role of track vehicle operator working specifically under occupancy authorities within the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TL110 Transport and Logistics Training Package (Version 3) meet the needs of track vehicle operation duties. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a track vehicle operator within the general rail infrastructure environment.
TLISS00060 Ultrasonic Points and Crossings Testing Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Track Work) or a recognised qualification in non-destructive testing (NDT) equivalent to a Certificate II or above. It targets those rail track workers who will also test points and crossings using ultrasonic equipment.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 2 units of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS3010A</td>
<td>Test rail using ultrasonic equipment</td>
</tr>
<tr>
<td>TLIS3011A</td>
<td>Test rail using nondestructive testing equipment</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set for persons required to test points and crossings using either ultrasonic or non-destructive testing (NDT) equipment in the general rail infrastructure environment.

Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package (Version 2) meet the needs of ultrasonic testing of points and crossings. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as an ultrasonic points and crossings tester operating within the general rail infrastructure environment.
TLISS00061 Ultrasonic Rail Testing Skill Set

Modification History
Not Applicable

Description
Not Applicable

Pathways Information
This skill set is to be undertaken in addition to the Certificate II in Rail Infrastructure (Track Work) or a recognised qualification in non-destructive testing (NDT) equivalent to a Certificate II or above. It targets those rail track workers who will also test rail using ultrasonic equipment.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.
Skill Set Requirements

A total of 1 unit of competency must be completed.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS3010A</td>
<td>Test rail using ultrasonic equipment</td>
</tr>
</tbody>
</table>

Target Group

This is a skill set covering the role of ultrasonic rail tester within the general rail infrastructure environment.

Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package (Version 2) meets the needs of ultrasonic testing of rail. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person working as an ultrasonic rail tester operating within the general rail infrastructure environment.
TLISS00062 Certify Rolling Stock Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set targets anyone who is required to certify rolling stock as fit for operation following maintenance activities.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 1 unit of competency must be attained.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB0127A</td>
<td>Certify rolling stock prior to handover</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering the certification of rolling stock prior to its return to operation. This may be certification of new rolling stock or following maintenance activities.
Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package Version 3.0 meets the needs of the rail industry. The competency is drawn from a nationally endorsed Training Package and provides the skills and knowledge for a person within the rail maintenance environment required to certify rolling stock prior to its return to operation.

Custom Content Section

Not applicable.
TLISS00063 Move Rolling Stock Within Defined Limits Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set targets anyone required to move rolling stock within defined limits. This would occur within a rail yard, private siding or maintenance operation.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 4 units of competency must be attained.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB0128A</td>
<td>Conduct pre-movement checks on motive power units</td>
</tr>
<tr>
<td>TLIB0132A</td>
<td>Start up and shut down a single locomotive</td>
</tr>
<tr>
<td>TLIB3129A</td>
<td>Conduct pre-movement checks on rolling stock</td>
</tr>
<tr>
<td>TLIC0079A</td>
<td>Operate a motive power unit within defined limits</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering the rail safety worker requirements for people to safely move rolling stock within defined limits.
Suggested words for Statement of Attainment

These competencies from the TL10 Transport and Logistics Training Package Version 3.0 meet the needs of the rail industry. The competencies are drawn from a nationally endorsed Training Package and provide the skills and knowledge for a person within the rail environment required to carry out rail safety activities including moving rolling stock within a rail yard, terminus or private siding.

Custom Content Section

Not applicable.
TLISS00064 Rail Maintainer Skill Set

Modification History
Release 2. This is the second release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.
Release 2 is equivalent to the previous release.

Description
This skill set targets anyone required to carry out rail maintenance activities within a rail yard or maintenance facility. It covers the rail safe working aspects of the job.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 5 units of competency must be attained.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2122A</td>
<td>Apply awareness of fundamentals of rail operations in yards or sidings</td>
</tr>
<tr>
<td>TLIB3019B</td>
<td>Test train braking system</td>
</tr>
<tr>
<td>TLIB3123A</td>
<td>Apply awareness of motive power unit fundamentals</td>
</tr>
<tr>
<td>TLIB3129A</td>
<td>Conduct pre-movement checks on rolling stock</td>
</tr>
<tr>
<td>TLIF0098A</td>
<td>Apply personal and equipment lockouts to rolling stock</td>
</tr>
</tbody>
</table>
Target Group
This is a skill set covering the rail safety worker requirements for workers engaged in maintaining rolling stock.

Suggested words for Statement of Attainment
These competencies from the TLI10 Transport and Logistics Training Package Version 3.0 meet the needs of the rail industry. The competencies are drawn from a nationally endorsed Training Package and provide the skills and knowledge for a person within the rail maintenance environment required to carry out rail safety activities.

Custom Content Section
Not applicable.
TLISS00065 Tram or Light Rail Turnout Construction Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set targets anyone who is required to construct turnouts for tram or light rail systems.

Pathways Information
This skill set is to be undertaken in addition to the TLI22213 Certificate II in Tram or Light Rail Infrastructure and targets workers who will also construct turnouts.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of 1 unit of competency must be attained.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS3040A</td>
<td>Construct concrete or steel points and crossings</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering a role required to construct tram or light rail turnouts.

Suggested words for Statement of Attainment
This competency from the TLI10 Transport and Logistics Training Package Version 3.0 meets the needs of the tram/light rail infrastructure industry. The competency is drawn from a nationally endorsed Training Package and provides the skills and knowledge for a person within the tram or light rail infrastructure environment required to construct turnouts.
Custom Content Section

Not applicable.
TLISS00066 Tram or Light Rail Turnout Installation Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set targets anyone who is required to install turnouts on a tram or light rail system.

Pathways Information
This skill set is to be undertaken in addition to the TLI22213 Certificate II in Tram or Light Rail Infrastructure and targets workers who will install turnouts.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIS3045A</td>
<td>Install turnouts</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering a role required to install turnouts on tram or light rail tracks.

Suggested words for Statement of Attainment
This competency from the TLI10 Transport and Logistics Training Package Version 3.0 meets the needs of the tram or light rail infrastructure industry. The competency is drawn from a nationally endorsed Training Package and provides the skills and knowledge for a person within the tram or light rail infrastructure environment required to install turnouts.
Custom Content Section

Not applicable.
TLISS00067 Submerged Arc Welding Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set is designed for anyone who is required to apply submerged arc welding to tram or light rail tracks.

Pathways Information
This skill set is to be undertaken in addition to the TLI32913 Certificate III in Tram or Light Rail Infrastructure and targets workers who will also carry out submerged arc welding.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 1 unit of competency must be attained.

<table>
<thead>
<tr>
<th>Unit/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIW0044A</td>
</tr>
<tr>
<td>Weld rail on tram/light rail systems using submerged arc welding process</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering a role required to carry out submerged arc welding on tram or light rail tracks including straight track, and points and crossings.
Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package Version 3.0 meets the needs of the tram/light rail infrastructure industry. The competency is drawn from a nationally endorsed Training Package and provides the skills and knowledge for a person within the tram or light rail infrastructure environment required to carry out submerged arc welding on tram or light rail tracks.

Custom Content Section

Not applicable.
TLISS00068 Tram or Light Rail Track Inspection Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set is designed for anyone who is required to inspect tram or light rail tracks to ensure it is fit for operations.

Pathways Information
This skill set is to be undertaken in addition to the TLI22213 Certificate II in Tram or Light Rail Infrastructure and targets workers who will also inspect tram or light rail track for defects.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 2 units of competency must be attained.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB3099A</td>
<td>Examine track infrastructure</td>
</tr>
<tr>
<td>TLIB3100A</td>
<td>Visually inspect track infrastructure</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering the role of a tram or light rail track inspector.
Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package Version 3.0 meet the needs of tram or light rail track inspection. The competencies are drawn from a nationally endorsed Training Package, and provide the skills and knowledge for a person working as a tram or light rail track inspector operating within the tram or light rail infrastructure environment.

Custom Content Section

Not applicable.
TLISS00069 Tram or Light Rail Track Sweeping Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set is designed for anyone who is required to operate specialised equipment to carry out track cleaning operations on tram or light rail tracks.

Pathways Information
This skill set is to be undertaken in addition to the TLI32913 Certificate III in Tram or Light Rail Infrastructure and targets workers who will also operate tram or light rail track cleaning equipment.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

<table>
<thead>
<tr>
<th>A total of <strong>1 unit</strong> of competency must be attained.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit/s</strong></td>
</tr>
<tr>
<td>TLIC0073A</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering a role that is required to operate tram or light rail track cleaning equipment on tram or light rail tracks including straight track, and points and crossings.
Suggested words for Statement of Attainment

This competency from the TLI10 Transport and Logistics Training Package Version 3.0 meets the needs of the tram or light rail infrastructure industry. The competency is drawn from a nationally endorsed Training Package and provides the skills and knowledge for a person within the tram or light rail infrastructure environment required to operate tram or light rail track cleaning equipment on tram or light rail tracks.

Custom Content Section

Not applicable.
TLISS00070 Mentoring Skill Set

Modification History
Release 2. This is the second release of This Skill set in TLI10 Transport and Logistics Training Package Version 4.0.
In Release 2 the Description wording has been edited to be inclusive of all experienced workers across all sectors of the Transport and Logistics industry. This release is equivalent to the previous release of the Skill Set.

Description
This Skill Set targets experienced workers who mentor individuals or small groups (2 to 5 people) across all sectors of the Transport and Logistics industry.

Pathways Information
This Skill Set is not aligned to any specific qualification and can be achieved separately.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 1 unit of competency must be attained.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIM4004A</td>
<td>Mentor individuals or small groups</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set for experienced workers who take on the role of mentoring individuals or small groups (two to five people) in an on-the-job environment. It is intended for use by workers across a range of sectors in the Transport and Logistics industry.
Suggested words for Statement of Attainment

The competency from the TLI10 Transport and Logistics Training Package Version 4.0 meets the needs of Mentors of individuals or small groups. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge for a person to prepare for, undertake and review mentoring to develop the required workplace competence in other workers on a one-to-one or small group basis in an on-the-job environment.

Custom Content Section

Not applicable.
TLISS00071 Lead Shunter Skill Set

Modification History
Release 1 - This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 3.0.

Description
This skill set targets anyone who is required to carry out the duties of a lead shunter within a rail yard, rail terminal or rail sidings.

Pathways Information
This skill set is to be undertaken in addition to the TLI22013 Certificate II in Shunting and targets workers who take on extra responsibilities as a lead shunter/senior terminal operator.

Licensing/Regulatory Information
Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 3 units of competency must be attained.

<table>
<thead>
<tr>
<th>Unit/s</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF3058A</td>
<td>Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td>TLIF3085A</td>
<td>Apply local incident response procedures</td>
</tr>
<tr>
<td>TLIG3002A</td>
<td>Lead a work team or group</td>
</tr>
</tbody>
</table>

Target Group
This is a skill set covering the requirements for people working as a lead shunter/senior terminal operator providing guidance to one or more shunters/terminal operators within a rail yard or terminal.
Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package Version 3.0 meet the needs of the rail industry. The competencies are drawn from a nationally endorsed Training Package and provide the skills and knowledge for a person within the rail maintenance environment required to provide leadership to other shunters.

Custom Content Section

Not applicable.
TLISS00072 Compiler Classifier Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set is for anyone who is required to undertake compiler/classifier duties in the Customs Broking industry.

Pathways Information
This Skill Set contributes to the TLI50813 Diploma of Customs Broking in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 8 units of competency must be attained.

Units
TLIE3002A Estimate/calculate mass, area and quantify dimensions
TLIE3021A Work and communicate effectively with others
TLIX5046A Carry out standard customs clearance practices
TLIX5047A Determine customs value
TLIX5051A Determine tariff classification of goods
TLIX5054A Comply with biosecurity border clearance
TLIX5057A Prepare documents for customs clearance
TLIX5059A Undertake border clearance functions
Target Group
This is a Skill Set covering a compiler/classifier role within the Customs Broking industry.

Suggested words for Statement of Attainment
These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements to be able perform a compiler/classifier role in the Customs Broking industry.

Custom Content Section
Not applicable.
TLISS00073 Furniture Removal Pre-Packer Skill Set

Modification History
Release 1. This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set is for anyone who is required to pre-pack furniture and effects.

Pathways Information
This Skill Set contributes to the TLI22413 Certificate II in Furniture Removal within the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 5 units of competency must be attained.

Units
TLID1001A Shift materials safely using manual handling methods
TLID33048A Pack and unpack furniture and effects
TLIE2008A Process workplace documentation
TLIE2032A Assess removal
TLII1002A Apply customer service skills

Target Group
This is a Skill Set covering a role required to complete pre-packing of furniture and effects in the furniture removal industry.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements to be able perform a pre-packers role in furniture removal.

Custom Content Section

Not applicable.
TLISS00074 Furniture Removal Team Leader Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set is for anyone who is required to undertake team leader duties in the furniture removal industry.

Pathways Information
This Skill Set contributes to the TLI33313 Certificate III in Furniture Removal within the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 4 units of competency must be attained.

Units
- BSBWOR301B Organise personal work priorities and development
- TLID3050A Coordinate furniture removal
- TLIG3002A Lead a work team or group
- TLIL4005A Apply conflict/grievance resolution strategies

Target Group
This is a Skill Set covering a team leader role within the furniture removal industry.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 and the BSB07 Business Training Package Version 9.0 meet the requirements to be able perform a furniture removal team leader role.

Custom Content Section

Not applicable.
TLISS00075 International Furniture Removal Packer and Wrapper Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set is for anyone who is required to pack and wrap furniture and effects for international removal.

Pathways Information
These units may provide credit towards a number of TLI10 Transport and Logistics Training Package qualifications at Certificate II level or above.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 5 units of competency must be attained.

Units
- TLID1001A Shift materials safely using manual handling methods
- TLID3049A Pack and wrap furniture and effects for international removals
- TLIE2008A Process workplace documentation
- TLIE2032A Assess removal
- TLII1002A Apply customer service skills
Target Group
This is a Skill Set covering a role required to pack and wrap furniture and effects for international removal.

Suggested words for Statement of Attainment
These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements to be able perform an international furniture removal packer and wrapper role.

Custom Content Section
Not applicable.
TLISS00076 Introduction to the Waste Industry Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set is for those who are new workers in the Waste Industry.

Pathways Information
This Skill Set contributes to the TLI33413 Certificate III in Waste Driving Operations within the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 6 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLID1001A</td>
<td>Shift materials safely using manual handling methods</td>
</tr>
<tr>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>TLIF2010A</td>
<td>Apply fatigue management strategies</td>
</tr>
<tr>
<td>TLIL1001A</td>
<td>Complete workplace orientation/induction procedures</td>
</tr>
<tr>
<td>TLIU2012A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td>TLIU3015A</td>
<td>Identify wastes and hazards in the waste management industry</td>
</tr>
</tbody>
</table>

Target Group
This is a Skill Set covering new workers in the Waste Industry.
Suggested words for Statement of Attainment
These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements of new workers commencing work in the Waste Industry.

Custom Content Section
Not applicable.
TLISS00077 Rail Operations Safeworking Skill Set

Modification History
Release 1. This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set targets workers required to apply safeworking as part of their duties within a rail operations environment.

Pathways Information
These units may provide credit towards a number of TLI10 Transport and Logistics Training Package qualifications at Certificate II level or above.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 3 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC2078A</td>
<td>Identify and respond to signals and trackside signs</td>
</tr>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3058A</td>
<td>Apply safeworking rules and regulations to rail functions</td>
</tr>
</tbody>
</table>

Target Group
This Skill Set covers the requirements for people who have a TLI22313 Certificate II in Rail Customer Service or higher qualification, work in a rail operations environment and are required to apply limited safeworking activities as part of their duties.
Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package Version 4.0 meet the needs of the rail industry. The competencies are drawn from a nationally endorsed Training Package and provide the skills and knowledge for a person working within a rail operations environment who is required to carry out these activities.

Custom Content Section

Not applicable.
TLISS00078 Rail Signal Panel Operation Skill Set

Modification History
Release 1. This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set targets workers required to operate a rail signal panel as part of their duties within a rail operations environment.

Pathways Information
These units may provide credit towards a number of TLI10 Transport and Logistics Training Package qualifications at Certificate II level or above.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 5 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIC2078A</td>
<td>Identify and respond to signals and trackside signs</td>
</tr>
<tr>
<td>TLIF2080C</td>
<td>Safely access the rail corridor</td>
</tr>
<tr>
<td>TLIF3058A</td>
<td>Apply safeworking rules and regulations to rail functions</td>
</tr>
<tr>
<td>TLIL3072A</td>
<td>Operate signal panel or equipment</td>
</tr>
<tr>
<td>TLIW2037B</td>
<td>Clip and secure points</td>
</tr>
</tbody>
</table>
Target Group
This is a Skill Set covers the requirements for people who have a TLI22313 Certificate II in Rail Customer Service or higher qualification, work in a rail operations environment and are required to operate a signal panel or signalling equipment as part of their duties.

Suggested words for Statement of Attainment
These competencies from the TLI10 Transport and Logistics Training Package Version 4.0 meet the needs of the rail industry. The competencies are drawn from a nationally endorsed Training Package and provide the skills and knowledge for a person working within the rail environment who is required to carry out these activities.

Custom Content Section
Not applicable.
TLISS00079 Stevedoring Clerical Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 4 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIA2009A</td>
<td>Complete and check import/export documentation</td>
</tr>
<tr>
<td>TLIA3004A</td>
<td>Process receipt and delivery of containers and cargo</td>
</tr>
<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>TLI0201A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet industry requirements for performing clerical tasks in stevedoring.

Custom Content Section

Not applicable.
TLISS00080 Stevedoring Crane Operations Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 5 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>TLID3044A</td>
<td>Shift loads using cranes</td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLIE3015A</td>
<td>Undertake rigger/dogger and driver communication</td>
</tr>
<tr>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet industry requirements for performing crane operating tasks in stevedoring.

Custom Content Section

Not applicable.
TLISS00081 Stevedoring Equipment Controller Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 4 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIA3055A</td>
<td>Coordinate terminal/wharf equipment operations</td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet industry requirements for performing equipment controller tasks in stevedoring.

Custom Content Section

Not applicable.
TLISS00082 Stevedoring Equipment Operations/Light Load Shifting Skill Set

Modification History
Release 1 - This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 4 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>TLID2045A</td>
<td>Operate specialised light load shifting equipment</td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet industry requirements for performing light load shifting equipment operations in stevedoring.

Custom Content Section

Not applicable.
TLISS00083 Stevedoring Gantry Crane Operations Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 5 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>TLID3043A</td>
<td>Shift loads using gantry equipment</td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLIE3015A</td>
<td>Undertake rigger/dogger and driver communication</td>
</tr>
<tr>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet industry requirements for performing gantry crane operations tasks in stevedoring.

Custom Content Section

Not applicable.
TLISS00084 Stevedoring Operation Induction and Safety Skill Set

Modification History

Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

This Skill Set replaces but is not equivalent to TLISS00048 Stevedoring Operation Induction and Safety Skill Set because:

- total number of units required has increased by 1 unit, from 4 to 5 units
- 1 unit has been removed
- 2 units have been added.

Description

Not applicable.

Pathways Information

This Skill Set contributes to the TLI21413 Certificate II in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information

Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of 6 units of competency must be attained.

Units

- TLID1001A  Shift materials safely using manual handling methods
- TLIF1001A  Follow occupational health and safety procedures
- TLIF2006A  Apply accident-emergency procedures
- TLIF2010A  Apply fatigue management strategies
- TLIL1001A  Complete workplace orientation/induction procedures
Target Group
Those required to perform stevedoring roles.

Suggested words for Statement of Attainment
These competencies from the TLI10 Transport and Logistics Training Package Version 4.0 meet the needs of new employees commencing stevedoring tasks in the stevedoring industry.

Custom Content Section
Not applicable.
TLISS00085 Stevedoring Reefer Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Skill Set Requirements

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIA2003A</td>
<td>Connect and disconnect reefer units</td>
</tr>
<tr>
<td>TLIA3002A</td>
<td>Maintain container/cargo records</td>
</tr>
<tr>
<td>TLIF2068A</td>
<td>Work at height in the stevedoring industry</td>
</tr>
<tr>
<td>TLIK2010A</td>
<td>Use infotechnology devices in the workplace</td>
</tr>
<tr>
<td>TLIO2021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

A total of 5 units of competency must be attained.

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet industry requirements for performing reefer tasks in stevedoring.

Custom Content Section

Not applicable.
TLISS00086 Stevedoring Ship Mounted Crane Operations Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>TLID3047A</td>
<td>Shift loads using ship mounted crane</td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLIE3015A</td>
<td>Undertake rigger/dogger and driver communication</td>
</tr>
<tr>
<td>TLIO2021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

A total of 5 units of competency must be attained.

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment
These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet industry requirements for performing ship mounted crane operations tasks in stevedoring.

Custom Content Section
Not applicable.
**TLISS00087 Stevedoring Team Leader Skill Set**

**Modification History**
Release 1. This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 4.0.

**Description**
Not applicable.

**Pathways Information**
This skill set contributes to a TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

**Licensing/Regulatory Information**
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

**Skill Set Requirements**

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIF3003A</td>
<td>Implement and monitor occupational health and safety procedures</td>
</tr>
<tr>
<td>TLIG3002A</td>
<td>Lead a work team or group</td>
</tr>
<tr>
<td>TLIL4005A</td>
<td>Apply conflict/grievance resolution strategies</td>
</tr>
<tr>
<td>TLI03016A</td>
<td>Apply and monitor workplace security procedures</td>
</tr>
</tbody>
</table>

**Target Group**
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements for performing team leader tasks in stevedoring.

Custom Content Section

Not applicable.
TLISS00088 Tow Truck Driver Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set is for new and existing tow truck drivers.

Pathways Information
This Skill Set contributes to the TLI21210 Certificate II in Driving Operations within the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2079A</td>
<td>Set up and secure a towing situation</td>
</tr>
<tr>
<td>TLIC3035A</td>
<td>Manage the operation of a tow truck</td>
</tr>
<tr>
<td>TLIF1001A</td>
<td>Follow occupational health and safety procedures</td>
</tr>
<tr>
<td>TLII1002A</td>
<td>Apply customer service skills</td>
</tr>
</tbody>
</table>

A total of 4 units of competency must be attained.

Target Group
This is a Skill Set covering drivers in the tow truck industry.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements to be able to prepare and operate a tow truck safely according to customer requirements.

Custom Content Section

Not applicable.
TLISS00089 Train Buffet Operation Skill Set

Modification History
Release 1. This is the first release of this skill set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set targets workers required to operate a buffet service on a train as part of their duties within a rail operations environment.

Pathways Information
Not applicable.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 4 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITXFSA101</td>
<td>Use hygienic practices for food safety</td>
</tr>
<tr>
<td>TLII2015A</td>
<td>Operate the on-train buffet car</td>
</tr>
<tr>
<td>TLIL2048A</td>
<td>Prepare for train departure</td>
</tr>
<tr>
<td>TLII3009A</td>
<td>Provide on-board services to customers</td>
</tr>
</tbody>
</table>

Target Group
This is a Skill Set covering the requirements for persons working on a train who are required to buffet services as part of their duties.
Suggested words for Statement of Attainment

These competencies from the TLI10 Transport and Logistics Training Package Version 4.0 and the SIT12 Tourism, Travel and Hospitality Training Package Version 1.2 meet the needs of the rail industry. The competencies are drawn from nationally endorsed Training Packages and provide the skills and knowledge for a person working within the rail environment who is required to carry out these activities.

Custom Content Section

Not applicable.
TLISS00090 Waste Industry Off-Sider Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
This Skill Set is for those personnel who work as off-siders or loaders in the Waste Industry.

Pathways Information
This Skill Set contributes to the TLI33413 Certificate III in Waste Driving Operations within the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLID1001A</td>
<td>Shift material safely using manual handling methods</td>
</tr>
<tr>
<td>TLIF3014A</td>
<td>Operate as an off-sider in the waste management industry</td>
</tr>
<tr>
<td>TLIU3015A</td>
<td>Identify wastes and hazards in the waste management industry</td>
</tr>
</tbody>
</table>

A total of 3 units of competency must be attained.

Target Group
This is a Skill Set covering an off-sider role within the Waste Industry.

Suggested words for Statement of Attainment
These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements to be able perform in a Waste Industry off-sider role.
Custom Content Section

Not applicable.
TLISS00091 Stevedoring Equipment Operations/Specialised Load Shifting Skill Set

Modification History
Release 1. This is the first release of this Skill Set in TLI10 Transport and Logistics Training Package Version 4.0.

Description
Not applicable.

Pathways Information
This Skill Set contributes to the TLI33513 Certificate III in Stevedoring in the TLI10 Transport and Logistics Training Package Version 4.0.

Licensing/Regulatory Information
Readers should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements
A total of 4 units of competency must be attained.

<table>
<thead>
<tr>
<th>Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLIB2001A</td>
<td>Check and assess operational capabilities of equipment</td>
</tr>
<tr>
<td>TLID2012A</td>
<td>Operate specialised load shifting equipment</td>
</tr>
<tr>
<td>TLIE3002A</td>
<td>Estimate/calculate mass, area and quantify dimensions</td>
</tr>
<tr>
<td>TLI02021A</td>
<td>Follow security procedures when working with goods and cargo</td>
</tr>
</tbody>
</table>

Target Group
Those required to perform stevedoring roles.
Suggested words for Statement of Attainment

These units of competency from the TLI10 Transport and Logistics Training Package Version 4.0 meet the requirements to be able perform stevedoring roles.

Custom Content Section

Not applicable.
AHCOHS501A Manage Occupational Health and Safety (OHS) processes

Modification History
Not Applicable

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit covers managing OHS processes and defines the standard required to: develop OHS policies and procedures which demonstrate enterprise commitment to OHS; establish arrangements to ensure the involvement of all employees in the management of OHS; supervise procedures for identifying hazards; conduct risk assessments to cover all phases of the organisation operations involving all relevant staff; develop risk controls and ensure all relevant staff are aware of them; establish and maintain procedures for dealing with hazardous events and emergencies; establish and maintain an OHS safety induction and training program; establish and maintain a system for OHS records; review the enterprise OHS system based on an analysis of OHS records, related policies, procedures and programs and make changes in response to review.</td>
</tr>
</tbody>
</table>

Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit requires the ability to develop management systems and procedures, and to manage the implementation process. The process is usually conducted within policy guidelines and procedures where discretion and judgement are required.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information
Not Applicable
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
</tbody>
</table>
| 1. Develop OHS policies and procedures | 1.1. An OHS business plan and program is developed for the enterprise in consultation with designated personnel and/or management.  
1.2. OHS responsibilities and duties are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions.  
1.3. Financial and human resources for implementation of OHS policies and procedures are identified, sought and/or provided as required.  
1.4. Information on the OHS system and procedures for the area of responsibility is provided and explained in a form which is readily understood by employees. |
| 2. Establish and maintain processes to ensure the participation of all employees in the application of OHS | 2.1. Consultation processes are established and maintained with employees and their representatives in accordance with relevant legislation and according to enterprise guidelines.  
2.2. Issues raised through participation and consultation are dealt with and resolved promptly and effectively in accordance with enterprise procedures for issue resolution.  
2.3. Information about the outcomes of participation and consultation is provided in a manner readily accessible to employees. |
| 3. Establish and maintain procedures for identifying hazards | 3.1. Existing and potential hazards within the area of responsibility are identified and confirmed in accordance with legislation, Codes of Practice, and trends identified from the OHS records system.  
3.2. A procedure for ongoing identification of hazards is developed and integrated within systems of work and procedures.  
3.3. Activities are appropriately monitored to ensure that this procedure is adopted effectively throughout areas of managerial responsibility.  
3.4. Hazard identification is addressed at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards are not created. |
| 4. Establish and maintain procedures for assessing risks | 4.1. Risks associated with identified hazards are assessed in accordance with safe work practices, with information derived from workplace OHS records and industry wide information, and with relevant OHS legislation and Codes of Practice.  
4.2. A procedure for ongoing assessment of risks is developed and integrated within systems of work and |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>procedures.</td>
</tr>
<tr>
<td>4.3.</td>
<td>Activities are monitored to ensure that risk assessment procedures are adopted effectively throughout the area of managerial responsibility.</td>
</tr>
<tr>
<td>4.4.</td>
<td>Risk assessment is addressed at the planning, design and evaluation stages of any change in the workplace to ensure that the risk from hazards is not increased.</td>
</tr>
<tr>
<td>4.5.</td>
<td>Accident and dangerous occurrences are investigated and recorded according to enterprise and OHS procedures.</td>
</tr>
<tr>
<td>5.</td>
<td>Interim risk control measures are implemented until a better or permanent control measure is developed</td>
</tr>
<tr>
<td>5.1.</td>
<td>Measures to control assessed risks are developed and implemented in accordance with the hierarchy of control, relevant OHS legislation, Codes of Practice, and trends identified from the OHS records system.</td>
</tr>
<tr>
<td>5.2.</td>
<td>When measures which control a risk at its source are not immediately practicable, interim solutions are implemented until a permanent control measure is developed.</td>
</tr>
<tr>
<td>5.3.</td>
<td>A process of ongoing hazard identification and risk assessment, and review of effectiveness of control programs is developed and integrated into enterprise management arrangements.</td>
</tr>
<tr>
<td>5.4.</td>
<td>Activities are monitored to ensure that the risk control procedure is adopted effectively throughout the area of managerial responsibility.</td>
</tr>
<tr>
<td>5.5.</td>
<td>Risk control is addressed at the planning, design and evaluation stages of any change in the workplace to ensure that adequate risk control measures are included.</td>
</tr>
<tr>
<td>5.6.</td>
<td>Systems are designed to reduce risk and administrative arrangements to ensure safe OHS work practices are put in place where elimination of a hazard is not possible.</td>
</tr>
<tr>
<td>5.7.</td>
<td>Effective OHS risk management measures are set in place during any modification of the buildings and structures, machinery and work activities.</td>
</tr>
<tr>
<td>5.8.</td>
<td>Inadequacies in existing risk control measures are identified and resources enabling implementation of new measures are sought and/or provided according to appropriate workplace procedures.</td>
</tr>
<tr>
<td>6.</td>
<td>Plan and manage enterprise procedures for dealing with</td>
</tr>
<tr>
<td>6.1.</td>
<td>Potential emergencies posing risk to health and safety of workers and the public are correctly identified.</td>
</tr>
</tbody>
</table>
## ELEMENTS

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| hazardous events | 6.2. Plans and procedures which control the risks associated with hazardous events and meet any legislative requirements as a minimum, are developed in consultation with appropriate emergency services.  
6.3. Appropriate information and training is provided to employees to enable implementation of correct emergency procedures.  
6.4. Adequate numbers of workers are trained in First Aid to ensure that first aid is applied to preserve life and minimise injury. |
| 7. Establish and maintain an OHS safety induction and training program | 7.1. An OHS induction program is developed to meet the occupational health and safety needs of new employees.  
7.2. An OHS training program is developed as part of supervisors and employee's general training. |
| 8. Establish and maintain a system for OHS records | 8.1. A system for keeping OHS records is established and monitored to allow identification of patterns of occupational injury and disease in the enterprise.  
8.2. Records are regularly updated and used to evaluate the effectiveness of the enterprise OHS program. |
| 9. Evaluate the enterprise OHS system and related policies, procedures and programs | 9.1. The effectiveness of the OHS system and related policies, procedures and programs is assessed according to enterprise aims with respect to OHS.  
9.2. Improvements to the OHS system are developed and implemented to ensure more effective achievement of enterprise aims.  
9.3. Compliance with OHS legislation and Codes of Practice is assessed to ensure that legal OHS standards are maintained as a minimum. |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- develop OHS policies and procedures which demonstrate enterprise commitment to OHS
**REQUIRED SKILLS AND KNOWLEDGE**

- establish and maintain arrangements to ensure the involvement of all employees in the management of OHS
- establish and maintain procedures for identifying hazards
- establish and maintain procedures for assessing risks
- establish and maintain procedures for controlling risks
- establish and maintain enterprise procedures for dealing with hazardous events
- establish and maintain an OHS safety induction and training program
- establish and maintain a system for OHS records
- evaluate the enterprise OHS system and related policies, procedures and programs
- analyse recorded data to determine where the OHS program can better meet enterprise and employee needs
- use literacy skills to fulfil job roles as required by the organisation. The level of skill may range from reading and understanding documentation to completion of written reports
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record complex workplace measures
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

**Required knowledge**

- data and documentation for industry injury statistics
- significant hazards and areas of risk in the workplace
- all relevant OHS legislation and Codes of Practice consistent with the hierarchy of OHS risk control and its implementation for hazards in land-based industries
- risk control measures
- hierarchy of risk controls
- relevant management systems and procedures
- public safety issues.
## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:</td>
</tr>
<tr>
<td></td>
<td>- develop OHS policies and procedures which demonstrate enterprise commitment to OHS</td>
</tr>
<tr>
<td></td>
<td>- establish arrangements to ensure the involvement of all employees in the management of OHS</td>
</tr>
<tr>
<td></td>
<td>- supervise procedures for identifying hazards</td>
</tr>
<tr>
<td></td>
<td>- conduct risk assessments to cover all phases of the organisations operations involving all relevant staff</td>
</tr>
<tr>
<td></td>
<td>- develop risk controls and ensure all relevant staff are aware of them</td>
</tr>
<tr>
<td></td>
<td>- establish and maintain procedures for dealing with hazardous events and emergencies</td>
</tr>
<tr>
<td></td>
<td>- established and maintain an OHS safety induction and training program</td>
</tr>
<tr>
<td></td>
<td>- establish and maintain a system for OHS records including records to be kept and persons responsible</td>
</tr>
<tr>
<td></td>
<td>- review the enterprise OHS system based on an analysis of OHS records, related policies, procedures and programs and make changes in response to review.</td>
</tr>
</tbody>
</table>

### Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

## Range Statement

### RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

The enterprise OHS program includes:

- the full range of hazards that workers are exposed to (or are likely to be exposed to) in the workplace.

Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th>Occupational health and safety</th>
</tr>
</thead>
</table>

Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
</tr>
</thead>
</table>
BSBHRM405A Support the recruitment, selection and induction of staff

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 1</td>
<td>This version first released with BSB07 Business Services Training Package Version 8.0.</td>
</tr>
<tr>
<td></td>
<td>Replaces BSBHRM402A Recruit, select and induct staff.</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. Performance of the work described in this unit will be underpinned by in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.

Application of the Unit

This unit applies to those with a supporting role in recruitment, selection and induction functions who work under the direction of a human resources manager.

Individuals at this level would not necessarily have staff reporting to them, although this may be the case.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1. Plan for recruitment</th>
<th>1.1 Obtain approval to fill position and clarify time lines and requirement for appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Assist in preparing <em>job descriptions</em> that accurately reflect the role requirements, according to organisational <em>policies</em> and procedures and <em>legislation, codes, national standards</em> and <em>workplace health and safety (WHS) considerations</em></td>
</tr>
<tr>
<td></td>
<td>1.3 Consult with relevant personnel about job descriptions and <em>workforce strategy</em></td>
</tr>
<tr>
<td></td>
<td>1.4 Assist in ensuring that job descriptions comply with legislative requirements and reflect the organisation's requirements for a diverse workforce</td>
</tr>
<tr>
<td></td>
<td>1.5 Obtain approvals to advertise position</td>
</tr>
<tr>
<td>2. Plan for selection</td>
<td>2.1 Choose appropriate <em>channels and technology</em> to advertise vacancies and/or identify potential talent pool</td>
</tr>
<tr>
<td></td>
<td>2.2 Advertise vacancies for <em>staffing requirements</em> according to organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Consult with relevant personnel to convene selection panel and develop interview questions</td>
</tr>
<tr>
<td></td>
<td>2.4 Assist in ensuring that interview questions comply with legislative requirements</td>
</tr>
<tr>
<td></td>
<td>2.5 Assist in short-listing applicants</td>
</tr>
<tr>
<td></td>
<td>2.6 Schedule interviews and advise relevant people of times, dates and venues</td>
</tr>
<tr>
<td>3. Support selection process</td>
<td>3.1 Participate in interview process and assess candidates against agreed selection criteria</td>
</tr>
<tr>
<td></td>
<td>3.2 Discuss assessment with other selection panel members</td>
</tr>
<tr>
<td></td>
<td>3.3 Correct biases and deviations from agreed procedures and negotiate for preferred candidate</td>
</tr>
<tr>
<td></td>
<td>3.4 Contact referees for referee reports</td>
</tr>
<tr>
<td></td>
<td>3.5 Prepare selection report and make recommendations to senior personnel for appointment</td>
</tr>
<tr>
<td></td>
<td>3.6 Advise unsuccessful candidates of outcomes and respond to any queries</td>
</tr>
<tr>
<td></td>
<td>3.7 Secure preferred candidate's agreement</td>
</tr>
<tr>
<td></td>
<td>3.8 Complete necessary documentation according to organisational procedures, observing confidentiality and privacy requirements</td>
</tr>
</tbody>
</table>
4. Induct successful candidate

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Provide successful candidate with employment contract and other documentation</td>
<td></td>
</tr>
<tr>
<td>4.2 Advise manager and work team of new appointment</td>
<td></td>
</tr>
<tr>
<td>4.3 Advise managers and staff of candidate’s starting date and make necessary administrative arrangements for pay and employee record keeping</td>
<td></td>
</tr>
<tr>
<td>4.4 Arrange successful candidate’s <strong>induction</strong> according to organisational policy</td>
<td></td>
</tr>
</tbody>
</table>

**Required Skills and Knowledge**

*This section describes the skills and knowledge required for this unit.*

**Required skills**

- communication skills to:
  - use networks to source suitable applicants
  - actively listen to what is being said in interviews
  - advise on the outcomes of the selection process
  - support line managers in recruitment and selection functions
- literacy skills to:
  - work with job descriptions to devise suitable questions for interviews
  - make job offers and prepare letters for unsuccessful applicants
  - review legislation to ensure requirements are reflected in job descriptions
- organising and scheduling skills to arrange interviews and venues
- technology skills to:
  - advertise jobs
  - communicate with applicants and new appointments
  - maintain information in the human resources information system.

**Required knowledge**

- documentation required for recruitment, selection and induction
- human resources functions, human resources life cycle and the place of recruitment and selection in that life cycle
- principles of equity and diversity and relevant legislation
- range of interviewing techniques and other selection processes and their application.
## Evidence Guide

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the ability to:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • work with job descriptions to support sourcing, selecting and appointing suitable staff  
• participate in interviews and other selection techniques, and demonstrate awareness of EEO and anti-discrimination requirements  
• use different advertising channels to promote vacancies and/or establish a potential talent pool. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
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<td>• access to an appropriate range of documentation and resources normally used in the workplace.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
| • analysis of responses to case studies and scenarios  
• assessment of reports on recruitment and selection  
• demonstration of selection techniques  
• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate  
• observation of interviewing techniques  
• review of job description and advertisements for staffing vacancies  
• review of documentation provided to successful candidate  
• oral or written questioning to assess knowledge of selection processes. |

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• other units from the Certificate IV in Human Resources.</td>
<td></td>
</tr>
</tbody>
</table>
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Job descriptions** may include: | attributes  
| | competencies required by staff  
| | job or person specifications  
| | job title and purpose of position  
| | necessary skills and knowledge  
| | required qualifications  
| | selection criteria  
| | tasks or duties associated with the position.  

| **Policies** may include: | anti-discrimination  
| | diversity  
| | equal employment opportunity (EEO)  
| | privacy and confidentiality.  

| **Legislation, codes and national standards** may include: | award and enterprise agreements, and relevant industrial instruments  
| | relevant industry codes of practice  
| | relevant legislation from all levels of government that affects business operation, especially in regard to WHS and environmental issues, EEO, industrial relations and anti-discrimination.  

| **Workplace health and safety considerations** may include: | establishing and maintaining WHS training, records and induction processes  
| | performance against WHS legislation and organisation’s WHS system, especially policies, procedures and work instructions.  

| **Workforce strategies** may include: | targets for specific groups to ensure workforce diversity in, for example:  
| | age  
| | ethnicity  
| | experience  
| | gender  
| | other forms of differences, such as learning styles, personality types, working styles, etc.  
| | targets for specific qualifications, capabilities or attributes  
| | recruiting for new strategic directions.  

| **Channels and** | government job search agencies  

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Transport & Logistics Industry Skills Council
### Technology

<table>
<thead>
<tr>
<th>may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• industry-specific websites and journals</td>
</tr>
<tr>
<td>• internal communications, such as newsletters,</td>
</tr>
<tr>
<td>intranet and emails</td>
</tr>
<tr>
<td>• newspaper advertisements</td>
</tr>
<tr>
<td>• recruitment agencies</td>
</tr>
<tr>
<td>• recruitment websites</td>
</tr>
<tr>
<td>• social media sites.</td>
</tr>
</tbody>
</table>

### Staffing Requirements

<table>
<thead>
<tr>
<th>may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• casual, permanent or temporary</td>
</tr>
<tr>
<td>• full-time or part-time.</td>
</tr>
</tbody>
</table>

### Induction

<table>
<thead>
<tr>
<th>may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• initial orientation of new employee</td>
</tr>
<tr>
<td>• initial training of new employee to meet the</td>
</tr>
<tr>
<td>requirements of the position.</td>
</tr>
</tbody>
</table>

## Unit Sector(s)

Workforce Development – Human Resource Management
BSBHRM513A Manage workforce planning

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 1</td>
<td>This version first released with <em>BSB07 Business Services Training Package Version 8.0</em>. Replaces BSBHRM504A Manage workforce planning.</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan workforce strategies to achieve organisational goals and objectives.

It includes assessing factors that may affect the supply of workers, aligning workforce objectives with business plans, and designing strategies and succession plans to ensure a competent and appropriately diverse workforce is available to meet anticipated changes. The unit covers the research associated with labour markets and the requirement to match organisational needs with employee skills and commitment.

Application of the Unit

This unit applies to human resources managers or staff members with a role in a policy or planning unit that focuses on workforce planning.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Elements describe the essential outcomes of a unit of competency.</em></td>
<td><em>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</em></td>
</tr>
</tbody>
</table>
### Elements and Performance Criteria

| 1. Research workforce requirements | 1.1 Review current data on staff turnover and demographics |
| | 1.2 Assess *factors that may affect workforce supply* |
| | 1.3 Establish the organisation's *requirements for a skilled and diverse workforce* |
| 2. Develop workforce objectives and strategies | 2.1 Review organisational strategy and establish aligned *objectives* for the modification or retention of the workforce |
| | 2.2 Define whether staff turnover is unacceptable and if so consider strategies to address the turnover |
| | 2.3 Define objectives to retain required skilled labour |
| | 2.4 Define objectives for workforce diversity and cross-cultural management |
| | 2.5 Define strategies to source skilled labour |
| | 2.6 Communicate objectives and rationale to relevant stakeholders |
| | 2.7 Obtain agreement and endorsement for objectives and establish targets |
| | 2.8 Develop contingency plans to cope with extreme situations |
| 3. Implement initiatives to support workforce planning objectives | 3.1 Implement action to support agreed objectives for recruitment, training, redeployment and redundancy |
| | 3.2 Develop and implement strategies to assist workforce to deal with organisational change |
| | 3.3 Develop and implement strategies to assist in meeting the organisation's workforce diversity goals |
| | 3.4 Implement succession planning system to ensure desirable workers are developed and retained |
| | 3.5 Implement programs to ensure workplace is an employer of choice |
| 4. Monitor and evaluate workforce trends | 4.1 Review workforce plan against patterns in exiting employee and workforce changes |
| | 4.2 Monitor labour supply trends for areas of over- or under-supply in the external environment |
| | 4.3 Monitor effects of labour trends on demand for labour |
| | 4.4 *Survey organisational climate* to gauge worker satisfaction |
| | 4.5 Refine objectives and strategies in response to internal and external changes and make recommendations in response to global trends and incidents |
| | 4.6 Regularly review government policy on labour demand and |
supply
4.7 Evaluate effectiveness of change processes against agreed objectives

Required Skills and Knowledge
This section describes the skills and knowledge required for this unit.

Required skills

- communication and leadership skills to:
  - explain the need for change
  - gain senior management support for workforce planning initiatives
- literacy skills to read and write reports and succinct workforce plans
- numeracy skills to work with data and predictions about labour supply information
- analytical skills to review data according to the needs of the organisation
- technology skills to:
  - communicate with key stakeholders
  - support HR functions, including data collection and managing information according to legislation and organisational policies.

Required knowledge

- current information about external labour supply relevant to the specific industry or skill requirements of the organisation
- industrial relations relevant to the specific industry
- labour force analysis and forecasting techniques.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the ability to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>• review relevant supply and demand factors that will impact on an organisation's workforce</td>
</tr>
<tr>
<td></td>
<td>• develop a workforce plan that includes relevant research and specific strategies to ensure access to a skilled and diverse workforce.</td>
</tr>
</tbody>
</table>

<table>
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<th>Context of and specific resources for assessment</th>
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<tbody>
<tr>
<td></td>
<td>• assessment of reports on labour supply trends and strategies to access and retain labour with required skills</td>
</tr>
<tr>
<td></td>
<td>• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td></td>
<td>• review of documentation outlining agreed objectives for the modification or retention of the workforce and how these objectives were communicated to senior management</td>
</tr>
<tr>
<td></td>
<td>• review of strategies implemented to assist the workforce to deal with organisational change</td>
</tr>
<tr>
<td></td>
<td>• evaluation of implementation of succession planning system</td>
</tr>
<tr>
<td></td>
<td>• review of the results of the organisational climate survey</td>
</tr>
<tr>
<td></td>
<td>• oral or written questioning to assess knowledge of industrial relations relevant to the specific industry.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
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<tr>
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<td>• other units from the Diploma of Human Resource Management.</td>
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</table>
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Factors that may affect workforce supply may include:                      | • changes in technology  
|                                                                          | • competition for workers  
|                                                                          | • economic conditions  
|                                                                          | • industry changes  
|                                                                          | • market trends  
|                                                                          | • skills and labour shortages  
|                                                                          | • unemployment rates.  
| Requirements for a diverse workforce may include all forms of difference, including: | • age  
|                                                                          | • gender  
|                                                                          | • generational  
|                                                                          | • learning styles  
|                                                                          | • race  
|                                                                          | • religious beliefs  
|                                                                          | • sexuality  
|                                                                          | • workers' background, including cultural and linguistic background.  
| Objectives may include:                                                  | • becoming an employer of choice  
|                                                                          | • specific objectives for the organisation on recruitment, training, redeployment and redundancy  
|                                                                          | • triple bottom line.  
| Organisational climate surveys may include:                              | • employee opinion surveys  
|                                                                          | • employee satisfaction surveys  
|                                                                          | • systems for checking how staff perceive the organisation and its function.  

Unit Sector(s)

Workforce Development – Human Resource Management
BSBMGT402A Implement operational plan

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans. At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning, evaluation, leadership and guidance of others. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

| Prerequisite units |  |
### Prerequisite units

<p>| | |</p>
<table>
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<tr>
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</table>

### Employability Skills Information

<table>
<thead>
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<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Implement operational plan</td>
<td>1.1. Collate, analyse and organise details of <strong>resource requirements</strong> in consultation with <strong>relevant personnel, colleagues and specialist resource managers</strong>&lt;br&gt;1.2. Implement <strong>operational plans</strong> to contribute to the achievement of organisation's performance/business plan&lt;br&gt;1.3. Identify and use <strong>key performance indicators</strong> (KPIs) to monitor operational performance&lt;br&gt;1.4. Undertake <strong>contingency planning</strong> and <strong>consultation processes</strong>&lt;br&gt;1.5. Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes</td>
</tr>
<tr>
<td>2. Implement resource acquisition</td>
<td>2.1. Recruit and induct employees within <strong>organisation's policies, practices and procedures</strong>&lt;br&gt;2.2. Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel</td>
</tr>
<tr>
<td>3. Monitor operational performance</td>
<td>3.1. Monitor <strong>performance systems and processes</strong> to assess progress in achieving profit/productivity plans and targets&lt;br&gt;3.2. Analyse and use budget and actual financial information to monitor profit/productivity performance&lt;br&gt;3.3. Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies&lt;br&gt;3.4. Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely&lt;br&gt;3.5. Present recommendations for variation to operational plans to the <strong>designated persons/groups</strong> and gain approval&lt;br&gt;3.6. Implement <strong>systems, procedures and records</strong> associated with performance in accordance with organisation's requirements</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- coaching and mentoring skills to provide support to colleagues
- literacy skills to access and use workplace information, and to prepare reports
- planning and organising skills to monitor performance and to sequence work of self and others to achieve planned outcomes.

Required knowledge

- principles and techniques associated with:
  - contingency planning
  - methods for monitoring and reporting on performance
  - monitoring and implementing operations and procedures
  - problem identification and methods of resolution
  - relevant budgeting and financial analysis, interpretation and reporting requirements
  - resource management systems at the tactical implementation level
  - resource planning and acquisition
  - tactical risk analysis including identification and reporting requirements.
Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
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<tbody>
<tr>
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<td>ability to monitor and adjust operational performance, produce short-term plans for the department or section, plan and acquire resources, and provide reports on performance as required</td>
</tr>
<tr>
<td></td>
<td>knowledge of principles and techniques associated with monitoring and implementing operations and procedures.</td>
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</tbody>
</table>

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</thead>
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<td></td>
<td>direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td></td>
<td>review of documentation outlining contingency planning and consultation processes undertaken</td>
</tr>
<tr>
<td></td>
<td>demonstration of techniques in managing performance</td>
</tr>
<tr>
<td></td>
<td>evaluation of mentoring, coaching and supervision provided to support individuals and teams to use resources effectively, economically and safely.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
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<tbody>
<tr>
<td></td>
<td>other units from the Certificate IV in Frontline Management.</td>
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</table>
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Resource requirements** may refer to: | - goods and services to be purchased and ordered  
| | - human, physical and financial resources - both current and projected  
| | - stock requirements and requisitions |

| **Relevant personnel, colleagues and specialist resource managers** may include: | - colleagues and specialist resource managers  
| | - managers  
| | - occupational health and safety committees and other people with specialist responsibilities  
| | - other employees  
| | - people from a wide range of social, cultural and ethnic backgrounds, and people with a range of physical and mental abilities  
| | - supervisors |

| **Operational plans** may refer to: | - organisational plans  
| | - tactical plans developed by the department or section to detail product and service performance |

| **Key performance indicators** may refer to: | - measures for monitoring or evaluating the efficiency or effectiveness of a system, and which may be used to demonstrate accountability and to identify areas for improvements |

| **Contingency planning** may refer to: | - contracting out or outsourcing human resources and other functions or tasks  
| | - diversification of outcomes  
| | - finding cheaper or lower quality raw materials and consumables  
| | - increasing sales or production  
| | - recycling and re-use  
| | - rental, hire purchase or alternative means of procurement of required materials, equipment and stock  
| | - restructuring of organisation to reduce labour |
### RANGE STATEMENT

| **costs** | • risk identification, assessment and management processes  
|          | • seeking further funding  
|          | • strategies for reducing costs, wastage, stock or consumables  
|          | • succession planning  

### Consultation processes may refer to:

- mechanisms used to provide feedback to the work team in relation to outcomes of consultation  
- meetings, interviews, brainstorming sessions, email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual operational plans

### Organisation's policies, practices and procedures may include:

- organisational culture  
- Standard Operating Procedures  
- organisational guidelines which govern and prescribe operational functions, such as the acquisition and management of human and physical resources  
- undocumented practices in line with organisational operations

### Performance systems and processes may refer to:

- informal systems used by frontline managers for the work team in the place of existing organisation-wide systems  
- formal processes within the organisation to measure performance, such as:  
  - feedback arrangements  
  - individual and teamwork plans  
  - KPIs  
  - specified work outcomes

### Designated persons/groups may include:

- other affected work groups or teams and groups designated in workplace policies and procedures  
- those who have the authority to make decisions and/or recommendations about operations such as workplace supervisors, other managers

### Systems, procedures and records

- databases and other recording mechanisms for ensuring records are kept in accordance with
RANGE STATEMENT

may include:

- organisational requirements
- individual and team performance plans
- organisational policies and procedures relative to performance

Unit Sector(s)

Unit sector

Competency field

Competency field | Management and Leadership - Management

Co-requisite units

Co-requisite units
BSBPMG416A Apply project procurement procedures

Modification History

<table>
<thead>
<tr>
<th>Release</th>
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<tbody>
<tr>
<td>Release 1</td>
<td>This version first released with <em>BSB07 Business Services Training Package Version 8.0</em>.</td>
</tr>
<tr>
<td></td>
<td>Replaces BSBPMG408A Apply contract and procurement procedures.</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assist with procurement for a project. It involves identifying procurement requirements, assisting with supplier selection, conducting procurement activities, and assisting with procurement finalisation activities for the project.
Application of the Unit

This unit applies to a project practitioner working in a project support role.

The individual may be operating in a large or small organisation and applying skills in the context of enterprise projects.

The project practitioner may be part of a project team under the direction of a project manager, or may work as part of a smaller scale self-directed team.

This unit has generic application to a range of industries and organisations and a range of projects, from simple to complex.

In the context of this unit a project is defined as involving:

- a practical and comprehensive project plan
- a documented communications strategy
- a detailed project budget
- strategic engagement with stakeholders
- a risk, issues and change-management methodology
- a quality plan with assurance and control processes
- a supportive team-based environment.

The functions performed in project work, where formal project management methodology is not the main focus, are covered by BSBPMG522A Undertake project work.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

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# Elements and Performance Criteria

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</thead>
<tbody>
<tr>
<td>1. Assist with procurement planning</td>
<td>1.1 Contribute to establishing <strong>procurement requirements</strong> to achieve project objectives</td>
</tr>
<tr>
<td></td>
<td>1.2 Act under <strong>delegated authority</strong> to contribute to the development of the <strong>procurement-management plan</strong></td>
</tr>
<tr>
<td></td>
<td>1.3 Contribute to developing <strong>procurement documentation</strong></td>
</tr>
<tr>
<td>2. Contribute to supplier selection process</td>
<td>2.1 Gather and evaluate information on potential <strong>suppliers</strong></td>
</tr>
<tr>
<td></td>
<td>2.2 Make recommendations to assist in selection of preferred suppliers</td>
</tr>
<tr>
<td></td>
<td>2.3 Contribute to establishing agreed terms and conditions with preferred suppliers</td>
</tr>
<tr>
<td></td>
<td>2.4 Identify and act in line with <strong>probity and project governance constraints</strong></td>
</tr>
<tr>
<td></td>
<td>2.5 Assist in developing <strong>contractual documentation</strong></td>
</tr>
<tr>
<td>3. Conduct procurement activities</td>
<td>3.1 Test and accept supplies to ensure quality and suitability for purpose</td>
</tr>
<tr>
<td></td>
<td>3.2 Undertake <strong>procurement activities</strong> and maintain information in line with reporting, confidentiality and audit requirements</td>
</tr>
<tr>
<td></td>
<td>3.3 Receive, reconcile and register supplies according to established procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Monitor and control suppliers according to contractual supply documentation</td>
</tr>
<tr>
<td>4. Assist in finalising procurement activities</td>
<td>4.1 Assist in finalising procurement agreements</td>
</tr>
<tr>
<td></td>
<td>4.2 Assist in the review of project outcomes using available records to determine the effectiveness of procurement activities</td>
</tr>
<tr>
<td></td>
<td>4.3 Contribute to identifying lessons learned and possible improvements to procurement management</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to communicate effectively with contractors and suppliers about contract performance and obligations
- literacy skills to read and interpret contracts and procurement documentation
- numeracy skills to calculate and confirm procurement specifications
- planning and organising skills to participate in contract and procurement management.

Required knowledge

- broad legal contractual obligations of each party to supply arrangement
- procurement-management policy, processes and procedures as applied to project management
- project procurement-management tools and techniques
- types of supply contracts.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• identifying procurement requirements in relation to a workplace project</td>
<td></td>
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<tr>
<td>• applying procurement-management procedures in relation to a workplace project.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure access to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• examples of project procurement documentation</td>
<td></td>
</tr>
<tr>
<td>• records of project team participation in procurement tasks and activities.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skill and knowledge. The following assessment methods are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate</td>
<td></td>
</tr>
<tr>
<td>• analysis of responses addressing different case studies and scenarios that present issues and problems in project procurement</td>
<td></td>
</tr>
<tr>
<td>• oral or written questioning to assess knowledge of strategies for project procurement and contracting, and their application to different situations</td>
<td></td>
</tr>
<tr>
<td>• review of procurement and contract-management plans and other documentation associated with procurement processes</td>
<td></td>
</tr>
<tr>
<td>• evaluation of information gathered on potential suppliers</td>
<td></td>
</tr>
<tr>
<td>• assessment of recommendations made to assist in selecting preferred contractors</td>
<td></td>
</tr>
<tr>
<td>• assessment of reports produced about contracting and procurement-management issues.</td>
<td></td>
</tr>
</tbody>
</table>

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Procurement requirements may include: | • product and service definitions  
| | • quality specifications  
| | • resource identification  
| | • supply and delivery requirements  
| | • supply and engagement metrics, including:  
| |  • employment equity  
| |  • environmental  
| |  • intellectual property  
| |  • legal  
| |  • licences, permits and certifications  
| |  • security  
| |  • work health and safety (WHS)  
| | • work breakdown structure.  
| Delegated authority may be: | • subject to frequent change in a multi-disciplinary environment  
| | • under limited guidance and supervision  
| | • within agreed authorisation and limits  
| | • within established organisational framework, procedures and routines.  
| Procurement-management plan may include: | • acquisition criteria  
| | • contract administration  
| | • contract closure processes  
| | • general conditions of contract  
| | • organisational procurement policy and procedures  
| | • preferred suppliers  
| | • procurement-management processes  
| | • procurement statements of work  
| | • product and quality specifications  
| | • project resource requirements  
| | • supplier selection criteria  
| | • statement of works  
| | • type of supply and contract arrangements.  
| Procurement documentation | • assets and disposal actions |
**BSBPMG416A Apply project procurement procedures**

<table>
<thead>
<tr>
<th>may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- lists of suppliers</td>
</tr>
<tr>
<td>- procurement logs and registers</td>
</tr>
<tr>
<td>- procurement reports</td>
</tr>
<tr>
<td>- quotes, invoices and receipts</td>
</tr>
<tr>
<td>- records of contract planning, formation, negotiation and administration</td>
</tr>
<tr>
<td>- test and acceptance results.</td>
</tr>
</tbody>
</table>

**Suppliers may include: ..................................................................................................................**

- consultant
- contractor
- subcontractor
- vendor.

**Probity and project governance constraints may include: ........................................................................**

- ethical behaviours
- limits of authority
- organisational policy and procedures
- prescribed decision escalation.

**Contractual documentation may include: ..................................................................................................**

- terms and conditions of contract
- type of supply contract:
  - cost plus
  - fixed price contract
  - good and services quotation
  - time and material.

**Procurement activities may include: .......................................................................................................**

- audit of environmentally sustainable supply practices
- collaborating with agencies and alliances
- conducting transfer and disposal actions
- confirming details and obtaining additional information about quotes
- formally receipting goods and services
- identifying WHS issues
- liaising with client, contractors, subcontractors and other stakeholders
- maintaining registers and lists
- obtaining approvals
- obtaining quotes from potential suppliers
- planning, specifying and/or conducting test and acceptance procedures
- processing payment documentation
- providing formal notice of delivery of goods and services
- providing quotes to potential clients.
Unit Sector(s)

Management and Leadership – Project Management
BSBREL402A Build client relationships and business networks

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to establish, maintain and improve client relationships, and to actively participate in networks to support attainment of key business outcomes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals in a variety of roles who are required to establish, maintain and improve client relationships to facilitate organisational objectives. This unit primarily applies to marketing and sales professionals who depend on excellent interpersonal relationships and communication skills to achieve outcomes, but may also apply to other individuals working in any industry. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Initiate interpersonal communication with clients | 1.1. Identify and use preferred client communication styles and methods  
1.2. Establish rapport with clients using verbal and non-verbal communication processes  
1.3. Investigate and act upon opportunities to offer positive feedback to clients  
1.4. Use open questions to promote two-way communication  
1.5. Identify and act upon potential barriers to effective communication with clients  
1.6. Initiate communication processes which relate to client needs, preferences and expectations |
| 2. Establish client relationship management strategies | 2.1. Develop client loyalty objectives focussing on the development of long term business partnerships  
2.2. Assess client profile information to determine approach  
2.3. Develop client loyalty strategies to attract and retain clients in accordance with the business strategy  
2.4. Identify and apply client care and client service standards |
| 3. Maintain and improve ongoing relationships with clients | 3.1. Develop strategies to obtain ongoing feedback from clients to monitor satisfaction levels  
3.2. Develop strategies to elicit feedback which provide information in a form that can be used to improve relationships with clients  
3.3. Obtain feedback to develop and implement strategies which maintain and improve relationships with clients |
| 4. Build and maintain networks | 4.1. Allocate time to establish and maintain business contacts  
4.2. Participate in business associations and/or professional development activities to establish and maintain a network of support for the business and to enhance personal knowledge of the market  
4.3. Establish communication channels to exchange information and ideas  
4.4. Provide, seek and verify information to the network |
# Required Skills and Knowledge

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- Communication skills to determine client needs and preferences through active listening and presenting ideas clearly and precisely
- Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- Interpersonal skills to establish rapport, and to build and maintain relationships with clients.

### Required knowledge

- Key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects business operations, such as:
  - Anti-discrimination legislation
  - Consumer laws including appropriate state/territory legislation
  - Ethical principles
  - Marketing code of practice
  - Privacy laws
  - Trade Practices Act
- Marketing communications concepts and processes
- Principles and techniques for effective communication and networking
- Sources of business related networks.
Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
</table>

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- establishing and maintaining relationships with a range of clients related to the candidate's business</td>
<td></td>
</tr>
<tr>
<td>- participating in and providing, an active contribution to a business related network.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- access to office equipment and resources.</td>
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</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
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<table>
<thead>
<tr>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- assessment of written reports or journals on client relationship activities</td>
</tr>
<tr>
<td>- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>- observation of the candidate communicating with clients</td>
</tr>
<tr>
<td>- observation of presentations made to business networks</td>
</tr>
<tr>
<td>- oral or written questioning to assess knowledge and understanding</td>
</tr>
<tr>
<td>- review of authenticated documents from the workplace or training environment</td>
</tr>
<tr>
<td>- review of testimony from team members, colleagues, supervisors or managers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- other relationship management units</td>
</tr>
<tr>
<td>- marketing units.</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Preferred client communication styles and methods** may include:
- email
- face-to-face
- mail
- phone

**Verbal communication** may include:
- articulation
- clarity of speech
- feedback
- language
- listening skills
- open questions
- questioning skills
- voice modulation
- voice projection

**Non-verbal communication** may include:
- active listening
- body language
- body orientation
- clothing
- colour
- distance
- facial expression
- grooming
- gestures
- music
- posture
- sound
- touching
- voice

**Barriers to effective communication** may include:
- acting on false assumptions and stereotypes
- cultural differences not being addressed
- educational differences not being addressed
- failure to prominently display contact details in all communications provided to the client
### RANGE STATEMENT

- inappropriate word choice
- ineffective non-verbal communication
- lack of ‘contact us’ forms or pages on websites
- lack of distribution of reply paid cards or envelopes in mail outs
- lack of voice modulation and articulation
- limited opening hours of call centres or office
- not listening actively
- organisational factors
- physical, personal, gender and age differences not being addressed

#### Client loyalty strategies

- access to dedicated staff
- added value offers
- anniversary offers
- client clubs
- client reward schemes
- credit or discount facilities
- dedicated or private facilities
- discounts
- formal letter of thanks
- frequent purchaser programs
- handwritten note thanking the client
- offering promotional items
- phone call thanking client for the business
- regular recontact with best clients
- thank you gifts and promotions

#### Client care and client service standards

- accuracy of billing
- accuracy of product/service descriptions, specifications in marketing communications
- complaint resolution times
- incidences of stock outs and back orders
- on-hold times
- order delivery standards such as:
  - whether right product or service was delivered
  - delivered to right person or address
  - delivered on time
  - politeness, helpfulness and grooming of delivery staff
  - delivery vehicles parked properly
### RANGE STATEMENT

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</table>
| | • cleanliness of delivery vehicles
| | • shipment tracking services
| | • telephone answering times and responses

**Strategies to obtain ongoing feedback** may include:

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</table>
| | • including 'comments and queries' or 'bouquets and brickbats' on all order forms
| | • complaints handling procedures
| | • email
| | • letter
| | • soliciting complaints
| | • surveys of current clients
| | • surveys of lapsed clients to determine reason/s for ceasing to buy
| | • telephone interviews
| | • training staff to ask open questions about product or service levels

**Business associations** may include:

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</table>
| | • chambers of commerce
| | • industry associations
| | • institutes
| | • professional bodies
| | • societies

**Professional development activities** may include:

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| | • demonstrations
| | • exhibitions
| | • fairs
| | • industry information seminars
| | • industry training
| | • pre-launch activities
| | • technical information briefings
| | • trade shows

**Networks** may include:

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</table>
| | • business
| | • formal
| | • groups
| | • individuals
| | • informal
| | • organisations
| | • personal

**Information and ideas** may include:

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<table>
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</table>
| | • changes in the environment
| | • changing customer requirements
| | • information on competitors' activities
| | • personal, professional or business support
<table>
<thead>
<tr>
<th>Unit Sector(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit sector</td>
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<table>
<thead>
<tr>
<th>Competency field</th>
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<table>
<thead>
<tr>
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</table>

BSBWH303A Participate in WHS hazard identification, risk assessment and risk control

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 1</td>
<td>This Unit first released with <em>BSB07 Business Training Package version 7.0.</em></td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to participate in identifying work health and safety (WHS) hazards, assessing WHS risks, and controlling WHS risks to maintain a healthy and safe workplace.

Application of the Unit

This unit applies to individuals who assist with the identification of workplace hazards and the assessment of WHS risks as part of their WHS responsibilities, which are in addition to their main duties.

*NOTE:* The terms Occupational Health and Safety (OHS) and Work Health and Safety (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
### Elements and Performance Criteria

| 1. Participate in workplace hazard identification | 1.1 Participate in selecting hazard identification methods suitable for the workplace, as appropriate  
1.2 Use selected methods to identify, report and record hazards according to workplace procedures and WHS Acts, regulations and codes of practice  
1.3 Provide information and assistance to persons conducting hazard identification |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 2. Participate in WHS risk assessment | 2.1 Participate in selecting suitable risk assessment methods for the workplace, as appropriate  
2.2 Use selected methods to assess and record risks according to workplace procedures and WHS Acts, regulations and codes of practice  
2.3 Provide information and assistance to persons conducting risk assessments |
| 3. Promote and support worker consultation and participation in hazard identification and risk assessment | 3.1 Advise workers of, and consult them about, hazard identification and risk assessment activities according to workplace WHS consultation and participation policies, procedures and processes  
3.2 Encourage workers to participate appropriately in these activities according to workplace WHS consultation and participation policies, procedures and processes  
3.3 Advise workers of, and consult them about, the results and outcomes of these activities according to workplace WHS consultation and participation policies, procedures and processes |
| 4. Participate in developing, selecting and implementing WHS risk controls | 4.1 Obtain workplace records of the outcomes of hazard identifications and risk assessments, and use them to participate in developing risk control options  
4.2 Apply knowledge of WHS Acts, regulations, codes of practice, other sources of information and guidelines, and workplace policies, procedures and processes to identify duty holders  
4.3 Participate in selecting risk control options using appropriate criteria  
4.4 Identify and report factors impeding successful implementation of selected risk controls  
4.5 Participate in developing a risk control implementation and evaluation plan  
4.6 Provide information about the implementation and evaluation |
<table>
<thead>
<tr>
<th>plan to <em>individuals and parties</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Support effective worker consultation and participation in the risk control process</td>
</tr>
<tr>
<td>5.1 Advise workers of, and consult them about, developing risk control options, and selecting and implementing risk controls according to workplace WHS consultation and participation policies, procedures and processes</td>
</tr>
<tr>
<td>5.2 Encourage workers to participate <em>appropriately</em> in these activities according to workplace WHS consultation and participation policies, procedures and processes</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
  - contribute effectively to hazard identification and risk assessment activities
  - communicate with people from a range of backgrounds and with a range of abilities
- literacy skills to:
  - participate in hazard identification and risk assessment activities, and to record the results and outcomes of these activities
  - communicate risk control activities to workers, health and safety committees, health and safety representatives, managers, supervisors, and persons conducting businesses or undertakings (PCBUs) or their officers
- organisational and time-management skills to sequence tasks and meet timelines
- planning skills to choose appropriate methods for hazard identification and risk assessment
- research skills to:
  - identify sources of, and obtain information about, relevant WHS hazards
  - help workplace parties to obtain information about hazards.

Required knowledge

- basic principles of incident causation and injury processes
- concept of hazards, risks and risk factors
- hazard identification and risk assessment methods
- internal and external sources of WHS information and data, and how to access them
- organisational design and structure
- organisational WHS policies, procedures, processes and systems
- range of WHS hazards that may be present in the workplace, the harm they can cause and how this harm occurs
- relevant commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material, and other relevant publications
- risk control options for different hazards and work situations
- risk control requirements as specified in WHS Acts, regulations, codes of practice, standards and guidance material, other relevant publications, workplace conditions and organisational WHS policies, procedures, processes and systems
- types of hazard and risk registers
- WHS legislative requirements about:
  - communication, consultation and participation
  - notification of incidents
  - recordkeeping
  - specific hazard identification and risk assessment methods
- workplace communication processes.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • collection of information about workplace hazards and participation in the identification of hazards in a workplace  
• using hazard identification methods appropriately  
• participating in risk assessments for hazards identified in the workplace  
• participating in developing, selecting and implementing risk controls in a workplace  
• knowledge of relevant commonwealth and state or territory Acts, regulations, codes of practice standards and guidance material. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure access to:</th>
</tr>
</thead>
</table>
| | • relevant information on WHS compliance requirements, such as:  
| | • organisational policies, standard operating procedures and plans  
| | • relevant Acts, regulations, codes of practice, licensing requirements and standards  
| | • relevant internal and external data files  
| | • appropriate computer resources needed to manage the identification and rectification of breaches in compliance requirements. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
| | • analysis of responses to case studies and scenarios  
| | • demonstration of applying hazard identification, risk assessment and risk control techniques in the workplace  
| | • direct questioning combined with review of |
| portfolios of evidence and third-party reports of on-the-job performance by the candidate |
| oral or written questioning to assess knowledge of consequences and likelihood of risks associated with hazards in the workplace |
| review of research into WHS hazards and their associated risks |
| review of information provided to individuals and parties about selected risk controls |
| assessment of documentation completed when identifying hazards, assessing risks and developing risk control options. |

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other BSB07 WHS units.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Persons conducting hazard identification and risk assessments may include: | • health and safety representatives  
• internal or external consultants and WHS specialists  
• PCBUs or their officers  
• WHS entry permit holders  
• WHS inspectors  
• workers  
• workplace assessors with experience in language or disability issues. |
|---|---|
| Risk control options may include: | • actions taken to eliminate risks entirely  
• actions taken to minimise risks by:  
  • eliminating the hazard  
  • substituting the hazard with something safer  
  • isolating the hazard  
  • reducing the risk through engineering controls  
  • reducing the level of harm by improving administrative controls, such as changing policies, procedures and processes or providing training  
  • using personal protective equipment (PPE), such as:  
    • clothing and footwear  
    • face and eye protection  
    • hand protection  
    • head protection  
    • hearing protection  
    • respiratory protection. |
| Duty holders may include: | • as specified in WHS Acts:  
  • PCBUs or their officers  
  • workers  
  • other persons at a workplace. |
<p>| Appropriate criteria may include: | • relevant sections of WHS Acts, regulations, and codes of practice |</p>
<table>
<thead>
<tr>
<th><strong>Factors impeding</strong> may include:</th>
<th><strong>Implementation and evaluation plan</strong> may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• access to technology or information</td>
<td>• how controls will be implemented and how factors impeding successful implementation will be addressed</td>
</tr>
<tr>
<td>• cultural differences arising from ethnic diversity</td>
<td>• identifying who has the responsibility for implementing the components of the plan and evaluating risk controls</td>
</tr>
<tr>
<td>• geographic dispersal of workers</td>
<td>• timetable for implementing and evaluating risk controls.</td>
</tr>
<tr>
<td>• lack of a systematic approach to managing WHS in the workplace</td>
<td></td>
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<tr>
<td>• lack of support from key management personnel</td>
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<tr>
<td>• language, literacy and numeracy levels of the workforce</td>
<td></td>
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<tr>
<td>• shift work and rostering arrangements</td>
<td></td>
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<tr>
<td>• unrealistic timeframes</td>
<td></td>
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<tr>
<td>• unsupportive workplace culture</td>
<td></td>
</tr>
<tr>
<td>• workplace organisational structures.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Individuals and parties</strong> may include:</th>
<th><strong>Appropriate ways</strong> to participate may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• contractors and subcontractors</td>
<td>• briefings</td>
</tr>
<tr>
<td>• external people and organisations</td>
<td>• communicating with workplace parties</td>
</tr>
<tr>
<td>• health and safety committees</td>
<td>• education and training</td>
</tr>
<tr>
<td>• health and safety representatives</td>
<td>• obtaining and communicating feedback on controls</td>
</tr>
<tr>
<td>• managers and supervisors</td>
<td>• trialling new processes and/or equipment.</td>
</tr>
<tr>
<td>• PCBUs or their officers</td>
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</tr>
<tr>
<td>• self</td>
<td></td>
</tr>
<tr>
<td>• unions</td>
<td></td>
</tr>
<tr>
<td>• WHS entry permit holders</td>
<td></td>
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<tr>
<td>• WHS inspectors</td>
<td></td>
</tr>
<tr>
<td>• WHS regulators</td>
<td></td>
</tr>
<tr>
<td>• workers.</td>
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</tbody>
</table>
Unit Sector(s)
Regulation, Licensing and Risk – Work Health and Safety
BSBWS501A Ensure a safe workplace

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 1</td>
<td>This Unit first released with BSB07 Business Training Package version 7.0. Replaces and is equivalent to BSBOHS509A Ensure a safe workplace.</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation’s work health and safety (WHS) policies, procedures and programs in the relevant work area according to WHS legislative requirements.

Application of the Unit

This unit applies to managers working in a range of contexts. It takes a systems approach and addresses compliance with relevant legislative requirements.

Those who have or are likely to have responsibility for WHS as part of their broader management role should undertake this unit.

The unit is relevant for people with obligations under WHS legislation, for example persons conducting a business or undertaking (PCBU's) or their officers (as defined by relevant legislation).

NOTE: The terms Occupational Health and Safety (OHS) and Work Health and Safety (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Elements and Performance Criteria</th>
<th>1. Establish and maintain a WHS management system</th>
<th>1.1 Locate, adapt, adopt and communicate WHS policies that clearly define the organisation’s commitment to complying with WHS legislation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Identify duty holders and define WHS responsibilities for all workplace personnel according to WHS legislation, policies, procedures and programs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.3 Identify and approve financial and human resources required by the WHS management system (WHSMS)</td>
<td></td>
</tr>
<tr>
<td>2. Establish and maintain effective and compliant participation arrangements for managing WHS</td>
<td>2.1 Work with workers and their representatives to set up and maintain participation arrangements according to relevant WHS legislation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.2 Appropriately resolve issues raised through participation and consultation arrangements according to relevant WHS legislation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.3 Promptly provide information about the outcomes of participation and consultation to workers and ensure it is easy for them to access and understand</td>
<td></td>
</tr>
<tr>
<td>3. Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks</td>
<td>3.1 Develop procedures for ongoing hazard identification, and assessment and control of associated risks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.2 Include hazard identification at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards are not created by the proposed changes and existing hazards are controlled</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.3 Develop and maintain procedures for selecting and implementing risk controls according to the hierarchy of control and WHS legislative requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.4 Identify inadequacies in existing risk controls according to the hierarchy of control and WHS legislative requirements, and promptly provide resources to enable implementation of new measures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.5 Identify requirements for expert WHS advice, and request this advice as required</td>
<td></td>
</tr>
<tr>
<td>4. Evaluate and maintain a WHS management system</td>
<td>4.1 Develop and provide a WHS induction and training program for all workers as part of the organisation’s training program</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.2 Use a system for WHS recordkeeping to allow identification of patterns of occupational injury and disease in the organisation, and to maintain a record of WHS decisions made, including reasons for the decision</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.3 Measure and evaluate the WHSMS in line with the organisation’s quality systems framework</td>
<td></td>
</tr>
</tbody>
</table>
4.4 Develop and implement improvements to the WHSMS to achieve organisational WHS objectives
4.5 Ensure compliance with the WHS legislative framework so that, as a minimum, WHS legal requirements are achieved

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical and problem solving skills to examine relevant workplace information and data to identify hazards, and to assess and control risks
- communication skills to consult with staff and to promote a safe workplace
- information technology skills to store and retrieve relevant workplace information and data
- literacy skills to adapt and communicate WHS policies that reflect WHS legislative requirements
- problem-solving skills to deal with complex and non-routine difficulties.

Required knowledge

- hazard identification and risk-management processes
- hierarchy of risk control
- in-house and WHS legislative reporting requirements
- relevant WHS Acts, regulations and codes of practice that apply to the business operation.
Evidence Guide

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

### Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- detailed knowledge and application of all relevant WHS Acts, regulations and codes of practice
- establishing and maintaining arrangements for managing WHS within the organisation's business systems and practices
- identifying requirements for expert WHS advice.

**Context of and specific resources for assessment**

Assessment must ensure access to:

- appropriate documentation and resources normally used in the workplace.

**Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- assessment of written reports
- demonstration of techniques
- direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- review of WHS policies, information provided on the WHSMS, and information about the outcomes of participation and consultation provided to workers
- oral or written questioning to assess knowledge of WHS and WHS legislation
- evaluation of WHS induction and training
- review of WHS recordkeeping system.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| WHS legislation may include: | • applicable commonwealth and state or territory WHS Acts, regulations and codes of practice  
| | • common law duties to meet general duty of care requirements  
| | • WHS legislative and regulatory requirements for:  
| | • effectively managing hazards  
| | • establishing consultation arrangements, including those for health and safety representatives and health and safety committees  
| | • providing information and training, including training in safe operating procedures; procedures for workplace hazards; hazard identification, risk assessment and risk control; and emergency and evacuation procedures  
| | • WHS legislative, regulatory and other requirements for the maintenance and confidentiality of records of occupational injury and disease. |

| Duty holders may include: | • as specified in WHS Acts:  
| | • officers  
| | • PCBUs or their officers  
| | • workers  
| | • other persons at a workplace. |

| Control of associated risks may include: | • administrative  
| | • as specified in WHS Acts, regulations and codes of practice  
| | • counselling/disciplinary processes, such as those associated with alcohol and other drugs  
| | • education about alcohol and other drugs work-related issues  
| | • engineering  
| | • hazard elimination  
| | • housekeeping and storage  
| | • issue resolution  
| | • personal protective equipment |
| **purchasing of supplies and equipment** | • audit and inspection reports  
• consultation, such as:  
  • meetings of health and safety committees  
  • work team meeting agendas, including WHS items and actions  
• first aid/medical post records  
• hazardous chemicals registers  
• induction, instruction and training  
• manufacturer and supplier information, including dangerous goods storage lists  
• plant and equipment maintenance and testing reports  
• workers’ compensation and rehabilitation records  
• workplace environmental monitoring records. |

**WHS recordkeeping** may relate to:

| workplace inspections, including plant and equipment. |  

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**Unit Sector(s)**

Regulation, Licensing and Risk – Work Health and Safety
BSBWOR502B Ensure team effectiveness

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to managers and addresses the need for managers to facilitate work teams and to build a positive culture within work teams. The unit takes a systematic and planned approach to developing teams. It includes the soft skills as well as more structured approaches to the management of teams. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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<tbody>
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</table>

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
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</table>

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
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</tr>
</thead>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Establish team performance plan | 1.1. Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives  
1.2. Develop performance plans to establish expected outcomes, outputs, key performance indicators and goals for work team  
1.3. Support team members in meeting expected performance outcomes |
| 2. Develop and facilitate team cohesion | 2.1. Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team  
2.2. Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities  
2.3. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions  
2.4. Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed |
| 3. Facilitate teamwork | 3.1. Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes  
3.2. Support the team in identifying and resolving work performance problems  
3.3. Ensure own contribution to work team serves as a role model for others and enhances the organisation’s image for all stakeholders |
| 4. Liaise with stakeholders | 4.1. Establish and maintain open communication processes with all stakeholders  
4.2. Communicate information from line manager/management to the team  
4.3. Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders  
4.4. Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders |
### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

#### Required skills

- communication skills to explain team goals, to address team conflict and to build an environment of trust
- planning and organisational skills to keep team on track and focussed on work outcomes.

#### Required knowledge

- group behaviour
- strategies for mentoring and coaching to informally guide and instruct team members
- issue resolution
- strategies for gaining consensus.
# Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
<td></td>
</tr>
</tbody>
</table>

## Overview of assessment

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:
- range of techniques that can be used to build work teams, strengthen communications in the team and resolve issues
- methods for engaging with stakeholders and obtaining advice from outside the work team, to ensure team is focussed and on track
- knowledge of group behaviour.

## Context of and specific resources for assessment

Assessment must ensure:
- access to appropriate documentation and resources normally used in the workplace.

## Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- analysis of responses to case studies and scenarios
- assessment of written reports
- demonstration of team building techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of performance in role plays
- review of performance plans developed for work team
- review of policies and procedures developed to ensure team members take responsibility for own work.

## Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
- other units from the Diploma of Management.
**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Consultation** may refer to: | • conducting meetings, interviews, brainstorming sessions, email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual performance plans  
• mechanisms used to provide feedback to the work team in relation to outcomes of consultation |
| **Accountabilities** may refer to: | • responsibilities as defined in position descriptions, codes of conduct/behaviour, duty statements or similar  
• statement of conduct outlining responsibilities/actions/performance |
| **Performance plans** may refer to: | • individual performance plans linked to team goals  
• team plans based on work assignments and responsibilities |
| **Outcomes, outputs, key performance indicators** may refer to agreed: | • changes in work roles and responsibilities  
• improved individual and team, performance and participation  
• improvements to systems, operations  
• measures for monitoring and evaluating the efficiency or effectiveness of systems or services  
• quality standards and expectations  
• targets for productivity improvements such as reduced downtime, higher production levels, decreases in absenteeism  
• targets for training and development |
| **Support** may include: | • Coaching  
• Mentoring  
• Training and development opportunities  
• Clarification of roles and expectations |
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Strategies may refer to:</th>
<th>Policies and procedures may refer to:</th>
<th>Processes may refer to:</th>
<th>Stakeholders may include:</th>
<th>Line manager/management may refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Long term or short term plans</td>
<td>• organisational guidelines and systems that govern operational functions</td>
<td>• brainstorming options with the team for addressing concerns</td>
<td>• Board members</td>
<td>• chief executive officer</td>
</tr>
<tr>
<td>• Meetings</td>
<td>• procedures that detail the activities that must be carried out for the completion of actions and tasks</td>
<td>• creating a matrix of issues and concerns and distributing for comment</td>
<td>• business or government contacts</td>
<td>• direct superior</td>
</tr>
<tr>
<td></td>
<td>• Standard Operating Procedures</td>
<td>• discussions with individuals regarding their concerns</td>
<td>• funding bodies</td>
<td>• other management representatives</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• distributing drafts for comment with a range of options for resolution of concerns</td>
<td>• union/employee groups and representatives</td>
<td></td>
</tr>
</tbody>
</table>
### Unit sector

#### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Industry Capability - Workplace Effectiveness</th>
</tr>
</thead>
</table>

#### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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BSBWRK411A Support employee and industrial relations procedures

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 1 | This version first released with *BSB07 Business Services Training Package Version 8.0.*  
Replaces BSBWRK410A Implement industrial relations procedures. |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work with employee and industrial relations policies and procedures. The unit covers communicating and implementing employee relations policies and procedures that meet statutory and legislative requirements, assisting in dealing with employee relations conflicts and issues, and generally working towards a harmonious industrial relations climate in the workplace.

Application of the Unit

This unit applies to those who support the organisation/employer in dealing with employee relations in the workplace.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
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</tr>
</tbody>
</table>
## Elements and Performance Criteria

| 1. Communicate and implement organisation’s employee relations policies and procedures | 1.1 Source and disseminate *relevant legislation, agreements, policies and procedures* to relevant *persons and groups*
| | 1.2 Implement agreements, policies and procedures according to site, *enterprise and statutory requirements*  
| | 1.3 Support workplace strategies to effectively communicate with relevant persons and groups on employee relations  
| | 1.4 Promote the organisation’s employee relations procedures to relevant persons and groups  
| | 1.5 Represent the organisation appropriately in discussions with key stakeholders |
| 2. Assist in minimising industrial relations conflict | 2.1 Monitor the implementation of industrial relations policies and procedures  
| | 2.2 Process documentation and report to *management* and other relevant parties about potential industrial relations conflicts  
| | 2.3 Support managers to contain industrial relations conflicts and deal with grievances and disputes, within limits of own authority  
| | 2.4 Work with employees to resolve personal grievances and prevent escalation of industrial relations conflicts  
| | 2.5 Work under supervision to source specialist *industrial relations expertise* |
| 3. Enhance employee relations | 3.1 Trial and implement strategies to monitor the implementation of the organisation’s employee relations policies and procedures  
| | 3.2 Implement strategies to facilitate feedback on the industrial climate  
| | 3.3 Implement strategies to strengthen relationships with relevant persons and groups  
| | 3.4 Provide information and feedback to management on employee relations  
| | 3.5 Provide information and advice to relevant persons and groups |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy and verbal communication skills to:
  - present information in clear and accessible ways
  - review complex documents from a range of sources
- negotiation and conflict-resolution skills to:
  - deal with sensitive information
  - resolve issues
- technology skills to use human resources information systems according to access and security guidelines.

Required knowledge

- grievance resolution policy and procedures
- employee and industrial relations policies and procedures, such as:
  - enterprise agreements
  - enterprise and workplace bargaining
- legislation, codes of practice and national standards relevant to role of employee representatives and employee organisations, for example:
  - equal employment opportunity (EEO) and anti-discrimination
  - international industrial relations systems where work undertaken has an international focus or context
  - workplace health and safety (WHS)
  - relevant federal, state and territory industrial relations systems and legislation.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the ability to:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • work with legislation, awards and agreements to provide written and verbal advice on employee relations or industrial matters  
• support the resolution of workplace grievances and conflicts. |
| Context of and specific resources for assessment | Assessment must ensure: |
|                                                      | • access to a range of workplace documentation relating to current industrial matters. |
| Method of assessment | A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: |
|                                                      | • analysis of responses to case studies and scenarios  
• assessment of reports and examples of industrial conflict that has been resolved  
• demonstration of techniques in dealing with conflict  
• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate  
• observation of demonstrated techniques in providing advice about industrial matters  
• observation of performance in role plays  
• observation of presentations  
• oral or written questioning to assess knowledge of industrial relations legislation and current issues  
• review of documentation promoting the organisation’s industrial relations procedures  
• review of documentation prepared about potential industrial relations conflicts. |
| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: |
- other units from the Certificate IV in Human Resources.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th>Relevant legislation, agreements, policies and procedures include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• EEO, diversity, parental leave policies</td>
</tr>
<tr>
<td>• employment contracts</td>
</tr>
<tr>
<td>• enterprise agreements and workplace agreements</td>
</tr>
<tr>
<td>• industrial awards, orders and decisions</td>
</tr>
<tr>
<td>• industrial relations legislation</td>
</tr>
<tr>
<td>• reasonable adjustments for workers with a disability</td>
</tr>
<tr>
<td>• WHS policies and procedures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Persons and groups include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• employee representatives</td>
</tr>
<tr>
<td>• employer representatives</td>
</tr>
<tr>
<td>• union representatives.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site, enterprise and statutory requirements refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• award and enterprise agreements, and relevant industrial instruments</td>
</tr>
<tr>
<td>• dispute settlement procedures</td>
</tr>
<tr>
<td>• grievance mechanisms</td>
</tr>
<tr>
<td>• relevant industry codes of practice</td>
</tr>
<tr>
<td>• relevant legislation from all levels of government that affects business operation, especially in regard to WHS and environmental issues, EEO, industrial relations and anti-discrimination</td>
</tr>
<tr>
<td>• reporting channels and procedures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Management may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• chief executive officer, Board and other senior managers</td>
</tr>
<tr>
<td>• industrial relations/human resources manager</td>
</tr>
<tr>
<td>• line managers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Industrial relations expertise may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• industrial relations consultants</td>
</tr>
<tr>
<td>• industrial relations and employment lawyers</td>
</tr>
<tr>
<td>• industry peak bodies or chambers of commerce</td>
</tr>
<tr>
<td>• HR officers and managers</td>
</tr>
<tr>
<td>• unions</td>
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<tr>
<td>• workplace relations telephone advisory services.</td>
</tr>
</tbody>
</table>
Unit Sector(s)

Workforce Development – Human Resource Management
CPPSEC5001A Establish and maintain an Occupational Health and Safety system

Modification History
Not Applicable

Unit Descriptor
Unit descriptor
This unit of competency specifies the outcomes required to manage an Occupational Health and Safety (OHS) system to ensure compliance with legislative requirements relating to security operations. It requires the ability to establish policies and procedures for the implementation of OHS in the workplace ensuring ongoing consultative processes. It also requires an ability to evaluate the effectiveness of the OHS system to identify procedural improvements.

This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit
Application of the unit
This unit of competency has wide application in a range of managerial roles in the security industry. Work is performed under minimal supervision and competency requires a high level of judgement and decision-making. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Establish an OHS system. | 1.1 **OHS system** is developed which clearly states commitment to OHS and compliance with **legislative requirements**.  
1.2 **OHS roles and responsibilities** for all employees are defined.  
1.3 Financial and human resources for the effective operation of the OHS system are established and implemented.  
1.4 OHS induction and **training program** is developed and made available to all employees.  
1.5 System for **OHS record keeping** is established and maintained to allow identification of **hazard, risk** and injury patterns.  
1.6 **OHS information and procedures** are communicated and explained to all employees in an accessible format in accordance with legislative requirements. |
| 2 Establish participative arrangements for OHS. | 2.1 **Consultative processes** are established and maintained to ensure maximum OHS vigilance and compliance of all employees.  
2.2 OHS issues raised through participation and consultation are acknowledged and resolved promptly.  
2.3 Feedback from OHS consultation and any changes to procedures are **recorded** and communicated promptly to all employees. |
| 3 Establish procedures for managing hazards and risks. | 3.1 Procedures for **identifying hazards** and **managing risks** are developed in accordance with legislative requirements.  
3.2 Hazard identification is addressed at the planning, design and evaluation stages of any change in workplace to ensure new hazards are not created.  
3.3 Procedures for selection and implementation of risk control measures in accordance with the hierarchy of control are developed and maintained.  
3.4 Inadequacies in procedures for hazard identification and risk control are identified and new measures promptly established. |
| 4 Evaluate system effectiveness. | 4.1 Evaluation of the OHS system is undertaken using **verifiable evidence**.  
4.2 Improvements to the OHS system are developed and implemented to achieve organisational OHS objectives.  
4.3 Compliance with the OHS legislative framework is continually assessed to ensure that legal obligations are met. |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
4.4 All OHS documentation is maintained in accordance with legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- access and use workplace information
- active listening
- adapt personal communication style to a variety of situations
- analyse and evaluate information and data
- coaching and mentoring to provide support to colleagues
- communicate in a clear and concise manner
- consultation
- effectively work with teams and individuals
- negotiation
- numeracy skill to calculate resources and costings
- planning
- reading to interpret complex information
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- research, analyse and interpret information from a variety of people and reporting
- solve problems to deal with complex and non routine difficulties
- use a range of communications equipment
- use technology to research, analyse and report information
- writing to develop complex reports.

Required knowledge

- applicable OHS licensing and legislative compliance requirements
- application of the hierarchy of control
- approved communication terminology and call signs
- available support agencies and the types of services offered
- difference between negative and positive language
- differences between written and spoken English
- how to read and use body language to gain confidence of others
- how to record information which may be used for legal purposes
- how to safeguard confidential information
REQUIRED SKILLS AND KNOWLEDGE

- how to use business equipment to present information
- intervention points for expert OHS advice
- negotiation techniques
- non conformance reporting requirements
- OHS implications relating to use of guard dogs, apprehension or arrest of persons, use of firearms, use of restraints, handcuffs, batons and spray
- organisational standards for the presentation and maintenance of written information
- power plays and how they are used in conflict situations
- principles and practices of effective OHS management
- principles and techniques associated with modelling safe work practices, hazard identification and risk management
- principles of AS/NZS 4360: 2004 Risk management
- tactical response measures
- use of force guidelines.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- managing organisational compliance with applicable OHS legislation and licensing, and implementing consultative arrangements to ensure individual and team OHS awareness and compliance
- developing a comprehensive OHS system which maximises implementation of OHS policies and procedures
- conducting an evaluation of the OHS system and using the findings together with consultation processes as the basis for implementing improvements
- establishing systems for ensuring OHS records and information meet legal compliance requirements.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements,
performance criteria and range statement.

Resource implications for assessment include:

- access to a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

**Method of assessment**

This unit of competency should be assessed using questioning of underpinning knowledge and skills.

**Guidance information for assessment**

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**OHS system may**

- counter terrorism
- designated OHS personnel and committees
include:

- designing safe operations and systems of work
- duty of care requirements
- emergency and evacuation policies and procedures
- incorporation of expert OHS advice as required
- injury management and workers compensation
- issue resolution and conflict negotiation processes
- mechanisms for obtaining updated information (e.g., health effects of hazards, technical developments in risk control, changes to legislation, security alerts and industry trends)
- mechanisms for updating OHS policies and procedures
- planning and implementing changes to security operations and tactical response strategies
- procedures for maintenance and storage of equipment and weapons
- procedures for purchasing of materials and equipment
- procedures, timeframes and accountabilities for reporting OHS issues
- provision of counselling and stress management processes
- provision of OHS information and training
- provisions for first aid equipment and response
- restraint and apprehension of persons
- security licensing requirements
- system for communicating OHS information to individuals and teams
- use of firearms, handcuffs, batons and spray
- use of force guidelines.

Legislative requirements may relate to:

- anti-discrimination and diversity
- Australian standards, codes of practice and regulations
- award and enterprise agreements
- duty of care
- evidence collection
- licensing arrangements and certification requirements
- OHS issue resolution
- relevant commonwealth, state and territory OHS legislation, codes of practice and regulations
- roles and responsibilities of OHS representatives and committees
- trade practices
- use of force.
- fire wardens
- first aid officers
- general duty of care
- OHS chain of command

OHS roles and responsibilities may include:
Training program may include:

- OHS committee representatives
- OHS officers
- safe workplace practices.

OHS record keeping may relate to:

- audit and inspection reports
- consultation processes (eg OHS Committee meeting papers)
- equipment maintenance and testing reports
- first aid or medical post records
- hazardous substances register
- identifying records required under OHS legislation (eg, major accident and injury notifications, certificates, licenses, dangerous goods storage register)
- manufacturer and supplier information relating to security equipment
- records of induction, instruction and training
- workers compensation and rehabilitation records
- workplace environmental monitoring records.

Hazard relates to:

- any thing (including an intrinsic property of a thing) or situation with the potential to cause injury or harm.

Risk relates to:

- the chance of something happening that will have an impact on objectives.

Security risks may include:

- biological hazards
- chemical spills
- electrical faults
- explosives
- injury to personnel
- noise, light, heat, smoke
- persons carrying weapons
- persons causing a public nuisance
- persons demonstrating suspicious behaviour
- persons suffering from emotional or physical distress
- persons under the influence of intoxicating substances
- persons with criminal intent
- persons, vehicles and equipment in unsuitable locations
• suspicious packages or substances
• terrorism
• violence or physical threats.

**OHS information and procedures may relate to:**

• application of organisational OHS policies and procedures
• back-up
• compliance with applicable legislation, standards and regulations related to OHS
• current security industry risks and alerts
• identified hazards
• outcomes of risk assessment and control processes
• procedures for evacuation, application of first aid and emergency response
• processes for raising OHS issues
• tactical response
• up-to-date OHS issues and industry safety trends
• use of force
• use of restraints, handcuffs, batons, spray and firearms.

**Consultative processes may include:**

• establishment and use of OHS committees and other committees
• establishment and use of OHS representatives and first aid officers
• involvement of individuals and teams in OHS management activities (e.g., OHS inspections, audits, environmental monitoring, risk assessment and control, emergency simulations)
• mechanisms for employees to raise OHS issues
• provision of regular OHS bulletins, notices and information.

**OHS records may relate to:**

• first aid and medical post records
• hazardous substances registers
• health surveillance and monitoring of work environment
• identified hazards and risks
• industry warnings and security alerts
• maintenance and testing reports
• manufacturer and supplier information, including materials safety data sheets and dangerous goods storage lists
• OHS audits and inspections
• OHS instruction and training
• OHS issues which have been raised and reported
• reports of accidents and injury
• workers compensation and rehabilitation records.

**Procedures for**

• consultation
identifying hazards may include:
- continuous monitoring of work environment
- debrief and review of security incidents
- regular informal and informal discussions with colleagues
- regular inspections of equipment and work area
- review of OHS records.

Managing risks may involve:
- application of the hierarchy of control
- complying with safe operating procedures for equipment
- correct selection, use, storage and maintenance of Personal Protective Equipment (PPE)
- evacuation
- maintaining vigilance, awareness and observation in the work environment
- OHS communication and reporting
- requests for back-up support or instructions
- safe lifting and manual handling
- security of documents, cash, equipment and persons
- use of fire safety equipment
- use of reasonable force.

Verifiable evidence may include:
- auditable documentation and reports
- employee and client questionnaires
- number of hazards, accidents, injuries or near misses
- quality assurance data
- records of complaints and actions taken for resolution.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Security and risk management
FPICOT3261 Transport forestry logs using trucks

Modification History
Replaces FPICOT3226B, Not Equivalent

Unit Descriptor

This unit describes the outcomes required to drive log trucks to or from a forestry harvesting site, facilitate log loading and unloading, and deliver logs to their intended destination according to organisational procedures and regulations.

General workplace legislative and regulatory requirements apply to this unit. Specific licences and certification may be required, subject to enterprise requirements.

Application of the Unit

The unit involves transporting forestry logs using trucks in a variety of work settings, including forest environments, landings, log dumps, saw mills, wood chip mills, veneer mills, board/plywood mills and other settings, such as farms and agriculture.

The skills and knowledge required for competent workplace performance are to be used within the scope of the person’s job and authority.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills
Elements and Performance Criteria Pre-Content

Not applicable.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
| **1. Prepare to transport logs** | 1.1. Appropriate work/occupational health and safety (WHS/OHS), environmental and organisational policies and procedures relevant to transporting forestry logs using trucks are identified and followed  
  1.2 Logging sites and logs to be transported are identified from schedules, work orders or harvesting site personnel  
  1.3. Coupe map is located and examined for truck access areas  
  1.4. Work order and/or schedules are reviewed and clarified with appropriate personnel, as required  
  1.5. Truck, ancillary equipment, accessories and/or configuration requirements relevant to work order and load build are located and availability is confirmed  
  1.6. Transportation documentation required to comply with legislation related to driving hours, load limits and dimensions is received and checked |
| **2. Establish route for log truck** | 2.1. Route is selected and its suitability to enter and exit coupe is confirmed with appropriate personnel to ensure minimal environmental impact and site protection  
  2.2. Transport routes are communicated and confirmed with appropriate personnel to ensure the most efficient, safe, secure and legal movement of forestry logs  
  2.3. Information on height, width and load limits of road infrastructure, environmental constraints and other restrictions are adhered to, where necessary  
  2.4. Time required to transport logs is estimated and confirmed with relevant personnel accounting for fatigue management legislation and guidelines |
| **3. Facilitate log truck loading** | 3.1. Access is identified and manoeuvring approach established with worksite personnel for loading areas  
  3.2. Truck and/or configuration are positioned to avoid site and equipment hazards and to maximise load safety and security while loading  
  3.3. Log positioning equipment is placed and checked for planned loading, and is reset if necessary  
  3.4. Safe loading procedures are agreed to with relevant worksite |
ELEMENT  | PERFORMANCE CRITERIA
--- | ---
 | personnel and monitored to ensure load meets transport regulatory requirements
3.5. Communication between driver and machine operators is established and maintained to determine safe location when loading logs
3.6. Load is checked and feedback provided to loader operator, as required, to ensure safe transport
4. Secure logs prior to transport | 4.1. Load is secured with sufficient number and type of securing devices as per loading guidelines and transport regulatory requirements
4.2. Logs are re-tensioned as required
4.3. Overhang warning devices and signage are fitted to load to comply with transport regulatory requirements
5. Transport logs | 5.1. Logs are transported following planned or modified route with consideration for road surfaces, conditions and fatigue management legislation and guidelines
5.2. Condition of roads and tracks is monitored, and unexpected ground, water, vegetation or other environmental conditions are reported to appropriate personnel
5.3. Truck is operated and driven to manufacturer specifications and legislative requirements using primary and subsidiary controls as appropriate to conditions
5.4. Truck gauges and warning devices are monitored through observation of performance to detect operating faults
5.5. Operating faults are identified, recorded and reported, and responded to as necessary according to organisational requirements to ensure equipment is safely operated within manufacturer specifications and safety regulations
5.6. Periodic load safety checks are conducted and load is re-tensioned according to statutory requirements and road conditions
5.7. Communication methods with other drivers and road users are established and operated during log transport to inform location of truck and possible hazards
5.8. Communication channels are kept open in line with organisational arrangements to ensure location is known at all times so that timely emergency assistance can be provided if required
6. Complete log transport operations for unloading | 6.1. Site procedures for unloading are established with appropriate personnel and site inductions are completed
6.2. Truck is directed to and manoeuvred into planned position for unloading
ELEMENT PERFORMANCE CRITERIA

6.3. Truck is parked in designated area as instructed by appropriate personnel to avoid site and equipment hazards

6.4. Truck and trailer are shut down and truck is secured according to manufacture specifications and site requirements

6.5. Load is inspected for log movement and provision is made to support logs that cannot be controlled when released

6.6. Safe location and safe unloading zones are identified and adhered to when removing logs according to site unloading procedures

6.7. Securing devices for load restraint are released in correct sequence for truck, trailer and/or load configuration

6.8. Log shifting process and truck operations, including faults, are recorded and reported to appropriate personnel

6.9. Workplace records and documentation are completed and maintained according to workplace procedures

6.10. Truck and trailer are made safe for return journey to coupe
Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Required skills

- Technical skills to:
  - use and maintain relevant tools, machinery and equipment
  - efficiently and safely transport forestry logs using trucks
- Communication skills to:
  - use appropriate communication and interpersonal techniques with colleagues and others
  - use skills, including questioning, active listening, asking for clarification, and seeking advice when required
- Literacy skills to:
  - record and report workplace information, including log books, incident reports, and transport routes
  - maintain documentation
- Numeracy skills to:
  - calculate load sizes
  - record and estimate weights
  - calculate work and rest times
  - calculate load restraint requirements
- Problem-solving skills to:
  - identify problems and equipment faults
  - demonstrate appropriate response procedures
  - determine appropriate haulage routes
  - Map reading skills to interpret coupe and road transport maps

Required knowledge

- WHS/OHS, environmental, and organisational policies, procedures and established safe practices relevant to the full range of processes for the transport of forestry logs using trucks
- Environmental protection requirements, including noise levels, emissions, damage to habitat, safe disposal of waste material, and minimisation of carbon emissions
- Environmental risks and hazards associated with the transport of forestry logs using trucks
- Energy efficient practices, including minimising fuel consumption
- Scheduling and routing procedures
- Transport regulatory requirements relating to the transport of forestry logs
- Truck capabilities and capacities
- Statutory road regulations
- Load restraint standards and techniques
- Safe log loading and unloading methods and techniques, including load restraint
- Established communication channels and protocols
- Fatigue management legislation and guidelines
- Problem identification and resolution strategies and common fault finding techniques
- Types of tools and equipment used for the transport of forestry logs, and procedures for their safe use, operation and maintenance
- Safe manual handling techniques and/or equipment
- Applicable fall from heights regulations and compliance requirements
- Appropriate mathematical procedures for calculating load sizes, estimating and recording weights, load restraint requirements, and work and rest times
- Procedures for recording and reporting workplace information
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to provide evidence that they can safely transport forestry logs using trucks according to organisational requirements.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to, and satisfy, all of the requirements of the elements of this unit and include demonstration of:

- following appropriate WHS/OHS, environmental and organisational policies and procedures relevant to transporting forestry logs using trucks
- planning forestry log movement in line with organisational requirements
- observing and facilitating loading and unloading log truck to organisational requirements
- securing forestry logs prior to transport according to legislative and organisational requirements
- following legal requirements as well as organisational policies and procedures relevant to transporting forestry logs
- completing documentation required by workplace personnel to complete the movement of forestry logs.

Context of and specific resources for assessment

- Competency is to be assessed in the workplace
- Assessment is to occur under standard and authorised work practices, safety and environmental constraints
- Assessment of required knowledge, other than confirmatory questions, will usually be conducted in an off-site context
- Assessment is to comply with relevant regulatory or Australian Standards requirements
- The following resources should be made available:
  - workplace location
  - materials and equipment relevant to undertaking work applicable to this unit
  - specifications and work instructions

Method of assessment

- Assessment must satisfy the endorsed Assessment Guidelines of the FPI11 Training Package
- Assessment methods must confirm consistency and accuracy of performance (over time and in a range of
workplace relevant contexts) together with application of required knowledge

- Assessment must be by direct observation of tasks, with questioning on required knowledge and at least one other type of evidence i.e. third party report and it must also reinforce the integration of employability skills
- Assessment methods must confirm the ability to access and correctly interpret and apply the required knowledge
- Assessment may be applied under project-related conditions (real or simulated) and require evidence of process
- Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances
- Assessment may be in conjunction with assessment of other units of competency relevant to the industry sector, workplace and job role
- The assessment environment should not disadvantage the candidate
- Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender or language backgrounds other than English
- Where the participant has a disability, reasonable adjustment may be applied during assessment
- Language and literacy demands of the assessment task should not be higher than those of the work role

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

RANGE STATEMENT

Work/occupational health and safety (WHS/OHS) requirements: are to be in accordance with applicable commonwealth, state or territory legislation and regulations, and organisational safety policies and procedures, and may
RANGE STATEMENT

include:

- personal protective equipment and clothing
- safety equipment
- first-aid equipment
- fire-fighting equipment
- fatigue management
- hazard and risk control
- elimination of hazardous materials and substances
- safe forest practices, including required actions relating to forest fire
- manual handling, including shifting, lifting and carrying
- chain of responsibility

Environmental requirements may include:

- legislation
- organisational policies and procedures
- energy efficiency
- workplace practices

Organisational requirements may include:

- legal
- organisational and site guidelines
- policies and procedures relating to own role and responsibility
- quality assurance
- procedural manuals
- quality and continuous improvement processes and standards
- WHS/OHS, emergency and evacuation procedures
- ethical standards
- recording and reporting requirements
- equipment use, maintenance and storage requirements
- environmental management requirements (waste disposal, recycling and reuse guidelines)

Work orders may include:

- instructions for equipment allocation and usage, location and intended activity to designated personnel
- supervisors
- suppliers
- clients
- colleagues
- managers
- schedulers
RANGE STATEMENT

**Truck** may include:
- rigid or articulated log trucks
  the following:
  - semi-trailers
  - jinkers
  - quad-dogs
  - B doubles
  - two-bay skeletal trucks

**Ancillary equipment** may include:
- safety fittings
- load restraint devices
- head boards
- cab guards

**Accessories** may include:
- tools
- records
- first aid kits
- fire extinguishers
- binders
- chains
- personal protective equipment

**Configuration** is to include:
- a truck and trailer combination

**Load build:** is to include positioning of logs on truck so as to avoid:
- uneven weight distribution
- instability or uncontrolled collapse of the load
during loading or unloading

must also take into account:
- requirements for trailer rigidity
- turning clearance
- overhang
- projection above stanchions
- crowning
- weight distribution on truck and trailer axles
- contact with bolsters, stanchions and other logs

**Transportation documentation may include:**
- transport permits
- gazette notices
- information booklets
- maps

**Communication** may include:
- verbal and non-verbal language
- active listening
- questioning to clarify and confirm understanding
RANGE STATEMENT

- use of positive, confident and cooperative language
- use of language and concepts appropriate to individual social and cultural differences
- control of tone of voice
- body language

**Road infrastructure** may include:
- sealed or unsealed roads
- established tracks

**Environmental constraints** may include:
- soil type
- access
- slope
- weather conditions

**Other restrictions** may include:
- load height
- weight
- overhang

**Log positioning equipment** may include:
- bolsters
- slippers
- stanchions
- chocks

**Securing devices may include:**
- dogs and chains
- binders/straps
- webbing
- lashings and winches
- auto-tensioning devices

**Overhang warning devices may include:**
- flags
- lights
- reflectors
- signs

**Environmental conditions** may include:
- soil and water protection
- ground hazards and obstacles
- wind and dust
- fog and rain

**Primary controls** may include:
- power
- brakes
- steering
- speed
- position
- load reaction
- gear selection

**Subsidiary controls** may include:
- differential lock
RANGE STATEMENT

Gauges and warning devices may include:

- centre tyre inflation (CTI) power dividers
- alarms
- lights
- buzzers

Records and reports: may include:

- scheduling and coordination outcomes
- log movement
- despatch outcomes
- storage locations
- quality outcomes
- hazards
- incidents
- equipment malfunctions

may be:

- manual
- work diary
- computer-based system
- other appropriate organisational communication system

Re-tensioning is to include:

- re-tightening of the chains, binders and other load restraint devices

Communication methods may include:

- two-way radio
- hands-free mobile phones

Unit Sector(s)

Not applicable.

Custom Content Section

Not applicable.
HLTCSD306D Respond effectively to behaviours of concern

Modification History

<table>
<thead>
<tr>
<th>HLT07 Version 4</th>
<th>HLT07 Version 5</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTCSD306C Respond effectively to behaviours of concern</td>
<td>HLTCSD306D Respond effectively to behaviours of concern</td>
<td>Unit updated in V5 - Changed ‘challenging behaviour’ to ‘behaviours of concern’</td>
</tr>
</tbody>
</table>

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to respond effectively to behaviours of concern in clients and others.

These skills are associated with handling difficult incidents rather than managing ongoing behaviours.

Application of the Unit

Application

The unit will be suitable for work roles such as Security Officers, Care Assistance Workers and others exposed to behaviours of concern.

Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td>1. Plan response</td>
<td>1.1 Identify appropriate response to potential instances of <em>behaviours of concern</em> in line with work role and organisation policies and procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Ensure <em>planned responses</em> to behaviours of concern maximise the availability of other appropriate staff and resources</td>
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<tr>
<td></td>
<td>1.3 Give priority to safety of self and others in responding to behaviours of concern</td>
</tr>
<tr>
<td>2. Apply response</td>
<td>2.1 Ensure response to instances of <em>behaviours of concern</em> reflect organisation policies and procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Seek assistance as required</td>
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<td></td>
<td>2.3 Deal with difficult or challenging behaviour promptly, firmly and diplomatically in accordance with <em>organisation policy and procedure</em></td>
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<td></td>
<td>2.4 Use communication effectively to achieve the desired outcomes in responding to difficult or challenging behaviour</td>
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<td></td>
<td>2.5 <em>Select appropriate strategies</em> to suit particular instances of difficult or challenging behaviour</td>
</tr>
<tr>
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</table>
| 3. Report and review incidents | 3.1 Report incidents according to organisation policies and procedures  
3.2 Review incidents with appropriate staff and offer suggestions appropriate to area of responsibility  
3.3 Access and participate in available debriefing mechanisms and associated support and/or development activities  
3.4 Seek advice and assistance from legitimate sources as and when appropriate |
Required Skills and Knowledge
REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:
The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role
This includes knowledge of:
- Client issues needing to be referred to an appropriate health professional
- OHS issues relating to difficult and challenging behaviour
- Organisation's reporting processes

Essential skills:
It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role
This includes the ability to:
- Effectively use techniques for monitoring own service area including client satisfaction
- Foresee and respond quickly and effectively to contingencies
- Identify when assistance is required
- Interpret and follow the instructions and guidance of health professionals involved with the care of client
- Maintain duty of care
- Maintain personal safety and the safety of others
- Monitor and/or maintain security equipment
- Remain alert to potential incidents of difficult or challenging behaviour
- Remain calm and positive in adversity
- Speak in a firm, diplomatic and culturally appropriate manner
- Think and respond quickly and strategically
- Use literacy skills in reading, writing and oral communication to fulfil job role in a safe manner and as specified by the organisation, including:
  - understand symbols used in OHS signs
REQUIRED SKILLS AND KNOWLEDGE

- read workplace safety pamphlets or procedure manuals and labels
- use appropriate verbal and non-verbal communication styles
- ask questions
- provide clear information
- listen to and understand workplace instructions and clarify when necessary
- apply literacy skills as required in English or a community language.
- Use numeracy skills to complete basic arithmetic calculations such as addition, subtraction, multiplication, division to recording numbers
- Use problem solving skills to:
  - effectively utilise available resources
  - prioritise workload
- Work with others and display empathy with client and relatives

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace (simulating difficult or challenging behaviour) or in a simulated workplace and under the normal range of work conditions
- This unit can be assessed independently, but holistic assessment practice is encouraged with other related units of competency
- Assessment may be conducted on one occasion but should include a diverse range of sources of difficult and challenging behaviours, as may be expected in the workplace
- A diversity of assessment tasks is also essential for holistic assessment
EVIDENCE GUIDE

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work.
- All workers should develop their ability to work in a culturally diverse environment.
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people.
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities.

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Planned responses may be based on:

- Established organisation procedures
- Knowledge of individual persons and underlying causes
- Own ability and experience
RANGE STATEMENT

Difficult or challenging behaviours may include:
- Aggression
- Confusion or other cognitive impairment
- Intoxication
- Intrusive behaviour
- Manipulation
- Noisiness
- Self-destructive
- Verbal offensiveness
- Wandering

Strategies for dealing with challenging behaviours may include:
- Diversional activities
- Following established emergency response procedures
- Referring to appropriate personnel eg supervisor, security officer

Selection of strategies for dealing with challenging behaviours may be based on:
- Established procedures and guidelines
- Potential effect on different parties, clients, staff and others
- The nature of the incident

Organisation policies and procedures may include:
- Debriefing of staff involved in incident
- Incident reporting and documentation
- Operational guidelines for handling incidents and/or cases involving difficult and challenging behaviour

Unit Sector(s)
Not Applicable
MARC1001A Carry out shore-based mooring and untying operations

Modification History
Release 1
This is the first release of this unit.
This unit replaces and is equivalent to TDMMR5607A Carry out shore-based mooring and untying operations.

Unit Descriptor
This unit involves the skills and knowledge required to carry out shore-based mooring and untying operations according to relevant requirements and regulations.

Application of the Unit
This unit applies to people working in the maritime industry under supervision as a shore-based lines person.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare a berth

1.1 Relevant documentation and records are identified and accessed as required

1.2 Positioning information is obtained, checked and confirmed as accurate

1.3 Bridge marker is set

1.4 Briefing is obtained and interpreted on any issues related to mooring or untying operation

1.5 Communications equipment is prepared and set to correct channels

1.6 Berth conditions are checked and made clear and ready for mooring

1.7 Portainer cranes are correctly positioned for berthing of vessel

1.8 Safety concerns are communicated to pilot of vessel with due care not to interfere with tug and vessel communications

2 Receive heaving line from mooring launch

2.1 First line is received from mooring launch according to operational procedures and pilot directions

2.2 Assistance is provided in pulling mooring line ashore and making it fast to applicable bollard

2.3 Required precautions and safety procedures are followed during receival operations

3 Receive heaving lines from vessel

3.1 First lines are received and are made fast to appropriate bollards

3.2 Where possible, two headlines and two sternlines are made available each to two different bollards

3.3 Spring lines from forward and aft are received from vessel and are attached to applicable bollards

3.4 Additional lines are received from vessel and attached to applicable bollards

4 Return heaving line to vessel

4.1 Vessel crew are made aware of planned heaving line return operations

4.2 Lines are returned according to operational procedures

4.3 Required precautions and safety procedures are followed during heaving line return operations
5 Land a gangway

5.1 Precautions are taken to ensure all personnel are well clear of vicinity of gangway

5.2 Vehicle is used to locate gangway in correct position in a safe and efficient manner

6 Untie and let go vessel

6.1 Vessel crew is made aware of intentions to let go

6.2 Singling up processes are carried out according to operational procedures and required safety precautions

6.3 Due care is taken during singling up processes to ensure aft springs and stern lines are kept clear of propeller

6.4 Due care is taken when waiting for order for remaining lines to be released to stand clear of remaining lines because of strain to which lines may be subjected

6.5 Once order is given, remaining lines are released according to operational procedures and required safety precautions

6.6 When vessel crew inadvertently heaves on a line being handled by shore-side team, line is let go immediately

6.7 Required precautions and safety procedures are followed during untying operations
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

**Required Skills:**

- Communicate effectively with other personnel when mooring and untying a vessel using standard nautical terms
- Comply with relevant maritime regulations and International Maritime Organization (IMO) Conventions and Codes, including the relevant sections of the Australian Maritime Safety Authority (AMSA) Marine Orders as they apply to mooring and untying operations on ocean-going vessels
- Follow work instructions
- Handle rope appropriately and correctly:
  - storing and caring for ropes and lines
  - tying knots such as bowline, reef knot, overhand knot, figure of eight knot, sheet bend and clove hitch
  - applying a chain stopper to a wire rope
  - heaving on a line in collaboration with other members of a mooring team
  - applying a stopper to a synthetic fibre rope
  - applying a chain stopper to a natural cordage rope
  - attaching a line to a bollard or bitt with all lines in correct order such as up through the eye
  - flaking down a rope
  - forming a bight
- Identify and correctly use:
  - various types of ropes, steel wires and mooring equipment
  - personal protective equipment (PPE)
- Implement port and vessel security procedures
- Interpret and follow procedures for mooring and untying operations, including safety instructions and precautions
- Recognise dangers and hazards before and during mooring operations, and take appropriate action to report and/or rectify them
- Recognise problems that may occur during mooring operations and take appropriate action to report and/or resolve them
- Take proper care of ropes and mooring equipment
- Work effectively as a member of a mooring and untying team

**Required Knowledge:**

- Communication techniques and equipment required during mooring and untying operations
• Dangers associated with mooring systems:
  • being hit by a line being thrown down from a vessel
  • stepping inside the bight of a line
  • being struck by a parting line
  • mixing rings and wire rope
  • falling off the edge of the wharf into the water
  • back strain from carrying a line, heaving on a line or heaving on a line with one hand
  • ‘snap back’ when a synthetic line breaks
  • trip hazards such as crane lines

• Factors that affect mooring and untying operations, including the effects of wind, weather, tides, sea conditions, currents, draft changes and surges from passing vessels on mooring and untying operations

• Hazards and problems, and appropriate preventative and remedial action and solutions

• Maritime regulations applicable to mooring and untying vessels

• Methods for mooring and untying a vessel, including all required rope handling techniques and precautions

• Operational characteristics of different types of lines, equipment and facilities used in mooring and untying operations

• Operational procedures and layouts of various types of shore-side loading and discharging terminals and wharves

• PPE required for use during mooring and untying operations

• Procedures for assessing stresses on lines and gear used in mooring and untying operations

• Relevant sections of STCW 95 and AMSA Marine Orders

• Relevant manufacturer guidelines relating to use of machinery, including instructions on equipment capability and limitations

• Relevant work health and safety (WHS)/occupational health and safety (OHS) codes of practice, policies and procedures

• Standard nautical terms in relation to mooring activities and related equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, the required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:
- initiating timely action in response to defects or damage
- being aware of own ability and limits to rectify irregularities and faults
- following all orders carefully and systematically
- ensuring behaviour reflects relevant current legislative and regulatory requirements.

**Context of and specific resources for assessment**

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- industry-approved marine operations site where carrying out shore-based mooring and untying operations can be conducted
- tools, equipment and PPE currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

**Method of assessment**

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate carrying out shore-based mooring and untying operations
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

In all cases where practical assessment is used it should be combined with targeted questioning to assess Required Knowledge.

Assessment processes and techniques must be appropriate to the language and literacy requirements of the work being performed and the capacity of the candidate.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

Relevant documentation and records may include:
- Mooring and untying plans, procedures, checklists and instructions
- Relevant maritime authority instructions
- Relevant sections of maritime regulations concerning mooring and untying operations
- Reports and records of mooring operations or any safety incident
- Rope and equipment manufacturer instructions and procedures
- Safety instructions and procedures

Bridge marker must include:
- At night, vehicle with flashing hazard light positioned on bridge marker
- Flag

Issues related to mooring or untying operations may include:
- Bollard numbers
- Special circumstances

Made clear and ready for mooring may include:
- Removing obstructions
- Stopping any work that creates excessive dust or noise

Safety precautions may include:
- Checking:
  - own personal fitness and medical wellbeing
  - whereabouts of edge of wharf
  - whereabouts of other members of mooring/untying team
- Confirming availability of a personal flotation device upon arrival at mooring operation
- Keeping work area hazard-free
- Obtaining and using required PPE (such as safety footwear, safety helmet, suitable gloves, safety vest and reflective braces, personal collar insert for flotation device)
- Removing rings from fingers to avoid them being caught on steel wire ropes
- Wearing suitable clothing
Unit Sector(s)
Not applicable.

Competency Field
Equipment Operations
MARE1001A Communicate during shore-based mooring and untying operations

Modification History

Release 1
This is the first release of this unit.
This unit replaces and is equivalent to TDMME907A Communicate during shore-based mooring and untying operations.

Unit Descriptor

This unit involves the skills and knowledge required to communicate effectively with others involved in mooring and untying vessels.

Application of the Unit

This unit applies to people working in the maritime industry under supervision as a shore-based linesperson.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

**1 Prepare to communicate with others during mooring and untying operations**

1.1 Prior to mooring or untying activities, all radios and other communication equipment are checked to confirm they are functioning correctly

1.2 *Safety precautions* are followed

1.3 *Relevant documentation and records* are identified and accessed as required

**2 Check all communication equipment**

2.2 Batteries are checked to confirm they are operational and fully charged

2.3 Faulty communication equipment is reported, rectified or replaced

2.4 Radios are set to operate on channels required for *mooring or untying operations*

**3 Communicate with others during mooring and untying operations**

3.1 Correct *communication* is maintained throughout mooring and untying operations with *others involved in mooring and untying vessels*

3.2 Clear and concise verbal communication is used and appropriate action is taken to confirm that other person/s concerned have correctly heard and interpreted the communication

3.3 Radio communication is conducted using required procedures and protocols

3.4 Appropriate methods are used to communicate with foreign crews on vessels

3.5 Any safety concerns are promptly and clearly communicated to pilot prior to and during, mooring and untying operations

3.6 Due care is taken when using radio communication equipment not to interfere with operational communication between tug crews and pilot of vessel
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required Skills:

- Check functioning of radios and communication equipment
- Communicate effectively with others when mooring and untying a vessel
- Comply with relevant maritime regulations and IMO Conventions and Codes, including the relevant sections of Australian Maritime Safety Authority (AMSA) Marine Orders as they apply to mooring and untying operations on ocean-going vessels
- Follow work instructions
- Identify and correctly use various types of radios and other relevant communication equipment
- Implement port and vessel security procedures
- Interpret and follow procedures for communicating with others during mooring operations
- Recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour, interactions and communication with others
- Recognise problems that may occur when communicating with others during mooring and untying operations and take appropriate action to report and resolve them
- Take proper care of radios and communication equipment
- Test and recharge batteries used in radios and other communication equipment

Required Knowledge:

- Basic principles and procedures for marine radio communication:
  - by day or night
  - in normal and emergency situations
  - under any permissible conditions of weather
  - at a range of shore-side terminals and wharves
- Communication techniques and equipment required during mooring and untying operations, including protocols for radio use
- Factors that affect communication during mooring and untying operations, such as effects of noise, faulty equipment, discharged batteries, wind, weather
- Maritime regulations applicable to communication during mooring and untying of vessels
- Operational characteristics of different types of radios and other forms of communication equipment used in mooring and untying operations
- Practices and procedures for communicating with others during mooring operations
- Purpose of silence periods when operating radio equipment
- Radio calling and replying procedures
- Relevant manufacturer instructions relating to use of radios and other communication equipment
- Relevant maritime and radio communication regulations
- Relevant port and vessel security procedures, including operating radio communication channel instructions
- Relevant work health and safety (WHS)/occupational health and safety (OHS) codes of practice, policies and procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, the required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- initiating timely action in response to defects or damage
- being aware of own ability and limits to rectify irregularities and faults
- following all orders carefully and systematically
- ensuring behaviour reflects relevant current legislative and regulatory requirements.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- industry-approved marine operations site where communicating during shore-based mooring and untying operations can be conducted
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate communicating during shore-based mooring and untying operations
• direct observation of the candidate applying relevant WHS/OHS requirements and work practices.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

In all cases where practical assessment is used it should be combined with targeted questioning to assess Required Knowledge.

Assessment processes and techniques must be appropriate to the language and literacy requirements of the work being performed and the capacity of the candidate.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

Safety precautions may include:
- Checking:
  - own personal fitness and medical wellbeing
  - whereabouts of edge of wharf
  - whereabouts of other members of mooring/untying team
- Confirming availability of a personal flotation device upon arrival at mooring operation
- Keeping work area hazard-free
- Obtaining and using required personal protective equipment (such as safety footwear, safety helmet, suitable gloves, safety vest and reflective braces, personal collar insert for flotation device)
- Removing rings from fingers to avoid them being caught on steel wire ropes
- Wearing suitable clothing

Relevant documentation and records may include:
- Mooring and untying plans, procedures, checklists and instructions
- Relevant maritime authority instructions
- Relevant sections of maritime regulations concerning mooring and untying operations
- Reports and records of mooring operations or any safety incident
- Rope and equipment manufacturer instructions and procedures
- Safety instructions and procedures

Mooring or untying operations may include:
- Landing a gangway
- Preparing a berth
- Receiving heaving line from:
  - a launch
  - a vessel
- Returning heaving line to a vessel
- Untying and letting go a vessel
- Working:
  - by day or night
  - in normal and emergency situations
  - under any permissible conditions of weather
  - at various shoreside terminals and wharves

Communication may include:
- Oral communication with mooring supervisor or Master and
include: other members of mooring or untying team
  - VHF radio between:
    - tug crew and pilot on vessel
    - tug crew and mooring launch crew
    - mooring launch crew and pilot on vessel
  - radio between mooring supervisor (shore-side) and:
    - pilot on vessel
    - mooring personnel (bow)
    - mooring personnel (stern)

Others involved in mooring and untying vessels may include:
  - Mooring launch crew
  - Mooring master or supervisor
  - Mooring team
  - Pilot and crew on vessel being moored or untied and tug
  - Tug crew
  - Vessel crew

Unit Sector(s)
Not applicable.

Competency Field
Communication
MARF1004A Follow work health and safety, and emergency procedures during shore-based mooring operations

Modification History

Release 1
This is the first release of this unit.
This unit replaces and is equivalent to TDMMF6007A Follow OH&S and emergency procedures during shore-based mooring operations.

Unit Descriptor

This unit involves the skills and knowledge required to interpret and follow work health and safety (WHS)/occupational health and safety (OHS) policy and procedures, and emergency procedures during mooring and untying operations.

Application of the Unit

This unit applies to people working in the maritime industry under supervision as a shore-based linesperson as part of a mooring or untying team.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Follow safety and hazard control procedures during mooring and untying operations</td>
</tr>
<tr>
<td>1.1</td>
<td>Tests and inspections of shore <em>ropes and equipment</em> used in <em>mooring and untying operations</em> are conducted according to regulations and company procedures</td>
</tr>
<tr>
<td>1.2</td>
<td>Hazards are identified and action is taken to eliminate or minimise risk to personnel, port facilities, vessel and the environment</td>
</tr>
<tr>
<td>1.3</td>
<td><em>Safety precautions</em> and <em>hazard minimisation procedures</em> and regulations are followed at all times during mooring and untying operations</td>
</tr>
<tr>
<td>1.4</td>
<td>In a mooring or untying incident or emergency, action is taken to secure vessel and to maintain safety of vessel and persons involved</td>
</tr>
<tr>
<td>2</td>
<td>Use personal protective equipment during mooring and untying operations</td>
</tr>
<tr>
<td>2.1</td>
<td><em>Personal protective equipment</em> (PPE) required during mooring and untying operations is obtained and checked prior to commencement of operations according to company WHS/OHS policy and procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>PPE is correctly used as required during mooring and untying operations</td>
</tr>
<tr>
<td>2.3</td>
<td>PPE is correctly stored after use according to company procedures</td>
</tr>
<tr>
<td>3</td>
<td>Follow emergency procedures</td>
</tr>
<tr>
<td>3.1</td>
<td>Wharf and port facility emergency procedures are accessed and implemented</td>
</tr>
<tr>
<td>3.2</td>
<td>Escape routes and internal and external communications and alarm systems are correctly used according to regulatory requirements and established port procedures</td>
</tr>
<tr>
<td>3.3</td>
<td>Emergency communications and alarm signals and systems are used according to port emergency procedures and regulatory requirements</td>
</tr>
<tr>
<td>4</td>
<td>Report safety incidents and emergencies during mooring and untying operations</td>
</tr>
<tr>
<td>4.1</td>
<td>Information about safety incidents or emergencies that occur during mooring or untying operations is correctly and accurately recorded according to regulations and company procedures</td>
</tr>
<tr>
<td>4.2</td>
<td>Required reports on safety incidents or emergencies that occur during mooring or untying operations are prepared and referred to designated personnel according to regulations and company procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required Skills:

- Communicate effectively with other personnel when mooring and untying a vessel
- Handle rope appropriately and correctly:
  - storing and caring for ropes and lines
  - tying knots such as bowline, reef knot, overhand knot, figure of eight knot, sheet bend and clove hitch
  - applying a chain stopper to a wire rope
  - heaving on a line in collaboration with other members of a mooring team
  - applying a stopper to a synthetic fibre rope
  - applying a chain stopper to a natural cordage rope
  - attaching a line to a bollard or bitt with all lines in correct order such as up through the eye
  - flaking down a rope
  - forming a bight
- Identify and correctly use:
  - PPE
  - various types of ropes, steel wires and mooring equipment
- Interpret and follow WHS/OHS and safety management procedures for mooring and untying operations, including safety instructions and precautions
- Recognise dangers and hazards before and during mooring operations, and take appropriate action to report and rectify them
- Recognise safety-related problems that may occur during mooring operations, and take appropriate action to report and resolve them
- Record and report safety incidents and emergencies
- Work safely as a member of a mooring and untying team

Required Knowledge:

- Dangers associated with mooring duties:
  - being hit by a line being thrown down from a vessel
  - stepping inside the bight of a line
  - being struck by a parting line
  - mixing rings and wire rope
  - falling off the edge of the wharf into the water
  - back strain from carrying a line, heaving on a line or heaving on a line with one hand
  - 'snap back' in the event of a synthetic line breaking
  - trip hazards such as crane lines
- Hazards and safety-related problems that may occur during mooring and untying operations, and appropriate preventative and remedial action and solutions
- Methods for safely mooring and untying ocean-going vessels
- Procedures for calculating stresses on lifting gear used in cargo handling operations
- Relevant documentation and records:
  - mooring and untying plans, procedures, checklists and instructions
  - relevant sections of maritime regulations concerning mooring and untying operations
  - rope and equipment manufacturer instructions and procedures
  - safety instructions and procedures
  - instructions of relevant maritime authorities
  - reports and records of safety incidents or emergencies
- Relevant port and vessel safety and security requirements and regulations
- Relevant WHS/OHS legislation, codes of practice, policies and procedures
- Reporting requirements for safety incidents or emergencies that occur during mooring or untying operations
- Safety instructions for using ropes and other equipment during mooring and untying operations
- Safety management procedures for mooring and untying ocean-going vessels

**Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, the required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- working systematically with required attention to detail and safety requirements
- promptly reporting and/or rectifying hazards, safety incidents or emergencies.

**Context of and specific resources for assessment**

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- industry-approved marine operations site where following work health and safety, and emergency procedures during shore-based mooring operations can be conducted
• tools, equipment and personal protective equipment currently used in industry
• relevant regulatory and equipment documentation that impacts on work activities
• range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
• appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

• relevant and appropriate materials and equipment
• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur in an:

• appropriately simulated workplace environment and/or
• appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

• direct observation of the candidate following work health and safety, and emergency procedures during shore-based mooring operations
• direct observation of the candidate applying relevant WHS/OHS requirements and work practices.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

In all cases where practical assessment is used it should be combined with targeted questioning to assess Required Knowledge.

Assessment processes and techniques must be appropriate to the language and literacy requirements of the work being performed and the capacity of the candidate.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

Ropes and equipment must include:
- Radios
- Ropes and heaving lines provided by shore
- Shackles
- Wires

Mooring and untying operations may include:
- Landing a gangway
- Preparing a berth
- Receiving heaving line from:
  - a launch
  - a vessel
- Returning heaving line to a vessel
- Untying and letting go a vessel
- Working:
  - by day or night
  - in normal and emergency situations
  - under any permissible conditions of weather
  - at various shoreside terminals and wharves

Hazards may include:
- Crane movement
- Faulty communications equipment
- Inadequate lighting
- Ship mooring lines and wires in poor condition
- Wharf traffic

Personnel may include:
- Mooring:
  - launch and crew
  - supervisor
  - personnel (bow)
  - personnel (stern)
- Pilot
- Tug crew/s
- Vessel crew

Safety precautions may include:
- Checking:
  - own personal fitness and medical wellbeing
  - whereabouts of edge of wharf
  - whereabouts of other members of mooring/untying team
- Confirming availability of a personal flotation device upon arrival at mooring operation
- Keeping work area hazard-free
• Obtaining and using required personal protective equipment (such as safety footwear, safety helmet, suitable gloves, safety vest and reflective braces, personal collar insert for flotation device)
• Removing rings from fingers to avoid them being caught on steel wire ropes
• Wearing suitable clothing
• Ensuring ropes and equipment have been tested and are in good condition
• Placing warning signage in appropriate places
• Testing equipment prior to operation

Hazard minimisation procedures may include:

Personal protective equipment may include:

• Personal collar insert for flotation device
• Reflective braces
• Safety:
  • footwear
  • helmet
  • vest
• Suitable gloves

Unit Sector(s)
Not applicable.

Competency Field
Operational Quality and Safety
PSPGOV205B Participate in workplace change

Modification History

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Unit Descriptor

This unit covers participation in the change process within a workgroup. It includes suggesting options for change and contributing to the implementation of change. In practice, participating in workplace change may overlap with other generalist or specialist public sector work activities such as working effectively in the public sector, communicating with others, using resources, handling information, using technology, etc. This is one of 6 units of competency in the Working in Government and Management Competency Fields that deal with change. Related units are:

- PSPGOV306B Implement change
- PSPGOV405B Provide input to change processes
- PSPGOV514A Facilitate change
- PSPMNGT604B Manage change
- PSPMNGT703A Lead and influence change

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in **bold italics** is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
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| 1. Suggest options for change | 1.1 Possible changes to aspects of operational work which could improve efficiency and effectiveness are identified and suggested.  
1.2 Advantages, disadvantages and consequences of proposed suggestions are considered and discussed with the workgroup.  
1.3 Other workgroup members’ input is accepted and considered in suggesting options for change. |
| 2. Contribute to the implementation of change | 2.1 Specific changes in own routine operations and procedures are implemented as required in accordance with legislation, policy and procedures.  
2.2 *Changes* are made in response to directions to achieve service standards and identified outcomes.  
2.3 Available resources and supports are accessed to assist in changing own work practices.  
2.4 Personal responses to change are discussed with the workgroup.  
2.5 Effects upon others of own actions/reactions to change are considered.  
2.6 Support mechanisms to assist with the implementation of change are identified and accessed as required. |
Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- working in a team in a way that demonstrates consideration of the effect of change on others and the effect of one's own reaction to change on others
- communicating with team members on issues and personal reactions to change
- implementing change as required
- accessing assistance for coping with change
- responding to diversity, including gender and disability
- applying public sector legislation such as occupational health and safety, and environment in the context of change

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- personal response to change
- impact of change as it affects individuals and groups
- public sector legislation, policy and guidelines
- environmental and sustainability guidelines
- workgroup practices and service standards
- equal employment opportunity, equity and diversity principles
- occupational health and safety and environmental impact of change including stress, and stress management
Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: Nil
- *Co-requisite* units that must be assessed with this unit: Nil
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPGOV201B Work in a public sector environment
  - PSPGOV202B Use routine workplace communication techniques
  - PSPGOV203B Deliver a service to clients
  - PSPGOV204B Access and use resources
  - PSPGOV206B Handle workplace information
  - PSPGOV207B Use technology in the workplace
  - PSPGOV208A Write routine workplace materials

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- participation in workplace change in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to change in the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when participating in workplace change

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when participating in workplace change, including coping with difficulties, irregularities and breakdowns in routine
- participation in workplace change in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as
literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

**For consistency of assessment**

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in **bold italics** in the Performance Criteria is explained here.

| Legislation, policy and procedures may include: | • Commonwealth, State/Territory and Local Government legislation  
• government policy  
• public sector code of ethics  
• national standards specific to service delivery area  
• the organisation’s policies and practices  
• environment and sustainability policies  
• organisational code of conduct  
• specific work unit/business area policy and procedures |
| --- | --- |
| Change in the workplace may include: | • organisational change  
• implementation of new/revised work practices  
• sustainability practices  
• technology change in the workplace  
• work location  
• structural and functional change  
• client base  
• staffing changes  
• job role changes  
• work priorities  
• shared services environment  
• machinery of government changes  
• legislative change |

Unit Sector(s)

Not applicable.

Competency field

Working in Government.
PSPHR504A Implement workforce planning and succession strategies

Modification History

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Unit Descriptor

This unit covers workforce planning and succession to underpin the organisation's strategic and business decisions. It includes, conducting workforce analysis and assisting with workforce planning and succession management.

In practice, workforce planning overlaps with other generalist and specialist workplace activities such as promoting ethical behaviour and compliance with legislation, capitalising on diversity, initiating projects, providing client service.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
# Elements and Performance Criteria

## ELEMENT 1. Conduct workforce analysis

1.1 In-depth analysis is conducted of current workforce practices, numbers, deployment, diversity and competencies to provide a baseline for workforce planning and management.

1.2 Workforce data is analysed and when required benchmarked against comparable data, trends are identified and interventions are suggested to address developments that do not support the organisation's strategic or business directions.

1.3 Labour market and industry analysis is undertaken to identify factors and trends that may impact on the organisation and the implications of these for workforce planning and management.

1.4 Scenario planning or other forecasting tools are used to predict and assess likely futures for the organisation with their associated implications and risks.

1.5 The results of workforce analysis are presented in objective and unbiased terms and reported in a form and language to suit the intended audience of the presentation.

1.6 The results of workforce analysis are contributed to corporate decision making about projected future workforce requirements.

## ELEMENT 2. Contribute to workforce planning

2.1 Information and advice is provided to managers on all aspects of workforce planning according to their requirements for business planning/outcomes.

2.2 Workforce planning tools are developed/provided to managers, and assistance is given in their use and the analysis of outcomes.

2.3 Solutions are developed and suggested for current and future workforce planning and management issues in accordance with organisational requirements.

2.4 Consultancy services are provided to develop the human resource aspects of organisational and business unit plans to ensure the right numbers of appropriately diverse and skilled staff are available for future needs.

2.5 Managers are assisted to question current work practices and structures and to prepare workforce plans to translate future business requirements into actionable human resource strategies.

## ELEMENT 3. Assist with succession management

3.1 The critical role of succession planning in managing the organisation's intellectual capital is communicated to managers and staff in ways suited to their level of understanding or experience.

3.2 A succession management strategy is developed and candidate pools are identified for imminent and longer term future
ELEMENT PERFORMANCE CRITERIA

vacancies in accordance with *legislation, policy and procedures* and business unit needs.

3.3 **Succession processes** are developed and agreed and the succession management strategy is implemented to meet organisational requirements.

3.4 The results of workforce analysis and planning are used to assist managers to undertake succession planning to identify requirements and manage transition when staff leave the organisation or business unit.
Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- analysing information and trends
- consulting, negotiating and advising on workforce planning and succession management
- leading and influencing in relation to workforce analysis and planning
- applying problem solving
- using a variety of words and language structures to explain ideas to different audiences
- interpreting and explaining data and assisting others to apply the outcomes in the workplace
- preparing written advice and reports requiring reasoning and precision of expression
- responding to diversity, including gender and disability
- applying occupational health and safety procedures and sustainability practices in the context of implementing workforce planning and succession strategies

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- data analysis
- forecasting and planning
- scenario planning
- strategic thinking and analysis
- organisational business planning cycle and processes
- organisational goals, policies and procedures related to workforce planning and analysis
- equal employment opportunity, equity and diversity principles
- standard and content requirements of workforce analysis and planning reports
- jurisdictional legislation applying to human resources, including freedom of information, privacy, confidentiality, occupational health and safety and environment and sustainability practices
Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- Pre-requisite units that must be achieved prior to this unit: Nil
- Co-requisite units that must be assessed with this unit: Nil
- Co-assessed units that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV502B Develop client services
  - PSPGOV505A Promote diversity
  - PSPGOV507A Undertake negotiations
  - PSPGOV511A Provide leadership
  - PSPGOV512A Use complex workplace communication strategies
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPPM501B Design complex projects
  - PSPPM502B Manage complex projects

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- workforce planning and succession strategies implemented in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policies and procedures
- workplace scenarios and case studies
- forecasting models
- workforce data for analysis
- workforce planning guidelines and other relevant workplace materials

Where and how to

Valid assessment of this unit requires:
assess evidence

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when implementing workforce planning and succession strategies, including coping with difficulties, irregularities and breakdowns in routine
- workforce planning and succession strategies implemented in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in **bold italics** in the Performance Criteria is explained here.

**Workforce diversity data** may include:
- age
- gender
- diversity profile
- competency profile
- qualifications

**Workforce data** may include:
- absenteeism
- age profile of staff
- complaints
- conference leave
- costs associated with under-staffing
- current functions, services and workplace practices
- grievances
- hard to fill jobs
- learning and development
- leave - annual, sick, recreation, personal
- leave without pay
- number, gender and diversity of staff at each classification level and across business units
- permanent versus temporary versus contract workforce
- recruitment and retention
- staff nearing retirement
- staff retention rates
- staff satisfaction/dissatisfaction
- staff turnover
- study leave
- sustainability practices
- use of employee assistance program
- vacancies

**Scenario planning** is:
- a process for outlining the possible future as far as the organisation is concerned and developing a plan for dealing with that future. The uncertainty of both the forecasting process and the future itself may make it desirable to draw up a number of different scenarios. It is often advantageous
to assign a degree of probability to a range of competing scenarios, for example, optimistic (best case scenario) or pessimistic (worst case scenario)

**Results** may include:
- matrix of required skills

**Managers** may include:
- line managers
- business unit managers
- senior executives

**Aspects of workforce planning** may include:
- downsizing
- human resource forecasts
- job redesign
- labour market projections
- organisational design
- recruitment
- retention strategies
- skill set availability
- succession planning
- supply and demand forecasting
- sustainability/environmental practice requirements
- workforce capability requirements

**Future workforce planning and management issues** may include:
- future workforce requirements (size and skill set)
- projected labour shortages
- projected skill shortages
- interventions to address projected shortages
- over-supply
- hard to recruit jobs
- retention of skilled staff
- diverse workforce composition
- environmental and sustainability practices

**Succession planning** is:
- ‘... more than fingerling a slate of replacements for certain positions. It is a deliberate and systematic effort to project leadership requirements, identify a pool of high potential candidates, develop leadership competencies in those candidates through intentional learning experiences, and then select leaders from among the pool of potential leaders’ National Academy of Public Administration, Washington (1997)

**Succession planning strategy** may include:
- inclusion of future development opportunities in position descriptions to encourage future progression

**Candidate pools** may be
- leadership assessment activities
identified through:

**Legislation, policy and procedures** may include:

- Commonwealth and State/Territory legislation including equal employment opportunity, anti-discrimination and privacy law
- national and international codes of practice and standards
- the organisation's policies and practices
- government policy
- environmental/sustainability policies
- codes of ethics/conduct

**Succession processes** may include:

- expressions of interest
- formal interview process
- acceptance into a candidate pool
- learning and development
- shadowing
- coaching
- mentoring

**Unit Sector(s)**

Not applicable.

**Competency field**

Human Resource Management.
PSPPROC505A Manage procurement risk

Modification History
PSPPROC505A Release 2: Layout adjusted. No changes to content.
PSPPROC505A Release 1: Primary release.

Unit Descriptor
This unit covers the ability to manage risks associated with all stages of procurement. It includes assessing risk, and preparing, implementing and reviewing a risk management plan. In practice, managing procurement risk may overlap with other public sector and local government generalist and specialist work activities, such as promoting the values and ethos of public service or local government, undertaking negotiations, promoting compliance with legislation in the public sector, managing contract performance, finalising contracts, planning to manage a contract, planning for procurement outcomes and making procurement decisions. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit
The unit applies to those in specialist procurement who plan for procurement risks across all stages of the procurement cycle.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
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<th>ELEMENT</th>
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| 1. Assess risk | 1.1. *Legislation, policies*, business processes and resources impacting on the contract are identified.  
1.2. Procurement outcomes and internal inputs necessary for effective performance are identified.  
1.3. Critical success factors necessary for the achievement of procurement outcomes are identified and confirmed.  
1.4. Non-trivial *procurement risks* relating to the procurement activity are identified.  
1.5. Potential *probity risks* are identified.  
1.6. Causes of risk are analysed and their potential impact is determined.  
1.7. Likelihood and consequences of risks are determined and *risk assessments* are developed. |
| 2. Prepare risk management plan | 2.1. Preliminary *risk management* plan is developed that addresses risks identified in planning phase of procurement activity.  
2.2. Risks that will be accepted and those requiring *treatment* are identified.  
2.3. Treatments that reduce risks to an acceptable level are designed according to organisational requirements.  
2.4. Plan for implementing new treatments, additional *risk controls* or modifications to existing controls is developed.  
2.5. Risk level is re-checked at key points during procurement process, and risk management plan is reviewed and adjusted to cover procurement activity risks not already identified. |
| 3. Implement and review risk management plan | 3.1. Risk controls and treatments are implemented according to the treatment plan.  
3.2. Risk management plan is implemented, and regularly reviewed and revised to include potential or emerging risks during the life of the procurement activity.  
3.3. Review results are used to improve risk treatments and controls. |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
  - write risk management plans using templates or a recognised risk management methodology
  - interpret complex, formal documents
  - make verbal and written recommendations about the management of procurement and contracting risks
  - provide feedback
- teamwork skills to:
  - model effective team management approaches
  - respond to diversity
  - refer issues to the correct person
- problem-solving skills to analyse risks associated with procurement and contract using a recognised risk management methodology
- initiative and enterprise skills to identify procurement risks and opportunities using a recognised risk management methodology
- planning and organising skills to manage and update the risk management plan
- learning skills to keep up-to-date with:
  - best practice examples in procurement practice
  - relevant procurement legislation, policies and procedures
- technology skills to:
  - operate organisational IT systems
  - use electronic procurement templates

Required knowledge

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to contract risk management
  - such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- risk management procedures
- probity principles and issues, particularly as they relate to probity risks
- codes of conduct, codes of practice and standards of individual behaviour relating to the procurement process
- risks associated with financial and accounting issues relevant to procurement and contract management
- supplier issues and supply chain management in the context of procurement risk management
- aspects of law of contracts, trade practices law and commercial law relevant to risk
management relating to complex procurement
- OHS requirements relevant to procurement and contract management
- equal employment opportunity relevant to procurement and contract management
- environmental, sustainability and corporate social responsibility principles relevant to procurement and contract management
Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Competency must be demonstrated in the ability to manage procurement risk consistently in accordance with legislative and organisational requirements.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- use recognised risk management methodologies to identify and assess risks for all stages of a procurement activity
- prepare a risk management plan for a procurement activity, using templates where available
- implement risk management plans
- review and revise risk management plans to reflect the changing procurement context and environment during the procurement activity
- liaise and consult with stakeholders to ensure that risks are appropriately identified and managed
- make recommendations to higher management about options for the management of procurement risks.

Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to procuring goods and services and managing procurement risk
- codes of conduct and codes of practice
- workplace scenarios and case studies relating to a range of procurement activities associated with managing procurement risk
- case studies that incorporate dilemmas and probity requirements relating to managing procurement risk.

Method of assessment

The following assessment methods are suggested:

- questions to assess understanding of relevant legislation and procedures
- review of strategies and approaches adopted for managing
procurement risk

- review of risk assessments, risk management plans, contract management plans, contracts, probity plans, budgets, transition plans and other documentation prepared by the candidate in a range of contexts
- review of stakeholder engagement approaches adopted by the candidate.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

**Guidance information for assessment**

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC501B Promote the values and ethos of public service
- PSPGOV507A Undertake negotiations
- PSPLEGN501B Promote compliance with legislation in the public sector
- PSPPROC503B Manage contract performance
- PSPPROC504B Finalise contracts
- PSPPROC506A Plan to manage a contract
- PSPPROC507A Plan for procurement outcomes
- PSPPROC508A Make procurement decisions.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislation and policies may include:
- commonwealth or state and territory legislation, including equal employment opportunity and anti-discrimination law
- council rules and by-laws
- national and international codes of practice and risk management standards
- organisational policies and practices
- government policy
- codes of conduct and codes of practice
- national competition policy.

Procurement risks may include:
- contextual and environmental factors
- too many or too few potential suppliers
- unsophisticated marketplace
- timeframes for procurement too short
- inappropriate method of procurement used
- inadequate budget and other resources
- inappropriate form of contract selected
- supplier inability to meet obligations
- end user or buyer inability to meet obligations
- unclear contract terms and conditions
- contractual disputes
- factors outside the control of either party, such as global health pandemic, failure of third-party businesses or natural disasters
- implications if dependence on one supplier, versus risks in lack of continuity and consistency of services provided
- changes to government policy.

Probity risks may include:
- corruption
- fraud
- conflict of interest (actual, perceived or potential)
- unfair treatment of providers or potential providers
- misuse of resources
- misuse of information
- manipulation of the marketplace.
**Risk assessments**

Differentiate between risks that have:

- high impact/consequence/likelihood
- low impact/consequence/likelihood.

**Risk management**

Is often considered in relation to an organisation's:

- people
- assets and physical environment
- reputation and image
- legal issues
- business continuity
- finances
- stated outcomes.

**Risk treatments**

May include those that:

- avoid risk
- transfer risk
- reduce likelihood
- reduce consequence
- partially reduce assessed risk level so that risk can be accepted.

**Risk controls**

May include:

- legislation
- government policies and guidance
- organisational policies, processes and procedures
- standardised documentation and templates
- hierarchy of controls, such as fraud control plans and security plans
- staff skills and knowledge.

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**Unit Sector(s)**

Not applicable.

**Competency field**

Procurement and Contract Management.
PSPSEC602A Manage security awareness

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</table>

Unit Descriptor

This unit covers activities required in promoting and disseminating the organisation’s approach to security management internally and to external clients and the broader community. It includes disseminating the security strategy, championing security awareness and marketing security management both inside and outside the organisation.

In practice, managing security awareness may overlap with other generalist or specialist public sector workplace activities such as managing compliance with legislation and ethics requirements, managing risk, networking, implementing policy, managing change.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Disseminate security policy | 1.1 Profile of security management is raised to highest level to indicate its key focus in the organisation.  
1.2 Security standards for the organisation are articulated in a manner suited to the level and experience of staff.  
1.3 Ways in which the security policy and plan contribute to the achievement of organisational corporate goals are articulated.  
1.4 Roles and responsibilities of key people in the organisation regarding implementation of security measures are articulated.  
1.5 Dissemination methods take account of various audiences and information is presented in a way that meets particular audience needs. |
| 2. Champion security awareness | 2.1 Leadership and motivation are provided in highlighting the role of security processes as integral to effective management practices.  
2.2 Methods underpinning the championing of security awareness are based on an in-depth understanding of the organisation's culture and structure, and the nature of both internal and external clients.  
2.3 A positive tone is set in the organisation regarding security through engendering trust and confidence in security measures.  
2.4 Guidelines for the establishment of formal and informal networks are established to nurture cooperative and ethical client relationships. |
| 3. Market security management inside and outside the organisation | 3.1 Potential activities to promote security and its importance to the overall objectives of the organisation are identified and assessed in relation to the security policy and plan in place.  
3.2 Implementation is coordinated with management and key stakeholders who play a role in implementation.  
3.3 Shared ownership of security processes is encouraged through ongoing consultation and information sharing.  
3.4 Promotion activities are organised to raise stakeholder awareness of both the ethical and financial aspects of security and to facilitate endorsement of the concept and practice of security management.  
3.5 Trends are monitored in order to ensure currency in the organisation's security measures. |
Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying leadership
- synthesising and articulating broader policy issues
- using a range of communication, negotiation and presentation styles to suit different audiences and purposes
- responding to diversity, including gender and disability
- applying occupational health and safety and environmental procedures in the context of managing security awareness

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- corporate plan and strategic directions of the organisation
- structure and core business activities of the organisation
- organisation's security policy and plans
- external expectations placed on the organisation by external stakeholders such as government
- the incorporation of constraints imposed by the culture of the organisation and operational factors into security management issues and practices
- organisational change practices
- public sector legislation, policies and procedures including anti-discrimination and diversity legislation, occupational health and safety, and environment in the context of security management
Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite** units that must be achieved prior to this unit: *Nil*
- **Co-requisite** units that must be assessed with this unit: *Nil*
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC601B Maintain and enhance confidence in public service
  - PSPGOV601B Apply government systems
  - PSPGOV602B Establish and maintain strategic networks
  - PSPLEGN601B Manage compliance with legislation in the public sector
  - PSPMNGT604B Manage change
  - PSPMNGT608B Manage risk
  - PSPPOL603A Manage policy implementation
  - PSPSEC601A Define information systems framework

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- management of security awareness in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy and procedures relating to government security management
- security guidelines and standards
- public sector values and codes of conduct
- case studies and workplace scenarios to capture the range of security awareness situations likely to be encountered

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions
likely to be encountered when managing security awareness, including coping with difficulties, irregularities and breakdowns in routine

- management of security awareness in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

**For consistency of assessment**

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in bold italics in the Performance Criteria is explained here.

Information may include:
- instructions
- guidelines
- case briefings
- research outcomes
- outcomes of analyses

Stakeholders may include:
- relevant government Ministers
- agency staff and senior management
- agency clients
- contractors and consultants
- suppliers and customers
- industry associations
- other agencies with a mandate for security management
- law enforcement agencies
- prosecution agencies
- internal/external audit

Trends are monitored through:
- research of national and international material
- surveys
- data matching
- internal and external networks
- information on security breaches
- aggregated national data relating to government security

Unit Sector(s)

Not applicable.

Competency field

PUAWER005B Operate as part of an emergency control organisation

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>TP version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>PUA12 V1</td>
<td>Layout adjusted. Application revised.</td>
</tr>
<tr>
<td>1</td>
<td>PUA00 V8.1</td>
<td>First release in TGA.</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit covers the competency required to implement the emergency response specified in the workplace emergency procedures or specified by a person at a higher level in the emergency control organisation.

People who undertake this work will be working within the command, control and coordinate structure of the emergency control organisation.

This unit has been developed to cover the broad range of emergencies and workplaces as considered in Australian Standard 3745-2010.

Application of the Unit

This unit applies to employees in the workplace within all industries and in all contexts.

This unit places responsibility on individual employees who are delegated responsibility as part of an emergency control organisation to participate in the preparation of workplace emergency procedures; alert and report potential workplace emergencies; evaluate the need to evacuate a work area; prepare for an evacuation; and assist people who may require assistance in accordance with workplace emergency procedures.

The knowledge and skills gained through the completion of this unit may be applied by employees across all industries.

Licensing/Regulatory Information

Not applicable.
Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where *bold italicised* text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Respond to emergency reports, signals and warnings** | 1.1 *Emergency reports, signals and warnings* are identified and appropriate action is taken.  
1.2 Emergency situations and possible further development are assessed and relevant action is taken according to workplace emergency procedures.  
1.3 Arrangements are made for people who may require assistance.  
1.4 *Emergency stations* are attended and operated according to workplace emergency procedures.  
1.5 Suitable *identification* is worn according to workplace emergency procedures and relevant standards. |
| 2. **Initiate and control initial emergency response** | 2.1 *Initial emergency response* is initiated and carried out according to the workplace emergency procedures or authorised instruction.  
2.2 Evacuated areas are checked according to workplace emergency procedures.  
2.3 Results of the evacuation of an area are reported to the *relevant person* according to the workplace emergency procedures.  
2.4 People are accounted for appropriately after the evacuation and the results are reported to the relevant person according to the workplace emergency procedures.  
2.5 Persons not accounted for are reported in accordance with workplace emergency procedures. |
| 3. **Anticipate the further development of emergencies** | 3.1 Emergency responses are based on the emergency management plan, taking into account the current situation and possible further development.  
3.2 Possible further development of emergency situations is continually assessed, reported to the relevant person and acted on according to workplace emergency procedures. |
| 4. **Assist with post initial response** | 4.1 Emergency evacuation or alternative action is completed before any *post initial response activities* are undertaken.  
4.2 Post initial response activities are conducted under the control of the relevant person and are consistent with the workplace emergency plan. |
Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- ability to relate to a range of people from a range of cultural, linguistic, social and ethnic backgrounds, and a range of physical and intellectual abilities
- apply methods of accounting for people
- assist people who need assistance
- carry out a search pattern within an area
- communicate clearly by the means specified in the workplace emergency procedures
- contribute to emergency management planning
- exercise leadership within a workplace emergency context
- use equipment assigned to assist with implementing the workplace emergency procedures

Required Knowledge

- arrangements for evacuating people who need support
- assessing and anticipating the progress of emergencies that might reasonably be expected in the workplace
- command, control and coordinate function of the emergency control organisation
- context of own role within the workplace emergency procedures
- emergency assessment and reporting procedures
- emergency reporting signals, alarms, warnings and procedures
- emergency response and operating procedures
- members of the emergency control organisation and their roles and responsibilities
- evacuation priorities
- hazard identification
- precautions to be taken during emergencies and during an evacuation
- methods of accounting for people during and after emergencies
- methods of summoning first aid to occupants or visitor injured during an emergency evacuation
- need to keep the relevant person informed of the developing situation
- post initial response emergency activities
- responses to meet the various situations
- workplace procedures
Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to respond to emergency reports, signals and warnings appropriately; to supply clear directions under emergency conditions; to make decisions appropriate to the situation; to keep others appropriately informed; to respond according to the workplace emergency procedures; and to take on a leadership role consistent with the emergency control organisation.

Consistency in performance

Competency should be demonstrated over time with a range of emergencies that could be expected in the workplace.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in the workplace or in a simulated workplace.

Specific resources for assessment

Access to scenarios that reflect a range of emergency situations that may be expected in the workplace.
Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the Performance Criteria is detailed below.

**Emergency reports, signals and warnings** may include:
- audible/visual alarms
- audible or vibrating pagers
- coded or uncoded public address announcements
- e-mail
- screen alerts
- stench alarms
- verbal alert

**People who may require assistance** may include:
- babies and children
- people with a mobility, intellectual, visual, auditory or sensory impairment, either temporary or permanent, who require assistance during an emergency response
- people from diverse cultural and linguistic backgrounds
- people who are injured
- people who are not able to comprehend the instructions given
- pregnant women
- the elderly

**Emergency stations** may include:
- assembly or marshalling points
- designated telephone or intercom
- designated muster points
- emergency control point
- master emergency control point
- warden’s inter-communication point (WIP) phones

**Identification** may include:
- armbands
- helmets, caps, hats
- uniforms
- tabards, vests or other distinguishing/distinctive clothing

**Initial emergency response** may include:
- to evacuate
- not to evacuate
- to partially evacuate
- advice or requests for emergency services
- alternative evacuation
- lateral evacuation
- any guidance from emergency response team
- designated assembly area
- evacuation routes and destination
- not to re-enter the evacuated area until directed by emergency personnel
- shelter in place/lockdown
- relocating or providing welfare services for evacuated persons
- restricting entry to danger areas
- searching floors or areas
- supplying emergency equipment
- use of response equipment

**Relevant person** may include:
- emergency control organisation members
- emergency services personnel
- people with overall evacuation control responsibility or a person delegated with this responsibility
- police, fire and emergency services

**Post initial response activities** may include:
- assisting with recovery activities
- assisting with authorised restoration of normal activity
- participating in debriefing
- providing advice
- requests for emergency services or specialist response team
- relocating or providing welfare services for evacuated persons
- restricting entry to danger areas
- security
- supplying emergency equipment
- checking the welfare of evacuees

**Unit Sector(s)**

Not applicable.
SITHFAB201 Provide responsible service of alcohol

Modification History
The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>Amendments to the Evidence Guide which better define the assessment environment and assessment requirements of the unit.</td>
</tr>
<tr>
<td>1.0</td>
<td>Replaces and is equivalent to SITHFAB009A Provide responsible service of alcohol.</td>
</tr>
</tbody>
</table>

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.

Application of the Unit
Responsible practices must be undertaken wherever alcohol is served or sold, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is served or sold, including all types of hospitality venues, retail liquor outlets and wineries, breweries and distilleries.

This unit applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; retail liquor sales persons; winery, brewery and distillery cellar door staff and supplier sales representatives. It also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for RSA management.
Licensing/Regulatory Information

The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale or service of alcohol. Certification requirements differ across states and territories. In most cases all people involved in the sale, service and promotional service of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff. This unit covers the Responsible Service of Alcohol (RSA) skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences. Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Sell or serve alcohol responsibly.
   1.1 Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.
   1.2 Provide **accurate information** to customers on alcoholic beverages according to organisation or house policy and government legislation, including types, strengths, standard drinks and the alcoholic percentages of a range of frequently sold alcoholic beverages.
   1.3 Assist customers with information on the range of non alcoholic beverages available for purchase.
   1.4 Identify **issues** related to the sale and service of alcohol to different types of customers, especially **those at risk**, and incorporate them into sales or service.

2. Assist customers to drink within appropriate limits.
   2.1 Prepare and serve **standard drinks** or **samples** according to industry requirements.
   2.2 Encourage customers courteously and diplomatically to drink within appropriate limits.
   2.3 Recognise **erratic drinking patterns** as an early sign of possible intoxication and take appropriate action.
   2.4 Monitor emotional and physical state of customers for signs of intoxication and ill effects of illicit or other drug usage.
   2.5 Where appropriate, offer food and non alcoholic beverages.
   2.6 Politey decline requests for alcohol to be dispensed in a manner that is **irresponsible, or which encourages the rapid or excessive consumption of alcohol**, and advise customers of the reasons for the refusal.

3. Assess alcohol affected customers and identify customers to whom sale or service must be refused.
   3.1 Assess intoxication levels of customers using a number of methods, including observing **changes in behaviour**, observing emotional and physical state, and monitoring noise levels and drink purchases.
   3.2 When assessing intoxication, take into account **factors** that may affect individual responses to alcohol.
   3.3 Identify customers to whom sale or service must be
refused according to state and territory legislation, including minors, those purchasing on behalf of minors, intoxicated persons, and persons affected by the consumption of illicit and other drugs.

3.4 Where appropriate, request and obtain acceptable proof of age prior to sale or service.

4. Refuse to provide alcohol.

4.1 Refuse service in a polite manner and state reasons for the refusal.

4.2 Speak to intoxicated customers in a suitable and consistent manner, minimising confrontation and arguments and point out signage.

4.3 Provide appropriate assistance to customers when refusing service.

4.4 Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisation or house requirements, the specific situation and provisions of state or territory legislation and regulations.

4.5 Use appropriate communication and conflict resolution skills to handle difficult situations.

4.6 Refer difficult situations beyond the scope of individual responsibility to the appropriate person.

4.7 Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to organisational policy.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication to:
  - provide complex information on responsible service of alcohol laws in a way that is readily understood by customers
  - speak firmly and clearly with intoxicated customers
  - deal with customers sensitively, courteously and discreetly using non-confrontational language
- critical thinking skills to assess intoxication levels of customers
- initiative and enterprise skills to offer food and non-alcoholic beverages to assist customers
- learning skills to continuously update knowledge of changing responsible service of alcohol laws and regulations
- literacy skills to:
  - read and interpret documents such as identification (ID) cards, proof of age cards, driver’s licences, statutory signage, warning signs and wording within advertising or promotional material, in-house policies and procedures and any general plain English regulatory and advisory information issued by local, or state and territory liquor licensing authorities
- numeracy skills to measure and calculate standard drinks or samples and calculate blood alcohol levels to determine alcohol consumption
- problem-solving skills to:
  - identify customers to whom sale or service must be refused
  - identify intoxicated persons and refuse service
  - identify situations that pose a safety threat and seek assistance from appropriate colleagues
- teamwork skills to share customer information with team members to ensure proper responsible service of alcohol practices within the organisation.

Required knowledge

- public interest reasons for implementation of responsible service of alcohol practices, including:
  - government and community concern with alcohol misuse and abuse
  - crime, violence and anti-social behaviour associated with alcohol abuse
- impact of excessive drinking on:
  - local neighbourhood and community
  - premises and staff
  - customers
  - particular types of customers who may be at heightened risk such as young people, pregnant women and minors
• government agencies such as the local police, health facilities and road authority
• key agencies and how to source relevant information on laws, regulations and codes of practice or conduct
• current promotional and strategic community education campaigns developed and conducted by agencies and industry groups
• effects of alcohol on:
  • emotional state
  • health
  • physical alertness
• factors that affect individual responses to alcohol, including:
  • gender
  • weight
  • general health
  • rate of consumption
  • food intake
  • other substances taken
• time for effects of alcohol to be registered
• standard drinks and acceptable measures of alcohol
• indicators of intoxication, including ways of assessing intoxication of customers
• ways of assessing customers affected by the consumption of illicit and other drugs
• principles of harm minimisation and strategies to minimise the harm associated with liquor abuse:
  • strategies laid down in legislation and codes of conduct developed by government agencies or industry groups
  • organisational policies that are designed to reduce the harm associated with liquor abuse
• the key provisions of liquor laws and regulations at a depth relevant to the scope of job responsibility within licensed premises, including the following list that expresses general statements about requirements of liquor legislation and information that must be customised for each State or Territory:
  • legislative definition of intoxication; intoxicated person and unduly intoxicated
  • role of individual staff members and supervisors or managers in providing responsible service of alcohol, including seller or server duty of care and liability
  • requirement to adopt and use statutory signage on the premises for the entire range of circumstances applicable to the organisation
  • requirements for mandatory content of any warning signs and wording within advertising or promotional material of any form, such as print advertising or internet sales
  • requirements for the remote sale and delivery of alcohol sales generated via the telephone, fax, email or mail
  • requirements for proof of age and obligations to minors under local legislation
  • provisions for retaining and reporting falsified proof of age documents
• provisions for requiring someone to leave the premises
• transportation options
• barring procedures
• opening and closing hour provisions
• requirements for monitoring noise and disturbances in and around licensed premises
• requirements laid down in codes of practice or conduct developed by government agencies or industry groups
• requirements described by an in-house policy, standard or code of practice or conduct
• training and record keeping requirements
• banned or undesirable products
• personal and business implications of breaching any laws, regulations, government or industry-driven codes of practice or conduct
• offences and penalties relating to offences
• legal restrictions on alcohol use customised to state or territory legislation, including intoxication provisions of liquor licensing laws
• legal drink and drive limits.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- responsibly sell or serve alcohol on multiple occasions to customers
- satisfy the legal requirements for responsible sale or service of alcohol for the local state or territory law
- follow organisational policies and procedures for the responsible service of alcohol
- demonstrate knowledge of:
  - reasons for and benefits of responsible service of alcohol
  - principles of responsible service of alcohol and harm minimisation
  - the key provisions of liquor laws and regulations at a depth relevant to the scope of job responsibility within licensed premises
  - the ramifications of non-compliance with the law and industry codes for the organisation, licensee and individual staff members.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated workplace
- a range of industry equipment to demonstrate standard drink measures or samples
- relevant and current publications, signage, information and plain English fact sheets distributed by government regulators and industry bodies.

Method of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to sell or serve alcohol responsibly.

The following examples are appropriate for this unit:

- role-plays or case studies simulating customers, intoxicated patrons and alcohol that allow assessment of the individual’s ability to:
  - interact with customers and explain organisational legal requirements to sell or serve alcohol responsibly
- explain in-house policies for the service of alcohol
- refuse service to people to whom alcohol cannot be served
- speak to intoxicated customers to minimise confrontation
- case studies and problem-solving activities to assess the individual’s ability to respond to:
  - situations where customers are engaging in erratic drinking patterns
  - signage deficiencies
  - situations that pose a safety threat
- written or oral questioning to assess knowledge of legislation and all other knowledge components of this unit
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

**Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB202 Operate a bar
- SITHFAB302 Conduct a product tasting for alcoholic beverages
- SITHFAB303 Prepare and serve cocktails
- SITHFAB304 Provide advice on beers, spirits and liqueurs
- SITHFAB305 Provide advice on Australian wines
- SITHFAB306 Provide advice on imported wines
- SITHFAB307 Provide table service of food and beverage.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Accurate information** may be provided to customers:

- by use of fact sheets and advertising material that comply with legislative requirements
- by use of mandatory signage
- verbally.

**Issues** may include:

- demeanour and mood
- familiarity with specific customers
- perceived effects of illicit and other drug usage
- perceived health status
- physical stature
- social context.

**Those at risk** may include:

- Aboriginal and Torres Strait Islanders
- minors
- people affected by the consumption of illicit and other drugs
- people from non-English speaking backgrounds
- women
- young customers.

**Standard drinks** should be measured using:

- appropriate nip measures
- appropriately sized sample glasses
- electronic dispensing and measuring devices.

**Samples** may include tastings of any item for sale in a:

- brewery
- distillery
- hospitality venue
- retail liquor outlet
- winery.

**Erratic drinking patterns** may include:

- mixing a wide range of drink types
- drinking quickly and asking for more immediately
- ordering more than one drink for self-consumption
- mixing alcohol consumption with consumption of prescription or illicit
drugs

- consistently returning to the tasting site to request more samples
- ordering multiple samples
- ordering large samples
- ordering ‘triple shots’ or extra large drinks.

Requests for drinks to be dispensed in a manner that is **irresponsible, or which encourages the rapid or excessive consumption of liquor** include:

- jugs of spirits and mixers
- large samples
- laybacks
- multiple samples for self-consumption
- rocket fuel
- shooters
- test tubes
- yard glasses.

**Changes in behaviour** may involve the customer becoming:

- aggressive
- disorderly
- quarrelsome
- violent.

**Factors** include:

- food intake
- gender
- general health
- other substances taken, especially illicit and other drugs
- rate of consumption
- weight.

**Proof of age** includes:

- current drivers licence
- passport
- photo card
- proof of age card.

**Intoxicated** denotes:

- drunk
- those to whom service may be refused due to excessive consumption of alcohol
- ‘unduly intoxicated’ may also be used in some state or territory legislation.

**Signage** may include:

- signs produced in-house that comply with wording required by legislation
- standard promotional signs issued by the relevant state or territory licensing authority
- warning notices within any form of advertising.
Appropriate assistance may include:

- assisting the customer to connect with their designated driver
- offering alternatives to alcohol, including food
- offering to sell or serve non-alcoholic drinks
- organising transport for customers wishing to leave
- providing information on taxis.

Communication and conflict resolution skills may include:

- using open and non-aggressive body language
- using a number of strategies to diffuse a situation, such as taking the person away from an audience or blaming the refusal on the ‘law’
- monitoring the reactions of other customers
- picking early warning signs and intervening before the person is intoxicated
- not using physical touch or body language
- remaining calm and using tactful language.

Unit Sector(s)
Hospitality

Competency Field
Food and Beverage
SITXCOM401 Manage conflict

Modification History
The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

<table>
<thead>
<tr>
<th>Version</th>
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<tr>
<td>1.0</td>
<td>E</td>
</tr>
<tr>
<td></td>
<td>Replaces and is equivalent to SITXCOM003A Deal with conflict situations. Title changed to better reflect the complexity of the unit. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.</td>
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</tbody>
</table>

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to resolve complex or escalated complaints and disputes with internal and external customers and colleagues. It requires the ability to use effective conflict resolution techniques and communication skills to manage conflict and develop solutions. It does not cover formal negotiation, counselling or mediation.

Application of the Unit
This unit applies to all tourism, travel, hospitality and event sectors. The unit applies mainly to senior operational personnel, supervisors and managers who operate with some level of independence and use discretion and judgement to resolve conflicts.

Licensing/Regulatory Information
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Identify conflict situations.
   1.1 Identify potential for conflict and take swift and tactful action to prevent escalation.
   1.2 Identify situations where personal safety of customers or colleagues may be threatened and organise appropriate assistance.
   1.3 Identify and use resources to assist in managing conflict.

2. Resolve conflict.
   2.1 Take responsibility for finding a solution to conflict.
   2.2 Establish and agree on the nature and details of conflict with all parties and assess impact.
   2.3 Deal with conflict sensitively, courteously and discreetly.
   2.4 Minimise impact on other colleagues and customers.
   2.5 Use effective conflict resolution techniques and communication skills to manage the conflict and develop solutions.
   2.6 Encourage all points of view, acknowledge them and treat them with respect.
   2.7 Identify and evaluate the impact of conflict on business reputation and legal liability.
   2.8 Evaluate options to resolve the dispute taking into account any organisational policies and constraints.
   2.9 Implement the best solution and complete required documentation.

3. Evaluate conflicts and resolutions.
   3.1 Communicate with the parties involved to seek and provide feedback on conflict and its resolution.
   3.2 Evaluate and reflect on the situation and effectiveness of the solution.
   3.3 Determine possible causes of workplace conflict and provide input for workplace enhancement and improvements.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to deal with conflict sensitively, courteously and discreetly through use of conflict resolution techniques
- critical thinking skills to analyse and decide on the best resolution for conflict
- initiative and enterprise skills to consider and suggest changes to workplace practices to avoid future conflict
- literacy skills to:
  - research sources of internal and external assistance to resolve the conflict
  - write reports, including comprehensive details of the conflict, the parties involved, discussions with all parties and the resolution
- problem-solving skills to identify and resolve conflicts and minimise impact on other colleagues and customers
- self-management skills to take responsibility for conflict outcomes
- teamwork skills to discuss and resolve conflicts between team members.

Required knowledge

- types of conflict in the tourism, travel, hospitality and event industries, typical causes and resolutions
- conflict theory, including signs, stages, levels, factors involved and results
- conflict resolution and communication techniques, including:
  - assertiveness
  - active listening
  - non-verbal communication
  - language style
  - negotiation
  - use of appropriate communication
- organisational policies and procedures for complaint, conflict and dispute resolution.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- resolve different workplace conflicts using a range of conflict resolution and communication techniques
- demonstrate knowledge of commonly occurring conflict situations in the workplace and the stages of conflict.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event industry environment where conflicts occur
- current commercial policies and procedures for complaint, conflict and dispute resolution
- others with whom the individual can interact to resolve conflicts.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation, using role plays, of the individual resolving conflicts using a range of communication techniques
- use of simulated activities to assess participation in conflicts involving:
  - customers refusing to leave or be pacified
  - drug or alcohol-affected persons
  - people who appear to be violent or are threatening
- use of problem-solving activities so the individual can analyse and find solutions for various conflicts arising in the workplace
- written or oral questioning to assess knowledge of:
  - types of conflict
  - conflict theory
  - conflict resolution and communication techniques
  - content of policy and procedures for refunds or exchange
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the
Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- BSBDIV501A Manage diversity in the workplace
- SITHACS201 Provide porter services
- SITHACS303 Provide accommodation reception services
- SITTTGDE303 Lead tour groups
- SITTTGDE401 Coordinate and operate tours
- SITXCCS302 Provide club reception services
- SITXCCS303 Provide service to customers
- SITXCCS401 Enhance the customer service experience
- SITXHRM503 Monitor staff performance.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Conflict** may relate to:

- customers whose special needs or expectations have not been met
- delays or poor timing of product or service supply
- difficult or complex customer complaints
- difficult or demanding customers
- disputes or arguments among work colleagues
- drug or alcohol-affected persons
- ejection from premises
- escalated customer or staff complaints leading to disputes
- human resource issues:
  - counselling
  - incorrect pay
  - job duties
  - lack of competence
  - worker mistakes
  - rosters
  - dismissals
  - misunderstandings or communication barriers
  - problems or faults with a service or product
  - refused entry.

**Situations** may involve:

- customers refusing to leave or be pacified
- drug or alcohol-affected persons
- people who appear to be violent or are threatening
- people involved in physical violence
- people with guns or arms
- situations where someone has been or may be hurt.

**Customers or colleagues** may include:

- internal or external customers
- those from a range of social and cultural backgrounds
- outside contractors
- suppliers
- workmates.

**Resources** may include:

- counsellors
- internal security staff
- mediators
- other staff members
Conflict resolution techniques may include:

- police
- senior staff.

Communication skills may include:

- negotiation
- use of appropriate communication skills.

Policies and constraints may include:

- complaints
- customer service
- disputes
- exchanges
- refunds
- staff grievance
- costs and budgets
- lack of availability of replacement products or services
- organisational policy on refunds or exchange.

Causes of workplace conflict may include:

- changes to practices and procedures
- complaints
- cultural misunderstanding
- lack of empathy
- lack of information
- poor communication
- rostering issues
- workplace systems.
Unit Sector(s)
Cross-Sector

Competency Field
Communication and Teamwork
SITXFSA101 Use hygienic practices for food safety

Modification History
The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>E</td>
</tr>
<tr>
<td></td>
<td>Replaces and is equivalent to SITXOHS002A Follow workplace hygiene procedures.</td>
</tr>
<tr>
<td></td>
<td>Updated and re-categorised to Food Safety.</td>
</tr>
</tbody>
</table>

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

Application of the Unit
This unit applies to all tourism, hospitality and catering organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas. This includes restaurants, cafes, clubs, hotels, bars, tour operators, attractions, function, event, exhibition and conference caterers, educational institutions, aged care facilities, correctional centres, hospitals, defence forces, cafeterias, kiosks, canteens, fast food outlets, residential caterers, in-flight and other transport caterers. It applies to food handlers which can be any person who directly handles food or food contact surfaces food such as cutlery, plates and bowls. People at many levels use this skill in the workplace during the course of their daily activities, including cooks, chefs, caterers, kitchen stewards, kitchen hands, bar and food and beverage attendants and sometimes room attendants and front office staff.

Licensing/Regulatory Information
Food handlers must comply with the requirements contained within the Australia New Zealand Food Standards (ANZFS) Code (the Code). In some states and territories businesses are required to designate a food safety supervisor who is required to be certified as competent in this unit through a registered training organisation.
Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Follow hygiene procedures and identify food hazards.
   1.1 Follow organisational **hygiene procedures**.
   1.2 Promptly report **unsafe practices** that breach hygiene procedures.
   1.3 Identify **food hazards** that may affect the health and safety of customers, colleagues and self.
   1.4 Remove or minimise the hygiene hazard and report to appropriate person for follow up.

   2.1 Report any personal **health issues** likely to cause a hygiene risk.
   2.2 Report incidents of food contamination resulting from personal health issues.
   2.3 Cease participation in food handling activities where a health issue may cause food contamination.

3. Prevent food contamination.
   3.1 Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings.
   3.2 Prevent food contamination from clothing and **other items worn**.
   3.3 Prevent unnecessary direct contact with ready to eat food.
   3.4 Avoid **unhygienic personal contact** with food or **food contact surfaces**.
   3.5 Avoid **unhygienic cleaning practices** that may cause food-borne illnesses.

4. Prevent cross contamination by washing hands.
   4.1 **Wash hands at appropriate times** and follow hand washing procedures consistently.
   4.2 Wash hands using **appropriate facilities**.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to verbally report hygiene hazards and poor organisational practice
- literacy skills to comprehend workplace documents or diagrams that interpret the content of:
  - organisational food safety program
  - hygiene and food safety procedures
  - Hazard Analysis and Critical Control Points (HACCP) practices
- problem-solving skills to identify and report hygiene hazards.

Required knowledge

- basic aspects of national, state or territory food safety laws, standards and codes. This would include:
  - meaning of contaminant, contamination and potentially hazardous foods as defined by the Code
  - hygiene actions that must be adhered to by businesses to avoid food-borne illnesses
  - employee responsibility to participate in hygienic practices
  - reasons for food safety programs and what they must contain
  - role of local government regulators
  - ramifications of failure to observe food safety law and organisational policies and procedures
- basic aspects of HACCP method of controlling food safety
- for the specific industry sector and organisation:
  - major causes of food contamination and food-borne illnesses
  - sources and effects of microbiological contamination of food
  - workplace hygiene hazards when handling food and food contact surfaces
  - basic content of organisational food safety program
  - the contents of hygiene and food safety procedures
  - hygienic work practices for individual job roles and responsibilities.
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:
- integrate the use of predetermined hygiene procedures and food safety practices within day-to-day food handling work functions
- integrate, into daily work activities, knowledge of the basic aspects of food safety standards and codes and the ramifications of disregarding this.

#### Context of and specific resources for assessment

Assessment must ensure use of:
- an operational commercial food preparation area, bar or kitchen with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines; this can be a:
  - real industry workplace
  - simulated industry environment such as a training kitchen servicing customers
- food ingredients and ready to eat food items
- current plain English regulatory documents distributed by the national, state, territory or local government food safety authority
- the Code
- current commercial food safety programs, policies and procedures used for the management of food safety.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using hygienic work practices during an integrated assessment of operative functions, such as cleaning and tidying bars, cooking at a camp site, preparing meals in a commercial kitchen, storing unused foodstuffs
- use of problem-solving exercises so the individual can respond to a range of situations where food hazards exist
- written or oral questioning to assess knowledge of the content of hygiene procedures and food safety standards and codes
- review of portfolios of evidence and third-party workplace
reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXFSA201 Participate in safe food handling practices
- SITXFSA202 Transport and store food
- any commercial cookery, commercial catering, patisserie, Asian cookery or food and beverage unit involving food preparation.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Hygiene procedures**:

- may cover:
  - cleaning and sanitising practices to avoid contamination of food
  - food storage
  - handling and disposal of garbage
  - personal hygiene
  - regular hand washing
  - safe and hygienic handling of food and beverages
  - safe handling and disposal of linen and laundry
  - suitable dress and personal protective equipment and clothing
  - use of cleaning equipment, clothes and materials to avoid contamination of food

- may be:
  - covered by staff training programs
  - documented in the organisational food safety program
  - required by the national food safety code.

**Unsafe practices** may include:

- being asked to participate in unhygienic work practices
- food handling practices that may result in the contamination of food
- ignoring the direction of:
  - hygiene signage
  - supervisors
  - managers
- lack of:
  - required hygiene signage
  - training in hygiene procedures
  - outdated practices not in keeping with current organisational procedures
  - poor personal hygiene and cleaning practices that may result in cross-contamination of food and other items
  - practices inconsistent with organisational food safety program
  - seeing others using unhygienic work practices
  - use of broken or malfunctioning equipment.
Food hazards may include:

- airborne dust
- colleagues without appropriate training or understanding of good hygiene practices, policies and procedures
- contaminated food
- contaminated garbage
- dirty equipment and utensils
- equipment not working correctly, such as fridge and temperature probes
- items, such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
- use of practices not in keeping with current organisational activities
- vermin.

Health issues may relate to:

- airborne diseases
- food borne diseases
- infectious diseases.

Other items worn may include:

- bandages
- hair accessories
- jewellery
- watches.

Unhygienic personal contact may involve:

- transferring micro-organisms by:
  - blowing nose
  - coughing
  - drinking
  - eating
  - scratching skin and hair
  - sneezing
  - spitting
  - touching wounds
  - transmitting tobacco products by smoking.

Food contact surfaces may include:

- chopping boards
- containers
- cooking utensils
- crockery
- cutlery
- glassware
- pots and pans
- sinks
- workbenches.

Unhygienic cleaning

- cleaning food contact surfaces with linen, tea towels and
practices may involve: towels that may be contaminated with human waste:
- blood
- body secretions
- faeces
- using dirty:
  - cleaning cloths
  - tea towels
- spreading bacteria from bathroom or bedroom areas to mini-bar or kitchen areas in an accommodation facility.

Wash hands at appropriate times might include:
- before commencing or recommencing work with food
- immediately after:
  - handling raw food
  - smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound
  - using the toilet.

Appropriate facilities for hand washing may include:
- designated hand washing sink
- liquid soap
- single use towels
- warm running water.

Unit Sector(s)
Cross-Sector

Competency Field
Food Safety
SITXMPR404 Coordinate marketing activities

Modification History
The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2</td>
<td>Correction to mapping to show non equivalence.</td>
</tr>
<tr>
<td>1.0</td>
<td>N Replaces and is not equivalent to SITXMPR004A Coordinate marketing activities. Minor adjustments to expression of content to streamline and improve unit. Added innovation, legal, ethical and sustainability. Added more on new technologies and media.</td>
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</tbody>
</table>

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to plan and coordinate a range of marketing and promotional activities at an operational level. The unit incorporates knowledge of marketing principles.

Application of the Unit
This unit applies to all industry sectors, and to individuals who take responsibility for coordinating marketing activities within the parameters of an established marketing strategy. People working independently with limited supervision undertake this role. This could include marketing coordinators or managers and owner-operators of small businesses.

Licensing/Regulatory Information
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites
Not applicable.
Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Not applicable.

Elements and Performance Criteria
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Plan and organise marketing activities.
   1.1 Plan marketing activities according to marketing plan or other organisational systems.
   1.2 Identify, analyse and incorporate relevant market information and legal, ethical and sustainability issues into short term planning.
   1.3 Confirm target markets and marketing medium.
   1.4 Evaluate potential and suitability of marketing opportunities that arise.
   1.5 Proactively seek and evaluate innovative marketing opportunities, including use of new technologies and media.
   1.6 Develop and implement action plans to address operational details.

2. Undertake a general public relations role.
   2.1 Establish and conduct positive relationships with industry and media colleagues.
   2.2 Use networks to support marketing activities.
   2.3 Develop public relations resources as required, including media releases and industry or media support materials.

3. Review and report on marketing activities.
   3.1 Review activities according to agreed evaluation methods and incorporate results into future planning.
   3.2 Prepare reports according to organisational policy and required timeframes.
   3.3 Present current and clear market intelligence to inform sales and marketing planning.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to establish and conduct positive business relationships
- critical thinking skills to evaluate the potential of different marketing activities
- initiative and enterprise skills to proactively identify and respond to new opportunities
- literacy skills to:
  - interpret market trend information and marketing plans
  - develop detailed action plans for marketing activities
  - prepare media releases and marketing reports
- numeracy skills to work within marketing budgets
- planning and organising skills to coordinate diverse and unpredictable operational details
- problem-solving skills to proactively identify and respond to potentially complex implementation challenges
- self-management skills to take responsibility for the quality and outcomes of marketing activities
- technology skills to work with current web based marketing technologies.

Required knowledge

- content and structure of marketing plans
- key marketing principles, including the marketing management process and the four Ps - product, place, price and promotion
- industry structure and interrelationships, industry networks and information sources
- industry and market knowledge appropriate to the sector and organisation, including:
  - distribution and marketing networks, especially those that support the product or service being promoted, including e-business options and major promotional events
  - commission structures
  - current customer and market trends and preferences
- features, benefits and practical application of marketing activities commonly used in the service industries, including:
  - advertising
  - familiarisations
  - in-house promotions
  - public relations
  - social media
  - trade and consumer shows
  - signage and display
- legal issues that impact on the marketing of products and services, including consumer protection provisions
- ethical considerations for marketing activities, including:
• appropriate use of images and text
• protection of children
• targeting of particular groups in the community
• sustainability considerations for marketing activities, including:
  • reducing waste of printed materials
  • sustainability as a marketing tool.
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the ability to:

- plan and coordinate multiple and different marketing activities for an operation, product or service
- integrate knowledge of the relevant industry, including structure and interrelationships, industry networks, information sources, and distribution and marketing networks
- integrate knowledge of the types of marketing activities used in the relevant industry sector and major industry promotional events
- demonstrate knowledge of marketing principles and their application to practical workplace activities.

**Context of and specific resources for assessment**

Assessment must ensure use of:

- real or simulated products or services for which the individual can conduct marketing activities
- current information and communications technology used by industry for marketing activities
- marketing plans and operational marketing documents, such as action plans and marketing reports.

**Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of marketing activities planned and conducted by the individual, including reports on lessons to be learned for future activities
- evaluation of critiques prepared by the individual about industry marketing activities
- use of case studies to assess the application of marketing knowledge to different industry situations
- written or oral questioning to assess knowledge of marketing principles, structure of the industry, industry interrelationships, distribution networks and legal compliance issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.
Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXMPR403 Plan and implement sales activities.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Marketing activities** may include:
- advertising
- display and signage
- events
- familiarisations:
  - media
  - trade
- industry and public relations activities
- market research
- product development within scope of individual responsibility
- web-based and social media activities.

**Information** to be incorporated into the planning process may include:
- competitive activity
- financial statistics
- marketing reports
- marketplace trends
- sales reports.

**Legal, ethical and sustainability issues** may relate to:
- consumer law and trade practices
- work health and safety obligations
- resource conservation
- targeting of particular groups
- ways of presenting information.

**Potential and suitability** of promotional activities may relate to:
- consistency with overall marketing direction
- exposure to be achieved
- matching of attendees to target markets
- resource considerations:
  - financial
  - human
- timing of the activity or event.

**Operational details** may include:
- administrative and procedural requirements
- availability of promotional materials
- available technology
- contracting of other services, such as display
- equipment requirements.
- need for external assistance
- potential for cooperative approaches
- public relations implications
- staffing requirements and briefings
- strategies to ensure maximum benefits
- travel arrangements.

**Unit Sector(s)**
Cross-Sector

**Competency Field**
Marketing and Public Relations
TAEASS402A Assess competence

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to assess the competence of a candidate. |

Application of the Unit

| Application of the unit | This unit typically applies to assessors. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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Employability Skills Information

| Employability skills | This unit contains employability skills. |
## Elements and Performance Criteria Pre-Content

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<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
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## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare for assessment | 1.1. Interpret *assessment plan* and confirm organisational, legal and ethical requirements for conducting assessment with relevant people  
1.2. Access and interpret relevant *benchmarks for assessment* and nominated *assessment tools* to confirm the requirements for evidence to be collected  
1.3. Arrange identified material and physical resource requirements according to assessment system policies and procedures  
1.4. Organise *specialist support* required for assessment  
1.5. Explain, discuss and agree details of the assessment plan with candidate |
| 2. Gather quality evidence | 2.1. Use agreed *assessment methods* and tools to gather, organise and document evidence in a format suitable for determining competence  
2.2. Apply the principles of assessment and rules of evidence in gathering quality evidence  
2.3. Determine opportunities for evidence gathering in actual or simulated activities through consultation with the candidate and relevant personnel  
2.4. Determine opportunities for integrated assessment activities and document any changes to assessment instruments where required |
| 3. Support the candidate | 3.1. Guide candidates in gathering their own evidence to support recognition of prior learning (RPL)  
3.2. Use appropriate communication and interpersonal skills to develop a professional relationship with the candidate that reflects sensitivity to *individual differences* and enables two-way *feedback*  
3.3. Make decisions on reasonable adjustments with the candidate, based on candidate's needs and characteristics  
3.4. Access required specialist support in accordance with the assessment plan  
3.5. Address any OHS risk to person or equipment immediately |
| 4. Make the assessment decision | 4.1. Examine collected evidence and evaluate it to ensure that it reflects the evidence required to demonstrate competence  
4.2. Use judgement to infer whether competence has |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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<tbody>
<tr>
<td></td>
<td>been demonstrated, based on the available evidence</td>
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<tr>
<td>4.3.</td>
<td>Make assessment decision in line with agreed assessment procedures and according to agreed assessment plan</td>
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<tr>
<td>4.4.</td>
<td>Provide clear and constructive feedback to candidate regarding the assessment decision and develop any follow-up action plan required</td>
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<tr>
<td>5.</td>
<td>Record and report the assessment decision</td>
</tr>
<tr>
<td>5.1.</td>
<td>Record assessment outcomes promptly and accurately</td>
</tr>
<tr>
<td>5.2.</td>
<td>Complete and process an assessment report according to agreed assessment procedures</td>
</tr>
<tr>
<td>5.3.</td>
<td>Inform other relevant parties of the assessment decision according to confidentiality conventions</td>
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<tr>
<td>6.</td>
<td>Review the assessment process</td>
</tr>
<tr>
<td>6.1.</td>
<td>Review the assessment process in consultation with relevant people to improve own future practice</td>
</tr>
<tr>
<td>6.2.</td>
<td>Document and record the review according to relevant assessment system policies and procedures</td>
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</table>
**Required Skills and Knowledge**

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- **analysis and interpretation skills to:**
  - break down competency standards
  - interpret assessment tools and other assessment information, including those used in RPL
  - identify candidate needs
  - make judgements based on assessment of available evidence
- **observation skills to:**
  - recognise candidate's prior learning
  - determine candidate's performance
  - identify when candidate may need assistance during the assessment processes
- **research and evaluation skills to:**
  - access required human and material resources for assessment
  - access assessment system policies and procedures
  - access RPL policies and procedures
  - evaluate evidence
  - evaluate assessment process
- **cognitive skills to:**
  - weigh up the evidence and make a judgement
  - consider and recommend reasonable adjustments
- **decision-making skills to:**
  - recognise a candidate's prior learning
  - make a decision on a candidate's competence
- **literacy skills to:**
  - read and interpret relevant information to conduct assessment
  - prepare required documentation and records or reports of assessment outcomes in required format
- **communication and interpersonal skills to:**
  - explain the assessment, including RPL process
  - give clear and precise instructions
  - ask effective questions
  - provide clarification
  - discuss process with other relevant people
  - give appropriate feedback
  - discuss assessment outcome
<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• use language appropriate to candidate and assessment environment</td>
</tr>
<tr>
<td>• establish a working relationship with candidate</td>
</tr>
</tbody>
</table>

**Required knowledge**

- competency-based assessment, including:
  - vocational education and training as a competency-based system
  - criterion-referenced assessment as distinct from norm-referenced assessment
  - competency standards as the basis of qualifications
  - structure and application of competency standards
  - principles of assessment and how they are applied
  - rules of evidence and how they are applied
  - range of assessment purposes and assessment contexts, including RPL
  - different assessment methods, including suitability for gathering various types of evidence, suitability for content of units, and resource requirements and associated costs
  - reasonable adjustments and when they are applicable
  - types and forms of evidence, including assessment tools that are relevant to gathering different types of evidence used in competency-based assessment, including RPL
  - potential barriers and processes relating to assessment tools and methods
  - assessment system, including policies and procedures established by the industry, organisation or training authority
- RPL policies and procedures established by the organisation
- cultural sensitivity and equity considerations
- relevant policy, legislation, codes of practice and national standards, including commonwealth and state or territory legislation that may affect training and assessment in the vocational education and training sector, such as:
  - copyright and privacy laws in terms of electronic technology
  - security of information
  - plagiarism
  - training packages and competency standards
  - licensing requirements
  - industry and workplace requirements
  - duty of care under common law
  - recording information and confidentiality requirements
  - anti-discrimination, including equal employment opportunity, racial vilification and disability discrimination
  - workplace relations
  - industrial awards and enterprise agreements
- OHS responsibilities associated with assessing competence, such as:
## REQUIRED SKILLS AND KNOWLEDGE

- requirements for reporting hazards and incidents
- emergency procedures
- procedures for use of relevant personal protective equipment
- safe use and maintenance of relevant equipment
- sources of OHS information
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:
- assess competence of a number of candidates within the vocational education and training context against different units of competency or accredited curricula, following the relevant assessment plan
- assess at least one candidate for RPL
- consider reasonable adjustment and the reasons for decisions in at least one assessment
- cover an entire unit of competency and show:
  - the application of different assessment methods and tools involving a range of assessment activities and events
  - two-way communication and feedback
  - how judgement was exercised in making the assessment decision
  - how and when assessment outcomes were recorded and reported
  - assessment records and reports completed in accordance with assessment system and organisational, legal and ethical requirements
  - how the assessment process was reviewed.

### Context of and specific resources for assessment

Evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided.

### Method of assessment

### Guidance information for assessment

For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Assessment plan** may include:
- overall planning, describing:
  - what is to be assessed
  - when assessment is to take place
  - where assessment is to take place
  - how assessment is to take place.

**Benchmarks for assessment**:
- refer to a criterion against which the candidate is assessed
- may be a competency standard/unit of competency, assessment criteria of course curricula, performance specifications, or product specifications.

**Assessment tools** may include:
- both the instrument and the procedures for gathering and interpreting evidence in accordance with designated assessment methods
- instruments to be used for gathering evidence, such as:
  - profile of acceptable performance measures
  - templates and proformas
  - specific questions or activities
  - evidence and observation checklists
  - checklists for evaluating work samples
  - candidate self-assessment materials
- procedures, information and instructions for the assessor and candidate relating to the use of assessment instruments and assessment conditions.

**Specialist support** may include:
- assistance by third party, such as carer or interpreter
- support from specialist educator
- provision of developed online assessment activities
- support for remote or isolated candidates and assessors
- support from subject matter or safety experts
- advice from regulatory authorities
- assessment teams and panels
- support from lead assessors
- advice from policy development experts.
### RANGE STATEMENT

| **Assessment methods** include: | • particular techniques used to gather different types of evidence, such as:  
| | • direct observation  
| | • structured activities  
| | • oral or written questioning  
| | • portfolios of evidence  
| | • review of products  
| | • third-party feedback. |

| **Individual differences** may include: | • English language, literacy and numeracy barriers  
| | • physical impairment or disability  
| | • intellectual impairment or disability  
| | • medical condition that may impact on assessment, such as arthritis, epilepsy, diabetes and asthma  
| | • learning difficulties  
| | • mental or psychological disability  
| | • religious and spiritual observances  
| | • cultural images and perceptions  
| | • age  
| | • gender. |

| **Feedback** may include: | • ensuring assessment/RPL process is understood  
| | • ensuring candidate concerns are addressed  
| | • enabling questions and answers  
| | • confirming outcomes  
| | • identifying further evidence to be provided  
| | • discussing action plans  
| | • confirming gap training needed  
| | • providing information regarding available appeal processes  
| | • suggesting improvements in evidence gathering and presentation. |

| **Consultation** may involve: | • moderation with other assessors, or training and assessment coordinators  
| | • discussions with client, team leaders, managers, RPL coordinators, supervisors, coaches and mentors  
| | • technical and subject experts  
| | • English language, literacy and numeracy experts. |
### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th>Assessment</th>
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</thead>
</table>

### Competency field

<table>
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<tr>
<th>Competency field</th>
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</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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<tr>
<td></td>
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</table>
TAEDEL404A Mentor in the workplace

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to establish and develop a professional mentoring relationship with a learner, in particular an apprentice or trainee employed by, or undertaking work placement in, a workplace. It includes establishing the need for mentoring, developing a mentoring plan/framework, facilitating and monitoring the mentoring relationship, and evaluating the effectiveness of mentoring.</td>
</tr>
</tbody>
</table>

Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit typically applies to workplace supervisors or other work colleague with responsibility for mentoring in the workplace.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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<tbody>
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<td></td>
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</tbody>
</table>
### Employability Skills Information

| Employability skills | This unit contains employability skills. |

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop a mentoring plan | 1.1. Identify scope and boundaries of the mentoring relationship according to organisational procedures  
1.2. Establish *ground rules* and negotiate realistic expectations  
1.3. Establish and maintain confidentiality of the relationship in accordance with *legislation, policy and procedures* |
| 2. Facilitate mentoring relationship | 2.1. Develop learner's confidence, self-esteem, respect and trust in the mentoring relationship  
2.2. Share personal experiences and knowledge with the person being mentored according to agreed objectives  
2.3. Support the person being mentored to develop and use skills in problem solving and decision making  
2.4. Use personal and professional networks to assist the person being mentored  
2.5. Provide information, guidance and constructive guidance to enhance engagement in the workplace  
2.6. Use *techniques for resolving differences* without damaging the relationship, and obtain assistance according to organisational policy and procedures |
| 3. Monitor mentoring relationship | 3.1. Provide planning assistance and guidance as requested by the person being mentored in a form and style to suit their requirements  
3.2. Provide feedback to the person being mentored on progress towards achieving the expectations and goals of the mentoring process  
3.3. Recognise and discuss changes in the mentoring relationship with appropriate stakeholders  
3.4. Negotiate and manage closure of the mentoring arrangement once objectives have been met |
| 4. Evaluate effectiveness of mentoring | 4.1. Establish and discuss *benefits* gained from the mentoring process  
4.2. Reflect on and articulate the personal benefits gained from providing mentoring  
4.3. Identify and report the outcomes of the mentoring arrangement and the *benefits to the organisation* according to organisational policy and procedures to improve the mentoring system or program |
# Required Skills and Knowledge

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- planning and time-management skills to mentor in a workplace
- oral communication and language skills to motivate learners
- organisational skills to provide guidance and feedback to individuals
- interpersonal skills to:
  - engage in relationship building, including building trust and maintaining confidentiality
  - respond to diversity, including gender and disability
- communication skills to use a range of communication strategies, including listening, questioning, and giving and receiving feedback
- initiative and enterprise skills to apply procedures relating to OHS and environmental legislation in the context of workplace mentoring

### Required knowledge

- relevant policy, legislation, codes of practice and national standards likely to impact on the provision of workplace mentoring
- training contracts and responsibilities of employer, registered training organisation (RTO) and funding body
- training plans and responsibilities
- training products and strategies for learning
- mentoring methodologies and strategies
- acceptable behaviour in the mentoring relationship
- equal employment opportunity, equity and diversity principles
- OHS relating to the work role, including:
  - hazards relating to the industry and specific workplace
  - reporting requirements for hazards and incidents
  - specific procedures for work tasks
  - safe use and maintenance of relevant equipment
  - emergency procedures
  - sources of OHS information
## Evidence Guide

### Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

| Overview of assessment | Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated. |

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the ability to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- prepare a mentoring plan between the mentor and learner that reflects the scope and substance expected within a plan prepared for a learner undertaking a contracted apprenticeship or traineeship</td>
</tr>
<tr>
<td></td>
<td>- facilitate at least three mentoring sessions</td>
</tr>
<tr>
<td></td>
<td>- provide information on sessions, including comments and notes from both mentor and learner.</td>
</tr>
</tbody>
</table>

### Context of and specific resources for assessment

| Context of and specific resources for assessment | Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided. |

### Method of assessment

### Guidance information for assessment

| Guidance information for assessment | For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au). |
# Range Statement

<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</td>
</tr>
</tbody>
</table>

### Mentoring

- long-term focus on personal growth and learning
- wide range of learning oriented to:
  - support
  - guidance in personal or career growth
  - relationship, not just a procedure or activity
  - one person professionally assisting the career development of another.

### Ground rules

- training for mentoring partners
- mentoring agreement
- active involvement of both partners in the mentoring process.

### Legislation, policy and procedures

- commonwealth and state or territory legislation and regulations, such as:
  - privacy legislation
  - equal employment opportunity, anti-discrimination and harassment legislation
  - OHS legislation
  - user choice
  - organisational policy, procedures and protocols.

### Techniques for resolving differences

- finding a mutually beneficial solution
- self-disclosure
- inviting discussion
- providing explanations
- accessing assistance.

### Mentoring relationship

- informal workplace development program
- formal mentoring process associated with a contracted apprenticeship or traineeship, involving a formal training plan.

### Stakeholders

- trainee or apprentice
- manager or supervisor
- RTO
- learning support services, including assistive technology
RANGE STATEMENT

<table>
<thead>
<tr>
<th>and diagnostic testing</th>
</tr>
</thead>
<tbody>
<tr>
<td>funding organisation</td>
</tr>
<tr>
<td>supplier of learning resources</td>
</tr>
</tbody>
</table>

**Benefits** may include:

- insights into organisational culture, attitudes and expected behaviours
- supportive environment in which successes and failures can be evaluated
- networking opportunities
- development of workplace competence and self-confidence
- recognition and job satisfaction
- mutual respect.

**Benefits to the organisation** may include:

- increased productivity
- new competencies in the person being mentored
- staff motivation
- more committed, involved and responsible learners.

### Unit Sector(s)

| Unit sector | Delivery and facilitation |

### Competency field

| Competency field |

### Co-requisite units

| Co-requisite units |

<p>| |</p>
<table>
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</table>
TAETAS501B Undertake organisational training needs analysis

Modification History

Version    Comments
TAETAS501B  Released with TAE10 Training and Education Training Package version 2.0

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to undertake a training needs analysis (TNA) to identify the training and assessment needs of an organisation.

Application of the Unit
This unit typically applies to those working in roles that require them to work with organisations to identify training needs.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1. Identify the organisation’s needs</th>
<th>1.1 Discuss with relevant staff from the organisation their <strong>objectives</strong>, expectations and organisational requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Use appropriate communication and interpersonal skills to develop a professional relationship with the organisation.</td>
</tr>
<tr>
<td></td>
<td>1.3 Identify, analyse and address any existing or potential issues that may impact on the organisation’s objectives and requirements</td>
</tr>
<tr>
<td></td>
<td>1.4 Identify and access resources in accordance with organisational requirements</td>
</tr>
<tr>
<td></td>
<td>1.5 Develop a project plan with relevant persons to be negotiated and agreed by the organisation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Conduct training needs analysis</th>
<th>2.1 Use reliable, appropriate and efficient methods for collecting information and data on current, emerging and future training needs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.2 Analyse the organisation’s work roles to determine skills and competencies needed for effective performance</td>
</tr>
<tr>
<td></td>
<td>2.3 Follow legal, organisational and ethical requirements to gather information and data to assess the current skills and competencies of staff</td>
</tr>
<tr>
<td></td>
<td>2.4 Use reliable and valid data analysis methods to determine current and emerging organisational training needs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Provide advice to the organisation</th>
<th>3.1 Provide the organisation with clear advice and recommendations on training and assessment needs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.2 Provide the organisation with <strong>options</strong> for meeting identified training needs</td>
</tr>
<tr>
<td></td>
<td>3.3 Obtain feedback and comments from the organisation on the suitability and sufficiency of advice and recommendations</td>
</tr>
<tr>
<td></td>
<td>3.4 Use legal requirements to process, complete and present final report to the organisation</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- cognitive skills to analyse and interpret research and conceptualise and synthesise issues around training needs
- communication and interpersonal skills to consult with client and relevant people, to discuss client needs and provide observations and recommendations for training development
- literacy skills to critically evaluate information and prepare reports providing advice and recommendations
- negotiation and facilitation skills for research, presenting and discussing recommendations and obtaining feedback
- numeracy skills to analyse data and present statistical information
- problem solving skills to apply effective approaches to training needs
- research skills to collect information around training needs, including observation and consultation.

Required knowledge

- competency standards and Training Packages/accredited courses
- Australian Quality Training Framework (AQTF) requirements and standards
- risk identification and management strategies
- industry and enterprise knowledge
- evaluation and research methodologies
- relevant social, political, economic and technological developments
- principles of intellectual property
- training and development strategies
- change management concepts/strategies
- occupational health and safety (OHS) relating to undertaking an organisational training needs analysis.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the ability to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• research, conduct and provide advice through a training needs analysis</td>
</tr>
<tr>
<td></td>
<td>• prepare at least two training needs analyses for one or more organisations</td>
</tr>
<tr>
<td></td>
<td>• collect evidence that demonstrates:</td>
</tr>
<tr>
<td></td>
<td>• processes that were used to determine the organisation’s needs</td>
</tr>
<tr>
<td></td>
<td>• details of research methods undertaken to identify suitable training and/or assessment</td>
</tr>
<tr>
<td></td>
<td>• planning for the training needs analysis</td>
</tr>
<tr>
<td></td>
<td>• presentations that outline advice and recommendations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Method of assessment</td>
<td></td>
</tr>
<tr>
<td>Guidance information for assessment</td>
<td></td>
</tr>
</tbody>
</table>
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Objectives may include:
- improved individual learning outcomes for new or existing staff
- access to government training incentives and funding
- productivity improvement
- developing administration and records management systems
- compliance with, or knowledge of, legislative or government regulatory requirements
- individualised organisational training and skill requirements.

Options may include:
- developing in-house capacity to meet identified needs
- identifying training and/or assessment organisations to meet needs
- identifying specific units of competency, qualifications/courses to meet needs
- consultancy services.

Unit Sector(s)

Training advisory services

Custom Content Section

Not applicable.
TLIA1001A Secure cargo

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to secure cargo including preparing to secure cargo/containers, lashing and unlashing cargo, protecting cargo from weather, and packing and unpacking cargo. It may apply in cargo securing contexts in the stevedoring, transport, distribution and allied industries. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the securing of cargo.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the securing of cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to secure cargo/containers | 1.1 Work area is prepared and maintained in accordance with the national standards, safety codes and site operating procedures  
1.2 Unsafe work practices and/or equipment are reported to appropriate personnel  
1.3 Appropriate protective clothing, equipment and fittings are selected  
1.4 Formwork is erected where no lashing points exist  
1.5 Lashing plan is read and interpreted |
| 2 Lash and unlash cargo | 2.1 Work is conducted in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special requirements of the cargo  
2.2 Lashing points are identified and appropriate fittings and lashing equipment are used for each lashing point  
2.3 Cargo is lashed and secured to lashing points ensuring the correct spread of lashings and that lashings are secured, attached and tensioned  
2.4 Tensioners are securely fastened  
2.5 When unlashing, fittings are released, disconnected and removed from the cargo  
2.6 Lashing equipment is placed in designated storage areas or cleared from work area  
2.7 Lashing/unlashing operations ensure no injury to personnel or damage to machinery or cargo  
2.8 Lashing is completed in accordance with lashing plan |
| 3 Protect cargo from weather | 3.1 Cargo is covered/uncovered safely ensuring appropriate covering and lashing, no injury to personnel or damage to cargo or equipment  
3.2 Work is conducted in accordance with the requirements of national standards, safety codes and site operating procedures |
| 4 Pack and unpack cargo | 4.1 Damaged cargo is identified and reported following enterprise procedures  
4.2 Cargo is sorted and stacked prior to packing or after unpacking, ensuring the stack is in the correct location, in accordance with national standards, safety codes, and site operating procedures  
4.3 Cargo is identified through the interpretation of marks or numbers  
4.4 Tight stow of cargo is maintained  
4.5 Cargo is handled ensuring no injury to personnel or damage to cargo or equipment |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures for managing and controlling hazardous situations when carrying out work activities
- The marking and numbering systems for cargo
- Problems that may occur when securing cargo or freight and appropriate action that can be taken to resolve the problems
- Focus of operation of work systems, equipment, management and site operating systems for the securing of cargo or freight
- Workplace procedures and policies for the securing of cargo or freight
- Australian and international standards, codes and regulations relevant to the securing of cargo or freight including the Australian and International Dangerous Goods Codes
- Relevant bond, quarantine or other legislative requirements
- Relevant handling and safety codes
- Relevant OH&S and environmental procedures and regulations

Required skills:

- Communicate effectively with others when securing cargo or freight
- Read and interpret instructions, procedures, information and labels relevant to securing cargo or freight
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Receive, acknowledge and send messages with available communications equipment
- Complete documentation related to the securing of cargo or freight
- Work collaboratively with others when securing cargo or freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when securing cargo or freight
- Operate and adapt to differences in cargo handling equipment in accordance with standard operating procedures
- Use the lashing and protection equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment,
EVIDENCE GUIDE

and

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- at height
- in a workbox or workcage

Cargo may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Lashing equipment for containers may include:
- twistlocks
- pelican hooks
- lashing rods (bars)
- turn handles (keys)
- bottle screws
- bridging clamps
RANGE STATEMENT

Securing equipment may include:
- cones
- chocks
- racks
- lashings
- ropes
- chains

Covers may include:
- rain and dust covers

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
- full arrest safety harness

Communication in the work area may include:
- phone
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the securing of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
RANGE STATEMENT

- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the securing of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  A - Handling Cargo/Stock
TLIA2003A Connect and disconnect reefer units

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to connect and disconnect reefer units in accordance with workplace requirements including plugging and unplugging reefer units to/from power sources, attaching and detaching clip-on units, and identifying and reporting any problems with reefer unit operation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the connection and disconnection of reefer units.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the connection and disconnection of reefer units as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 Plug/unplug reefer units to power sources | 1.1 Reefer units are plugged/unplugged safely in accordance with workplace procedures
1.2 Reefer units are checked to be running correctly after being plugged in
1.3 Problems with the operation of reefer units are identified and reported to appropriate personnel in accordance with workplace procedures
1.4 Faults in reefer units are investigated and reported in accordance with workplace procedures
1.5 Reefer units are unplugged as required and cables are cleared from units

2 Attach/detach clip-on units | 2.1 Clip-on units are attached/detached safely in accordance with the regulatory and code of practice requirements and workplace procedures
2.2 Problems with the operations of clip-on units are identified and reported to appropriate personnel

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Australian and international standards, codes and regulations relevant to the connection and disconnection of reefer units
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the connection and disconnection of reefer units
- Focus of operation of work systems, equipment, management and site operating systems for the connection and disconnection of reefer units
- Problems that may occur when connecting and disconnecting reefer units and appropriate action that can be taken to resolve the problems
- Site layout and location of reefer units
- The marking and numbering systems for cargo

**Required skills:**
- Communicate effectively with others when connecting and disconnecting reefer units
Required skills:

- Read and interpret instructions, procedures, information and labels relevant to connecting and disconnecting reefer units
- Interpret and follow operational instructions and prioritise work when connecting and disconnecting reefer units
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Receive, acknowledge and send messages with available communication equipment
- Work collaboratively with others when connecting and disconnecting reefer units
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in the operation of reefer units in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when connecting and disconnecting reefer units
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when connecting and disconnecting reefer units
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify reefer units requiring clip-on units
- Identify, select and use relevant equipment, processes and procedures when connecting and disconnecting reefer units
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

Unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites
RANGE STATEMENT

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- at heights

Reefer units may:
- require the attachment of clip-on units

Critical requirements when attaching clip-on units include:
- appropriate clip-on tool used
- protective equipment is worn
- connection to container or crib is ensured

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the transport of cargo
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data
RANGE STATEMENT

- sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant standards and codes applying to the connection and disconnection of reefer units
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA2009A Complete and check import/export documentation

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to complete and or evaluate import and export documentation, and check documentation in accordance with the requirements of Customs and related legislation and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the completion and checking of import/export documentation.

Work is performed under some supervision generally within a team environment. Work is undertaken in a range of environments including small to large worksites in the customs broking and freight forwarding industries.

This unit is normally packaged at AQF II or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1  
Identify procedures required for documentation for import/export of goods | 1.1 Documents required for import/export of goods are identified  
1.2 Required documents are sourced  
1.3 Content requirements for each section of the documentation are applied  
1.4 Timelines for completion of documents are identified and noted  
1.5 Requirements for permits and other documentation (e.g. Quarantine) are identified and implications noted  
1.6 Procedures for obtaining clearances including AUTHORITY TO DEAL, Delivered into Home Consumption authorisation and Export Declaration Numbers (EDN) are identified and followed in accordance with the requirements of Customs and related legislation and workplace procedures  
1.7 Letters of credit are identified and implications of each noted  
1.8 Assistance is sought as required in identifying required documents and to commence process of assessing or completing these documents  
1.9 Lodge all documentation if required by legislation (e.g. CITES) |
| 2  
Complete documentation to meet legislative and workplace requirements | 2.1 Content requirements for each section of the documentation are identified and applied in accordance with the requirements of Customs and related legislation and workplace procedures  
2.2 Workplace procedures for authorisations are followed  
2.3 Data entry for documents are completed  
2.4 Problems arising in completing required documents are identified and assistance sought to resolve these in accordance with the requirements of Customs and related legislation and workplace procedures  
2.5 Actions are taken to meet deadlines  
2.6 Assistance is sought as required in completing required documents |
| 3  
Check documentation to ensure it meets legislative requirements | 3.1 Documents are collated and checked before forwarding to supervisor, manager or more senior personnel for checking within designated timelines in accordance with the requirements of Customs and related legislation and workplace procedures  
3.2 Declarations are checked to ensure they meet the requirements of Customs and related legislation and workplace procedures  
3.3 Letters of credit are checked to ensure they meet commercial, transport and overseas requirements  
3.4 Dangerous goods documentation is checked in accordance with the requirements of Customs and related legislation and workplace procedures |
**ELEMENT**

**PERFORMANCE CRITERIA**

3.5 Any revisions to documents are finalised and rechecked by self and supervisor, manager or more senior personnel prior to lodgement

4 Lodge documentation for processing

4.1 Documents are forwarded to relevant personnel in accordance with the requirements of Customs and related legislation and workplace procedures

4.2 Documents are filed, stored and retained in accordance with the requirements of Customs and related legislation and workplace procedures

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**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international standards, codes and regulations relevant to the import and export of cargo and freight
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the completion of import and export documentation
- Focus of operation of work systems, equipment, management and site operating systems for completing import/export cargo and freight documentation
- Problems that may occur when completing import and export documentation and appropriate action that can be taken to resolve the problems
- The Customs Act 1901 and related legislation
- Documentation requirements for the import and export of cargo and freight

**Required skills:**

- Communicate effectively with others when completing import and export documentation
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the import and export of cargo and freight
- Complete and/or assess accuracy of import and export documentation
- Work collaboratively with others when completing import and export documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when completing and/or assessing
Required skills:

import and export documentation in accordance with regulatory requirements and workplace procedures

- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant communications, computing and office equipment when completing import and export documentation

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying procedures required for documentation for import/export of goods
  - completing and checking documentation and records to meet relevant Customs legislation and related legislation and workplace requirements
  - providing customer/client service and work effectively with others
  - selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
- a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Cargo may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods
- personal effects
- consignments imported/exported by parcels post
- consignments imported/exported by air freight
- consignments imported/exported by sea freight
- wildlife or wildlife products (living or non-living)
- goods with specialist requirements, including temperature controlled goods and dangerous goods
RANGE STATEMENT

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, barcodes, and container identification/serial number
- relevant Customs legislation, related legislation including quarantine legislation, environment and conservation legislation and Australian and international codes of practice and regulations relevant to import/export of cargo
- Australian and international standards, regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- dangerous goods declarations and material safety data sheets (MSDSs) (where applicable)
- packing declaration
- timber treatment certificates
- cleanliness certificate
- handling instructions for cargo (especially for dangerous goods or temperature controlled goods)
- commercial invoices
- packing lists
- air waybill (AWB)
- certificates of origin
RANGE STATEMENT

- bills of lading (B/L) or sea waybills
- certificates of marine insurance, other insurance certificates
- quarantine treatment certificate
- transportation and warehousing instructions
- permits from regulatory bodies (Australian and international)
- financial documentation
- other documents specific to goods, country of origin/destination
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant Customs and related legislation, including taxation legislation
- relevant standards and codes for the import/export of cargo
- quarantine legislation
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

Applicable regulations and legislation may include:
Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA2011A Package goods

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to package goods in accordance with regulatory and workplace requirements including selecting materials, packing and unwrapping products, and labelling packaged products/loads to the required labelling standards. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the packaging of goods.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the packaging of goods as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Select materials and pack and unwrap products | 1.1 Packaging specifications and order packaging documentation are correctly interpreted  
1.2 Appropriate packaging technology suitable for the goods to be packed is selected  
1.3 Packaging materials are identified and matched to specifications  
1.4 Work plan ensures materials are used economically and that appropriate packaging is used that minimises loss and damage in transit or storage  
1.5 Work is planned in accordance with OH&S requirements  
1.6 Completed packed goods are stacked to minimise damage from within and outside |
| 2 Label packaged products/loads | 2.1 Workplace labelling standards are identified  
2.2 Appropriate goods handling, labelling and other identification symbols are utilised  
2.3 Invoices and picking slips are attached (where required)  
2.4 Workplace documentation is completed |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the packaging of goods including the Australian Dangerous Goods Code (ADG Code)
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the packaging of goods
- Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods
- Problems that may occur when packaging goods and appropriate action that can be taken to resolve the problems
- Documentation requirements for the packaging of goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
Required skills:

- Communicate effectively with others when packaging goods
- Read and interpret instructions, procedures and labels relevant to the packaging of goods
- Complete documentation related to work activities when packaging goods
- Work collaboratively with others when packaging goods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when packaging goods in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when packaging goods
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment when packaging goods
- Check operation of packaging equipment in terms of service schedule and standard operating procedures
- Select and use relevant communications, computing equipment and materials when packaging goods
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

Unit
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites
RANGE STATEMENT

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Goods may involve:
- special handling, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Hazard in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock
RANGE STATEMENT

include:

- requisitions and bar codes
- codes of practice and regulations relevant to the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field     A - Handling Cargo/Stock
TLIA2012A Pick and process orders

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to pick and process orders in accordance with workplace requirements including identifying workplace order picking processes, policies and procedures; picking and despatching orders, and recording stock levels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with relevant codes/regulations and workplace requirements for the picking and processing of orders.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures to the picking and processing of orders in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify workplace order picking processes, policies and procedures</td>
</tr>
<tr>
<td></td>
<td>1.1 Workplace procedures for order picking and related workplace documentation are interpreted</td>
</tr>
<tr>
<td></td>
<td>1.2 Stock allocation and location systems are identified and located</td>
</tr>
<tr>
<td></td>
<td>1.3 Appropriate manual handling equipment is selected in accordance with OH&amp;S regulations and workplace procedures</td>
</tr>
<tr>
<td>2</td>
<td>Pick and despatch an order</td>
</tr>
<tr>
<td></td>
<td>2.1 Work requirements are planned with appropriate equipment and documentation assembled</td>
</tr>
<tr>
<td></td>
<td>2.2 Zones of the warehouse which store required products are identified and located</td>
</tr>
<tr>
<td></td>
<td>2.3 Pick path is established</td>
</tr>
<tr>
<td></td>
<td>2.4 Where required, appropriate pallet(s) for orders are selected and stacked to minimise stock damage and maximise stability</td>
</tr>
<tr>
<td></td>
<td>2.5 Products are selected and consolidated</td>
</tr>
<tr>
<td></td>
<td>2.6 Products/pallets are located in despatch areas</td>
</tr>
<tr>
<td></td>
<td>2.7 Products are assembled to meet workplace schedules</td>
</tr>
<tr>
<td></td>
<td>2.8 Orders are consolidated, secured, arranged and placed in storage zones in accordance with the schedule</td>
</tr>
<tr>
<td>3</td>
<td>Record stock levels</td>
</tr>
<tr>
<td></td>
<td>3.1 Storage areas are checked and stocks are noted for replenishment in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Workplace records are completed in accordance with workplace requirements</td>
</tr>
</tbody>
</table>

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the picking and processing of orders
- Focus of operation of work systems, equipment, management and site operating systems for the picking and processing of orders
- Problems that may occur when picking and processing an order and appropriate action that can be taken to resolve the problems
REQUIRED KNOWLEDGE AND SKILLS

- Documentation and record requirements when picking and processing an order
- Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when picking and processing orders
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, signs and labels relevant to the picking and processing of orders
- Complete documentation related to picking and processing orders
- Identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- Work collaboratively with others when picking and processing orders
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when picking and processing orders in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when picking and processing orders
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when picking and processing orders
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant equipment and communications technology when picking and processing orders
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Estimate the size, shape and special requirements of goods/loads

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • by day or night
• in a range of work environments

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Problems that may occur when picking and processing an order include:
• wrong stock is picked
• wrong carton for order
• incorrect location
• damaged stock
• no stock at location
• incorrect quantity
• failing to meet a special order requirement

Special order requirements may include:
• pricing
• special packing
• specific size of carton
• special categories of stock

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and materials
• oil or water on floor
• a fire or explosion
• damaged packaging or pallets
• debris on floor
• faulty racking
• poorly stacked pallets
• faulty equipment

Consultative processes may involve:
• workplace personnel
• supervisors and managers
• customers/clients
• contractors
• official representatives

Communication in the work area may include:
• phone
• electronic data interchange (EDI)
• fax
RANGE STATEMENT

- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the picking and processing of orders
- Australian Dangerous Goods Code
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  A - Handling Cargo/Stock
TLIA2013A Receive goods

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to receive goods in accordance with regulatory and workplace requirements, including identifying workplace procedures and documentation requirements for the receipt of goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, packing and storing stock. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receiving of goods.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the receiving of goods as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Identify workplace procedures and documentation requirements for the receipt of goods | 1.1 Workplace procedures for receipt of goods are identified  
1.2 Purpose of documents associated with the receipt of goods is interpreted  
1.3 Workplace documentation requirements for the receipt of goods and reporting of damage are identified |
| **2** Check and inspect goods on arrival and complete workplace documentation | 2.1 Procedures for checking of goods in comparison with orders or manifests are identified and followed  
2.2 Discrepancies and/or damaged goods are reported  
2.3 Non-conforming goods are appropriately documented and despatched or stored in accordance with company procedures |
| **3** Unload, unpack and store stock | 3.1 Appropriate manual handling techniques and equipment are identified  
3.2 Safe work procedures are used when unloading, unpacking and storing stock  
3.3 Advice on appropriate storage locations and requirements for particular products is sought  
3.4 Goods are unloaded and unpacked in accordance with workplace procedures  
3.5 Assistance from others is sought when required to maintain safe and effective work  
3.6 Directions are followed to store stock in appropriate areas |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to the receiving of goods including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the receiving of goods
- Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods
- Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems
REQUIRED KNOWLEDGE AND SKILLS

- Specifications and standards for the checking and inspection of received goods
- Documentation requirements for the receiving of goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when receiving goods
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods
- Complete documentation related to the receival of goods
- Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Work collaboratively with others when receiving goods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when receiving goods in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when receiving goods
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when receiving goods
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant load handling equipment when receiving goods
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces • exposed conditions • controlled or open environments

Received goods may involve: • special handling and storage requirements, including temperature controlled goods and dangerous goods

Problems that may occur when receiving goods may include: • damaged stock • damaged pallets or packaging • wrong stock • error in paperwork • poorly stacked stock • incorrect quantity

Aspects of goods to be checked when receiving goods may include: • correct type • number • condition • quality • packaging • labelling • dangerous goods declarations and markings (where applicable)

Hazards in the work area may include exposure to: • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • fire or explosion • damaged packaging or pallets • debris on floor • poorly stacked pallets • faulty equipment

Consultative processes may involve: • other employees and supervisors • suppliers, customers and clients • drivers and agents • relevant authorities and institutions
RANGE STATEMENT

- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and
RANGE STATEMENT

legislation may include:

- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air Regulations
  - Australian and international explosives codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA2014A Use product knowledge to complete work operations

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the handling and storage of various types of products/stock as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1. **Identify products in a subsection of a warehouse or other storage area** | 1.1 Products are identified against specified criteria in accordance with workplace procedures
1.2 Storage and handling characteristics are identified and applied consistently
1.3 Products are described to internal customers identifying features which may affect location, safety or storage requirements
2. **Examine quality and report on products** | 2.1 Products are inspected in accordance with workplace quality assurance procedures
2.2 Workplace procedures are followed to replace, return or dispose of stock/products which are not useable
2.3 Non-conforming products are recorded/reported in accordance with workplace procedures
3. **Use inventory and labelling systems to identify and locate products** | 3.1 Inventory and labelling systems are used to locate products within the workplace
3.2 Goods are physically located and identified

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products
- Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods
- Categories or groups of products and the special handling, stacking and storage requirements for each
- Purpose and use of cataloguing and labelling systems
- Strategies to seek out sources of knowledge of products and use this information to inform work
- Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
REQUIRED KNOWLEDGE AND SKILLS

- Documentation requirements including reports and records concerning damaged or contaminated goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when handling, transporting and storing products and providing information on products and services
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information and signs relevant to the handling, transporting and storing of products and the provision of information on products and services
- Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Complete documentation related to work activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Adapt to differences in products and services in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communications, computing and load handling equipment
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
RANGE STATEMENT

Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

Distinguishing identification criteria for products may include:
- shape
- size
- colour
- distinguishing features
- codes and product identification/serial numbers
- labels
- signs or other documentation
- locations

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include:
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Communication in the work area
- phone
RANGE STATEMENT

may include:

- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Hazards in the work area may include:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction
RANGE STATEMENT

documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA2020A Replenish stock

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor This unit involves the skills and knowledge required to replenish stock in accordance with workplace requirements including participating in stock rotation activities, interpreting and filling replenishment requests, and completing all required stock replenishment tasks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the replenishment of stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements to replenish stock as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Participate in stock rotation activities | 1.1 Stock levels are counted against appropriate documentation  
1.2 Stock levels are recorded and reported  
1.3 Stocks are replenished, adjusted or rotated following workplace procedures  
1.4 Stock re-ordering processes are activated when appropriate  
1.5 Routine and non-routine problems with products or storage systems are reported following workplace procedures |
| 2 Interpret and fill replenishment request | 2.1 Order request documentation is interpreted  
2.2 Product(s) in order noted and workplace location(s) are identified  
2.3 Workplace and product knowledge is used to plan sequence of work  
2.4 Appropriate materials handling equipment is selected in accordance with workplace procedures and timeframes and OH&S regulations  
2.5 Required schedules for order movement and despatch or storage are identified |
| 3 Complete stock replenishment | 3.1 Products are sorted, assembled and consolidated in the appropriate storage areas  
3.2 Work is checked in accordance with company procedures  
3.3 Documentation and records are completed in accordance with workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian codes and regulations relevant to the replenishment of stock
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the replenishment of stock
- Focus of operation of work systems, equipment, management and site operating systems for the replenishment of stock
- Principles of operation and functions of stock control systems
- Computer records and documentation requirements for the replenishment of stock
REQUIRED KNOWLEDGE AND SKILLS

- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when replenishing stock
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the replenishment of stock
- Complete documentation related to the replenishment of stock
- Work collaboratively with others when replenishing stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when replenishing stock in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in stock and equipment in accordance with standard operating procedures
- Select and use relevant communications, computing and office equipment when replenishing stock
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

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Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

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- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites
RANGE STATEMENT

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include:
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
RANGE STATEMENT

- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data
RANGE STATEMENT

sheets (where applicable)

- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA2021A Despatch stock

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to despatch stock in accordance with workplace requirements including analysing orders to identify work requirements, following workplace order picking processes to prepare goods for despatch, and completing despatch tasks in accordance with workplace procedures and schedules. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the despatch of goods.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to despatch operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Analyse order to identify work requirements | 1.1 Order request and consignment note documentation is interpreted  
1.2 Required schedules for despatch are identified  
1.3 Product(s) in order are identified  
1.4 Workplace and product knowledge is used to plan sequence of work  
1.5 Appropriate materials handling equipment is selected within required OH&S regulations and timeframe for the despatch |
| 2 Follow workplace order picking processes to prepare goods for despatch | 2.1 Goods for despatch are selected, checking against product knowledge, labels and other identification systems  
2.2 Products are sorted, assembled and consolidated  
2.3 Orders are secured and placed in storage/despatch zones, in accordance with schedule  
2.4 Order is checked against despatch schedule and order form |
| 3 Complete despatch following workplace procedures and schedules | 3.1 Workplace records are completed, and labels and appropriate documentation attached  
3.2 Load labels and documentation are checked and loading is organised in accordance with workplace procedures and ADG Code (where applicable)  
3.3 Final check of load labels and documentation is completed in accordance with requirements  
3.4 Transportation requirements are described to driver where appropriate |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organising of despatch operations
- Focus of operation of work systems, equipment, management and site operating systems for despatching goods
- Problems that may occur when despatching goods and appropriate action that can be taken to
REQUIRED KNOWLEDGE AND SKILLS

resolve the problems

- Documentation and record requirements for despatch operations
- Equipment used during despatch operations and the precautions and procedures that should be followed in its use
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when organising despatch operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- Complete documentation related to the organising of despatch operations
- Work collaboratively with others when organising despatch operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when organising despatch operations in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in goods and equipment in accordance with standard operating procedures
- Select and use relevant equipment and communications technology when organising despatch operations
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces • exposed conditions • controlled or open environments

Goods to be despatched may involve: • special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances

Problems that may occur when despatching an order include: • wrong stock is despatched • wrong carton for order • incorrect location • damaged stock • no stock at location • incorrect quantity • failing to meet a special order requirement • failing to meet customers delivery requirements

Special order requirements may include: • pricing • special packing • specific size of carton • special categories of stock

Hazards in the work area may include: • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment

Communication in the work area may include: • phone • electronic data interchange (EDI) • fax • email
RANGE STATEMENT

- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- drivers and agents
- contractors
- official representatives

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
RANGE STATEMENT

- Australian and International Dangerous Goods Codes
- Australian Marine Orders and the International Maritime Dangerous Goods Code
- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA2022A Participate in stocktake

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to participate in stocktake in accordance with workplace requirements including preparing for stocktakes, conducting stocktakes, counting stock, identifying stock discrepancies, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the conduct of a stocktake.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when participating in stocktakes as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for stocktake | 1.1 Goods to be counted and appropriate inventory systems are identified  
1.2 Required resources including equipment and record keeping systems are identified  
1.3 Allocated tasks, zones and work requirements are identified  
1.4 Sequence work role is planned in a time effective manner |
| 2 Stocktake and count stock | 2.1 Stocktaking and cyclical counts are undertaken in accordance with enterprise policies and procedures  
2.2 Inventory data is interpreted  
2.3 Inventory data is confirmed to match stock  
2.4 Stock levels are accurately counted and documented |
| 3 Identify stock discrepancies | 3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented  
3.2 Products stored in inappropriate storage locations are relocated and stock records adjusted |
| 4 Complete documentation | 4.1 Inventory data is reconciled to match warehouse stock in accordance with company procedures  
4.2 Workplace documentation is completed |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian codes and regulations relevant to the conduct of stocktakes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of stocktakes
- Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes
- Workplace processes for records management and the production of stocktake reports
- Principles of operation and functions of stocktake systems
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
Required skills:

- Communicate effectively with others when conducting stocktakes
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the conduct of stocktakes
- Complete documentation related to the conduct of stocktakes
- Work collaboratively with others when conducting stocktakes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when conducting stocktakes in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant communication, computing and office equipment when conducting stocktakes
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE

for assessment

Resources for assessment include:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
RANGE STATEMENT

Goods may involve:  
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be:  
- automated
- manual
- paper based
- computerised
- microfiche

Categories or groups of products/stock may include:  
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:  
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include:  
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
RANGE STATEMENT

Communication in the work area may include:
- faulty equipment
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification
RANGE STATEMENT

requirements
• quality assurance procedures
• emergency procedures

Applicable regulations and legislation may include:

• relevant codes and regulations for the packaging of goods
• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  • Australian and International Dangerous Goods Codes
  • Australian and International Explosives Codes
• licence, patent or copyright arrangements
• water and road use and licence arrangements
• export/import/quarantine/bond requirements
• relevant state/territory OH&S and environmental protection legislation
• workplace relations regulations
• workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA2041A Manually sort mail and parcels

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to manually sort mail and parcels in accordance with workplace requirements, including carrying out required preparations of the work area, manually sorting mail and parcels, and finalising the required sorting processes. The sorting processes include accurately and efficiently organising mail and parcels into groups for further processing or distribution and containerising processed mail and parcels ready for transfer to the next processing or distribution point. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to the manual sorting of mail and parcels as part of work activities in the postal and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to sort mail and parcels manually | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied  
1.3 The availability of mail and parcels to be processed is identified and confirmed  
1.4 Mail and parcels to be processed are transferred to processing point  
1.5 Labels for identifying the destination of mail are created and affixed to trays |
| 2 Sort mail and parcels manually | 2.1 Internal operating procedures and standards are applied to the manual processing of parcels and mail  
2.2 Mail and parcels are inspected to ensure that all criteria have been met  
2.3 Mail and parcels are sorted accurately and correctly in compliance with priority for processing and manual sorting procedures  
2.4 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels  
2.5 Mail and parcels that are damaged, underpaid, incorrectly classified, or are non-conforming items are identified, separated and re-processed in accordance with workplace procedures  
2.6 Legal requirements and workplace policies and procedures in relation to the security of mail and parcels are followed |
| 3 Complete process for manually sorting mail and parcels | 3.1 Mail and parcel sorting frames/bag racks are cleared down, and mail and parcel containers/bags are sealed and labelled in accordance with workplace procedures  
3.2 Mail and parcels are transferred to next processing or distribution point using appropriate shifting equipment and labels scanned as required  
3.3 Information required to complete records of mail and parcels processed is provided and recorded  
3.4 Excess equipment is removed and work area is prepared for next activity/shift |

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the manual sorting of mail and parcels
- Focus of operation of work systems, equipment, management and site operating systems for the manual sorting of mail and parcels
- Problems that may occur when manually sorting mail and parcels and appropriate action that can be taken to resolve/avoid the problems
- Requirements of mail sorting systems, operations and relevant equipment
- Hazards that may occur during the manual sorting of mail and parcels and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

**Required skills:**

- Communicate effectively with others when manually sorting mail and parcels
- Read and interpret instructions, procedures and labels relevant to the manual sorting of mail and parcels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the manual sorting of mail and parcels
- Work collaboratively with others when manually sorting mail and parcels
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise during the manual sorting of mail and parcels in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise during the manual sorting of mail and parcels
- Plan own work including predicting consequences and identifying improvements
- Apply security and safety precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment and systems in accordance with standard
Required skills:

- operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when manually sorting mail and parcels

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
EVIDENCE GUIDE

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Operations may include:
- shiftwork

Customers may be:
- internal or external

Hazards may include:
- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise

Weighing devices may be:
- mechanical
- automated
- weighbridge

Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Equipment may include:
- mail trays, tubs and bags
- sorting frame/bag rack
- scanners
- tipping belt
- knife
- pallet jack/maverick
RANGE STATEMENT

- powered lifters
- king fishers
- scales
- carousel
- Unit Load Device (ULD) and Wheeled Unit Load Device (WULD)
- Vertical Sorting Frame (VSF) and Vertical Sorting Division (VSD)
- ULD tipper
- conveyor belts
- strapping machine

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information which may include:
  - postcode book, national sort plan and state sort plan
  - post guide
  - international postcode directory
  - labels chart
  - mail identification numbers, codes and labels
  - manifests, consignment notes, bar codes, mail and container identification
- quality assurance procedures
RANGE STATEMENT

- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA2042A Despatch mail

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to despatch mail in accordance with regulatory and workplace requirements, including carrying out required preparations, despatching mail in accordance with workplace procedures, and completing the despatch operations. The process includes all actions from the receipt of mail for consolidation to the despatch and maintenance of records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the despatch of mail and parcels.

Work normally performed under general supervision, usually within a team environment. It involves the application of workplace procedures and regulatory requirements to the despatch of mail as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<thead>
<tr>
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<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare to despatch mail</td>
<td>1.1 Individual and work team priorities and responsibilities are identified and confirmed</td>
</tr>
<tr>
<td></td>
<td>1.2 All OH&amp;S and environment protection procedures and requirements for the workplace are identified, accessed and applied</td>
</tr>
<tr>
<td></td>
<td>1.3 Mail to be despatched is identified and accessed</td>
</tr>
<tr>
<td>2 Despatch mail</td>
<td>2.1 Internal operating procedures and standards are applied to the processing of mail</td>
</tr>
<tr>
<td></td>
<td>2.2 Mail is processed accurately and correctly in compliance with priority for despatching</td>
</tr>
<tr>
<td></td>
<td>2.3 Mail is handled and equipment operated safely to minimise risk of injury to people and damage to mail</td>
</tr>
<tr>
<td></td>
<td>2.4 Mail to be despatched is weighed and/or scanned to ensure compliance with workplace standards</td>
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<tr>
<td></td>
<td>2.5 Mail is placed in the appropriate mail transport devices for despatch</td>
</tr>
<tr>
<td></td>
<td>2.6 Mail transport devices are moved to the holding/loading areas in accordance with site procedures</td>
</tr>
<tr>
<td>3 Complete despatch of mail</td>
<td>3.1 Information required to complete records of mails despatched is provided and recorded</td>
</tr>
<tr>
<td></td>
<td>3.2 Excess equipment is removed and work area is prepared for next activity/shift</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the despatch of mail
- Focus of operation of work systems, equipment, management and site operating systems for the despatch of mail
- Problems that may occur when despatching mail and appropriate action that can be taken to resolve or avoid the problems
- Requirements of mail despatch systems, operations and relevant equipment
REQUIRED KNOWLEDGE AND SKILLS

- Safety and security hazards that may occur during the despatch of mail and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when despatching mail
- Read and interpret instructions, procedures and labels relevant to the despatch of mail
- Complete documentation related to the despatch of mail
- Work collaboratively with others when despatching mail
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise the despatch of mail in accordance with regulatory requirements and workplace procedures
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when despatching mail

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night
RANGE STATEMENT

Workplaces may comprise:
- large, medium or small worksites

Operations may include:
- shiftwork

Customers may be:
- external or internal

Hazards may include:
- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise
- insects

Weighing devices may be:
- mechanical
- automated
- weighbridge

Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Equipment may include:
- forklift
- BT lifting equipment
- kingfishers
- plastic and cardboard trays
- dock leveller
- conveyors
- trolley/carriers
- bags
- flute trays
- bins
- stillages
- unit load device (ULD)
- wheeled unit load device (WULD)

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area
- phone
- fax
RANGE STATEMENT

may include:

- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)

sorting system information including:

- postcode book, national sort plan and state sort plan
- postal guide
- international postcode directory
- label charts

- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures

- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation

Applicable regulations and legislation may include:
RANGE STATEMENT

- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field   A - Handling Cargo/Stock
TLIA2043A Consolidate mail

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to consolidate mail in accordance with workplace requirements, including carrying out required preparations, consolidating mail, and completing the consolidation operations. The process includes the initial identification and separation of mail prior to movement to the despatch dock. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to consolidation of mail as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for consolidation of mail | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied  
1.3 Mail to be consolidated is identified and accessed |
| 2 Consolidate mail | 2.1 Internal operating procedures and standards are applied to the consolidation of mail  
2.2 Mail is consolidated accurately and correctly in compliance with workplace requirements  
2.3 Mail is handled safely to minimise risk of injury to people and damage to mail  
2.4 Mail to be consolidated is placed into mail containers for movement to next process point |
| 3 Complete consolidation of mail | 3.1 Mail containers are sealed and labelled accurately and correctly in accordance with workplace procedures  
3.2 Information required to complete records of mail processed is provided and recorded  
3.3 Mail containers are transferred to designated storage area to await movement to next processing point using appropriate shifting equipment  
3.4 Excess equipment is removed from work area and stored appropriately |

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the consolidation of mail
- Focus of operation of work systems, equipment, management and site operating systems for the consolidation of mail
- Problems that may occur when consolidating mail and appropriate action that can be taken to resolve or avoid the problems
REQUIRED KNOWLEDGE AND SKILLS

- Requirements of mail consolidation systems, operations and relevant equipment
- Safety and security hazards that may occur during the consolidation of mail and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when consolidating mail
- Read and interpret instructions, procedures and labels relevant to the consolidation of mail
- Complete documentation related to the consolidation of mail
- Work collaboratively with others when consolidating mail
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when consolidating mail in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unplanned events that may occur when consolidating mail
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to mail or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when consolidating mail

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Work may be conducted: • in a range of work environments
• by day or night

Workplaces may comprise: • large, medium or small worksites

Facilities may be: • within an airport environment

Customers may be: • external (including international) or internal

Hazards may include: • vehicular traffic and pedestrians
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
• lighting conditions
• machinery/equipment moving parts
• noise
• insects

Weighing devices may be: • mechanical
• automated
• weighbridge

Work priorities may be communicated through: • briefings
• noticeboards
• announcements

Equipment may include: • forklift
• BT lifting equipment
• kingfishers
• plastic and cardboard trays
• bags
• flute trays
• bins
• pallet jacks
• stillages
• unit load device (ULD)
• wheeled unit load device (WULD)
• strapping machine
• TMS (Tray Management System)
• scanners
• label printers

Personal protective equipment may include: • gloves
• safety headwear and footwear
• safety glasses
• two-way radios
RANGE STATEMENT

Communication in the work area may include:
- protective clothing
- high visibility clothing
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- machine/equipment operations manuals
- air and surface movement schedules
- international aviation codes (IATA)
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental
RANGE STATEMENT

- protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field | A - Handling Cargo/Stock
TLIA2044A Carry out delivery operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to deliver mail/consignments to residential and business customers in accordance with workplace requirements, including carrying out required preparations, delivering mail/consignment to special route in accordance with workplace procedures, and reporting on the delivery activity. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the conduct of delivery operations as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT

<table>
<thead>
<tr>
<th>1 Prepare to deliver mail/consignment</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Mail/consignment or delivery and associated items are identified and collected promptly from specific locations</td>
<td></td>
</tr>
<tr>
<td>1.2 Mail/consignment is sorted accurately into the route order</td>
<td></td>
</tr>
<tr>
<td>1.3 Mail/consignment is handled in a manner that minimises the risk of damage</td>
<td></td>
</tr>
<tr>
<td>1.4 Special items are identified accurately</td>
<td></td>
</tr>
<tr>
<td>1.5 Mail/consignment is organised into bundles and kept in sequence for delivery</td>
<td></td>
</tr>
<tr>
<td>1.6 Mail/consignment is handled securely</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2 Deliver mail/consignment to specific route</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Established laws, by-laws and procedural guidelines are followed and applied whilst undertaking deliveries</td>
<td></td>
</tr>
<tr>
<td>2.2 Mail/consignment is delivered in good condition and in the specified sequence</td>
<td></td>
</tr>
<tr>
<td>2.3 Deliveries are completed within specified times</td>
<td></td>
</tr>
<tr>
<td>2.4 Mail/consignment is kept secure to minimise the risk of damage, theft, misdelivery and loss</td>
<td></td>
</tr>
<tr>
<td>2.5 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately</td>
<td></td>
</tr>
<tr>
<td>2.6 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use and recommended mail services</td>
<td></td>
</tr>
<tr>
<td>2.7 Hazards associated with delivery round are identified and acted on</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3 Report on delivery activity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Incidents involving customers that occur, or hazards identified during the delivery, are reported accurately to the relevant person</td>
<td></td>
</tr>
<tr>
<td>3.2 Opportunities for developing workplace business, together with competitor activity, that are identified during delivery operations are recorded and reported to the appropriate person</td>
<td></td>
</tr>
<tr>
<td>3.3 Undelivered and undeliverable mail/consignment is processed in accordance with workplace policies and procedures</td>
<td></td>
</tr>
<tr>
<td>3.4 Documents are completed, checked for accuracy and returned promptly to the appropriate persons</td>
<td></td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of delivery operations
- Focus of operation of work systems, equipment, management and site operating systems for delivery operations
- Problems that may occur when conducting delivery operations and appropriate action that can be taken to resolve/avoid the problems
- Requirements of delivery systems, operations and relevant equipment
- Hazards that may occur during delivery operations and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when conducting delivery operations
- Read and interpret instructions, procedures and labels relevant to delivery operations
- Complete documentation related to delivery operations
- Work collaboratively with others when conducting delivery operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting delivery operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when conducting delivery operations
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when conducting delivery operations

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Facilities may be:
- within an airport environment

Customers may be:
- external (including international) or internal

Hazards may include:
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- light including UV
- animals, birds and insects
- noise
- varying traffic conditions
- hazardous or dangerous materials
- positions/status of letterbox or delivery point

Weighing devices may be:
- mechanical
- automated
- weighbridge

Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
RANGE STATEMENT

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
RANGE STATEMENT

- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field       A - Handling Cargo/Stock
TLIA2045A Process international parcels and letters

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to prepare and process international parcels and letters for both air and surface movement in accordance with workplace requirements. The process includes all actions after receipt of parcels from the dock to delivery to the consolidation/despatch area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the processing of international parcels and letters as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to process international parcels and mail | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied  
1.3 The availability of parcels and mail for processing is identified and confirmed  
1.4 Parcels and mail received from streaming are segregated into airmail, economy air and surface categories  
1.5 Mail and parcels are weighed prior to processing |
| 2 Process air mail parcels and letters | 2.1 Internal operating procedures and standards are applied to the sorting of parcels and mail  
2.2 Parcels are handled safely to minimise risk of injury to people and damage to parcels and mail  
2.3 Airmail parcels are quarantined for the stipulated period  
2.4 Parcels and mail are sorted accurately and correctly by nation, in compliance with established priorities  
2.5 Parcels and mail are documented and placed in appropriate containers  
2.6 Completed bags are weighed and labels are generated and scanned  
2.7 Containers of parcels are moved to the consolidation/despatch area  
2.8 Excess equipment is removed and work area is prepared for next activity/shift  
2.9 International parcels and mail processes and surveys are conducted as required  
2.10 Mail and parcels incorrectly classified and non-conforming items are identified, separated and re-sorted |
| 3 Process economy air surface parcels | 3.1 Internal operating procedures and standards are applied to the sorting of parcels and mail  
3.2 Economy air and surface parcels and mail are held in temporary storage for the service standard time  
3.3 Parcels and mail are scanned and sorted accurately and correctly by nation in compliance with established practices  
3.4 Parcels and mail are documented and placed in containers  
3.5 Containers of parcels and mail are moved to the consolidation/despatch area using correct shifting equipment and labels  
3.6 Excess equipment is removed and work area is prepared for |
ELEMENT PERFORMANCE CRITERIA

next activity/shift

3.7 Information required to complete record of mail and parcels is provided and recorded

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the processing of international parcels and letters
- Focus of operation of work systems, equipment, management and site operating systems for the processing of international parcels and letters
- Problems that may occur when processing international parcels and letters and appropriate action that can be taken to resolve/avoid the problems
- Requirements of international parcels processing systems, operations and relevant equipment
- Safety and security hazards that may occur during the processing of international parcels and letters and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when processing international parcels and letters
- Read and interpret instructions, procedures and labels relevant to the processing of international parcels and letters
- Complete documentation related to the processing of international parcels and letters
- Work collaboratively with others when processing international parcels and letters
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when processing international parcels and letters in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when processing international parcels and letters
Required skills:

- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to mail or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when processing international parcels and letters

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: 
- in a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Facilities may be:
- within an airport environment

Customers may be:
- external (including international) or internal

Hazards may include:
- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise
- insects

Weighing devices may be:
- mechanical
- automated
RANGE STATEMENT

Work priorities may be communicated through:
- weighbridge
- briefings
- noticeboards
- announcements

Equipment may include:
- aircraft load containers (e.g. igloos, bags, cans)
- strapping machine
- sorting frames/shelves
- bins
- unit load device (ULD)
- wheeled unit load device (WULD)
- hoists
- tubs
- stillages
- flat trolleys
- bag racks
- mechanical handling equipment
- mechanical moving equipment
- ergonomic chairs
- computer equipment
- king fishers
- plastic and cardboard mail trays

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, operating procedures and practices
RANGE STATEMENT
include:

- Management Operating System (MOS)
- Management Information System (MIS)
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- machine/equipment operations manuals
- air and surface movement schedules
- international aviation codes (IATA)
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable
Competency Field

A - Handling Cargo/Stock
TLIA2046A Process parcels and letters

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manually process parcels and letters in accordance with workplace requirements, including carrying out all required preparations, processing parcels and mail manually, and completing the processing operations. The process includes all actions after receipt from streaming up to immediately prior to despatch. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the processing of parcels and letters as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to process parcels and mail manually | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied  
1.3 The availability of parcels and mail to be processed is identified and confirmed  
1.4 The appropriate sort plan is identified, accessed and applied  
1.5 Parcels and mail to be processed are transferred to processing point  
1.6 Labels for identifying the destination of mail are created and affixed to trays |
| 2 Process parcels and mail manually | 2.1 Internal operating procedures and standards are applied to the manual processing of parcels and mail  
2.2 Parcels and mail are processed accurately and correctly in compliance with priority for processing  
2.3 Parcels and mail are handled safely to minimise risk of injury to people and damage to parcels  
2.4 Parcels and mail that are incorrectly classified and non-conforming items are identified, separated and re-processed  
2.5 Parcels and mail are sorted to their correct destination and placed in appropriate mail container for distribution |
| 3 Complete process for parcels and mail | 3.1 Parcel and mail containers/bag racks are cleared down, sealed and labelled  
3.2 Parcel and mail containers are weighed and labelled to ensure compliance with workplace procedures  
3.3 Information required to complete records of parcels and mail processed is provided and recorded  
3.4 Parcels and mail are transferred to next processing point using appropriate shifting equipment, and labels are scanned as required  
3.5 Excess equipment is removed and work area prepared for next activity/shift |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the processing of parcels and letters
- Focus of operation of work systems, equipment, management and site operating systems for the processing of parcels and letters
- Problems that may occur when processing parcels and letters and appropriate action that can be taken to resolve/avoid the problems
- Requirements of parcels processing systems, operations and relevant equipment
- Safety and security hazards that may occur during the processing of parcels and letters and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:
- Communicate effectively with others when processing parcels and letters
- Read and interpret instructions, procedures and labels relevant to the processing of parcels and letters
- Complete documentation related to the processing of parcels and letters
- Work collaboratively with others when processing parcels and letters
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when processing parcels and letters in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when processing parcels and letters
- Plan own work including predicting consequences and identifying improvements
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when processing parcels and letters

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Facilities may be:
- within an airport environment

Customers may be:
- external (including international) or internal

Hazards may include:
- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise

Weighing devices may be:
- mechanical
- automated
- weighbridge

Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Equipment may include:
- pipe wheelers
- bag rack
- scanners
- tipping belt
- knife
- pallet jack/maverick
- powered lifters
RANGE STATEMENT

- bags
- scales
- labels
- forklift
- sorting frames
- carousel
- bins
- strings
- stillages
- unit load devices (ULDs) and wheeled unit load devices (WULDs)
- ULD stands and lifters (dollies)
- vertical sorting frames (VSFs) and vertical sorting divisions (VSDs)
- flute tubs
- ergonomic chairs
- bags
- spectrum
- ULD tipper
- conveyor belts
- strapping machine
- plastic and cardboard trays
- barcode sorter (BCS)
- parcel machines
- TMS
- label printer
- optical character reader (OCR)
- letter mail labelling machine (LMLM)
- letter indexing desks (LIDS)
- flat multi-line optical character reader (FSM)
- scissor jacks
- kingfishers
- tray tipper

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
- phone

Communication in the work area
RANGE STATEMENT

may include:
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Applicable regulations and legislation may include:
RANGE STATEMENT

- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA2047A Stream mail

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to stream mail in readiness for the next stage of processing in accordance with workplace requirements, including preparing to stream mail, streaming mail in accordance with workplace procedures, and finalising all required streaming operations. The process may include opening, facing up and traying mail. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the streaming of mail and parcels.

Work is normally performed under general supervision, usually within a team environment. It involves the application of workplace procedures and regulatory requirements to the streaming of mail as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Prepare to stream mail | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied  
1.3 Mail to be streamed is identified, accessed and prepared
2 Stream mail | 2.1 Internal operating procedures and standards are applied to the streaming of mail  
2.2 Mail is categorised and streamed accurately and correctly in compliance with priority for streaming  
2.3 Mail is handled safely to minimise risk of injury to people and damage to mail
3 Complete streaming of mail | 3.1 Mail containers are loaded onto appropriate mail movement device and labelled  
3.2 Information required to complete records of mail processed is provided and recorded  
3.3 Mail containers are transferred to next processing point using appropriate shifting equipment  
3.4 Excess equipment is removed and work area is prepared for next activity shift

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the streaming of mail
- Focus of operation of work systems, equipment, management and site operating systems for the streaming of mail
- Problems that may occur when streaming mail and appropriate action that can be taken to resolve avoid the problems
- Requirements of mail streaming systems, operations and relevant equipment
- Hazards that may occur during the streaming of mail and ways of controlling the risks
REQUIRED KNOWLEDGE AND SKILLS
involved

- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:

- Communicate effectively with others when streaming mail
- Read and interpret instructions, procedures and labels relevant to the streaming of mail
- Complete documentation related to the streaming of mail
- Work collaboratively with others when streaming mail
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when streaming mail in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when streaming mail
- Plan own work including predicting consequences and identifying improvements
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist when streaming mail
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use relevant equipment, processes and procedures when streaming mail
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
RANGE STATEMENT

Workplaces may comprise:
- by day or night
- large, medium or small worksites

Facilities may be:
- within an airport environment

Customers may be:
- internal or external

Hazards may include:
- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise
- insects

Weighing devices may be:
- mechanical
- automated
- weighbridge

Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Equipment may include:
- streaming indicators
- kingfishers
- plastic and cardboard mail trays tubs receptacles
- BT lifting equipment
- label printer
- opening knife
- belts
- trolleys
- bins
- unit load device (ULD)
- wheeled unit load device (WULD)
- stillages
- forklifts
- pallet jack

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
RANGE STATEMENT

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- machine equipment operations manuals
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods
RANGE STATEMENT

and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA2048A Carry out border clearance functions

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic border clearance functions in accordance with Customs and related legislation and workplace requirements. It includes creating import declarations for import clearance; resolving problems arising from lodgement of entries or import declarations; and undertaking post-entry amendments, where applicable. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the conduct of border clearance functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level is performed under supervision, generally within a collaborative team environment.

This unit is normally packaged at AQF II or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Create Integrated Cargo System (ICS) import declarations for import clearance | 1.1 Information required for ICS import declarations is determined  
1.2 Required information for ICS import declarations is prepared  
1.3 Staff delegated to prepare required information are supported to complete tasks accurately and in a timely manner  
1.4 Information is checked for accuracy  
1.5 Required information for ICS import declarations is collated and entered  
1.6 Questions relating to lodgement of the import declaration are reviewed |
| 2 Resolve problems arising from lodgement of entries or import declarations | 2.1 Progress of preparing import declarations for lodgement is monitored  
2.2 Problems arising before or after lodgement of the import declarations are identified and action is taken to address problems |
| 3 Undertake post-entry amendments (where applicable) | 3.1 Needs for amendments are confirmed as required  
3.2 Import declarations are amended in accordance with Customs and related legislation as well as workplace procedures and other regulatory requirements |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Customs legislation, other legislation and regulations relevant to border clearance functions
- Relevant OH&S and environmental procedures and regulations
- Requirements for completing relevant documentation
- Steps involved in planning work activities
- Functions and responsibilities of customs broker acting as a nominee, or sole trader
- Purpose and features of customs programs
- Role and authority of Customs and how it fits into the structure of government
- Range of customs duties and tariffs and how they are applied
- Problems that may occur when carrying out border clearance functions and appropriate action that can be taken to resolve problems
- Purpose of warehousing goods and obligations of warehouse proprietors to Customs
REQUIRED KNOWLEDGE AND SKILLS

- Factors comprising landed cost from commercial and customs documentation
- Procedures to be followed in the event of an emergency
- Cultural differences amongst customers, internal and external freight contacts and within customer service teams and their implications when carrying out border clearance functions
- Sources of information on new developments in border clearance operations

Required skills:

- Negotiate, communicate and liaise effectively with clients and others when carrying out border clearance functions
- Read and interpret instructions, procedures, information and signs relevant to the conduct of border clearance functions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate work systems, equipment, management and site operating procedures for border clearance functions
- Work collaboratively with others
- Plan, organise and monitor own work activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Solve problems that arise during border clearances functions
- Adapt to new skill and knowledge requirements required due to the development of new border clearance operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/office equipment
- Identify import restrictions and prohibitions from relevant sources

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying required information after completion of import declarations
  - resolving problems arising from lodgement of entries
  - undertaking post-entry amendments
  - selecting and using the technology required for basic border clearance functions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

New developments in border clearance operations may include:
- regulations
- processes
- systems
- technology
- types and packaging of goods

Information on new developments in border clearance operations may be obtained from:
- internal networks such as: own team, staff in other departments, support staff, managers, training staff, etc.
- external networks
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Adaptability to new skill and knowledge requirements required due to the development of new border clearance operations may include:
- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- clients
- agents
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- Customs and related legislation
- other legislation related to border clearance functions
RANGE STATEMENT

- shipping documentation
- quarantine documentation
- permits to import and/or export
- Customs Notices
- commercial invoices and packing lists
- manifests, delivery notes, special clearances, consignment notes and authorised weighbridge certificates
- internal documentation used for border clearance functions
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- client instructions
- industrial relations agreements or contracts
- regulations and codes of practice relevant to border clearance procedures including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to border clearance
- quality assurance procedures
- emergency procedures
- dangerous goods declarations and material safety data sheets, where applicable

Applicable legislation and regulations may include:

- Customs and related legislation
- privacy legislation
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  A - Handling Cargo/Stock
TLIA2049A Apply specialist permit requirements as part of customs broking activities

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to apply specialist permit requirements as part of customs broking activities in accordance with Customs and related legislation and workplace requirements. It includes identifying required permits; assessing permit applications; and facilitating the gaining of permits. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning specialist permit requirements. Work is undertaken in a range of environments including small to large worksites in the custom broking and international freight forwarding industries. Work at this level is performed under supervision, generally within a collaborative team environment.

This unit is normally packaged at AQF II or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Identify required permits**  | 1.1 Goods requiring permits are identified  
                                          1.2 Correct permits are identified for import/export of goods  
                                          1.3 Goods and commodities restricted/prohibited for import/export under the laws of Australia and other countries are identified |
| **2 Assess permit applications** | 2.1 Permit application process is understood and followed by the applicant  
                                          2.2 Specialist expertise is engaged to clarify permit application process as required  
                                          2.3 Information required for permit application is gathered and documented  
                                          2.4 Other required documentation is identified and gathered  
                                          2.5 Liaison is undertaken with client as required to facilitate completion of permit application  
                                          2.6 Permit application is checked  
                                          2.7 Permit application and other required documentation is lodged  
                                          2.8 Client is kept informed about the application process and progress |
| **3 Facilitate gaining of permits** | 3.1 Problems arising with application are identified and addressed  
                                          3.2 Negotiations and discussions are entered into with clients, relevant personnel and permit issuing authorities to facilitate issuing of permits  
                                          3.3 Approved applications are reviewed to ensure compliance with client requirements  
                                          3.4 Permit requirements are communicated to clients  
                                          3.5 Application and permit documentation is stored in accordance with workplace and relevant regulatory requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Customs, quarantine and other legislation relevant to the application of specialist permit requirements, including the Prohibited Import Regulations, Prohibited Export Regulations, Australian Dangerous Goods (ADG) Code and relevant wildlife conservation quarantine or other legislative requirements
REQUIRED KNOWLEDGE AND SKILLS

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the application of specialist permit requirements
- Relevant specialist permit procedures and guidelines
- Requirements for completing relevant documentation
- Focus of operation of work systems, equipment, management and site operating systems for the application of specialist permit requirements
- Problems that may occur when applying specialist permit requirements and appropriate action that can be taken to resolve the problems
- Code of practice for working collaboratively with others
- Steps involved in planning work activities
- Procedures to be followed in the event of an emergency
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:

- Negotiate, communicate and liaise effectively with customers and others when completing work activities
- Read and interpret instructions, procedures and information relevant to the specialist permit requirements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Select and use relevant computer/communication/office equipment when applying specialist permit requirements
- Work collaboratively as part of a customs broking/freight forwarding team
- Plan and organise work activities when applying specialist permit requirements
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Solve problems that may arise when applying specialist permit requirements
- Present information using appropriate media and technology
- Identify, interpret and learn skills and knowledge required for new developments in relevant
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying required permits
  - facilitating the gaining of permits
  - communicating and negotiating with customers and agencies responsible for the issuing of permits

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
EVIDENCE GUIDE

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Restricted/prohibited goods/commodities subject to quarantine and wildlife conservation regulations or other regulatory and/or permit requirements may include:

- livestock
- flora and fauna
- wines and spirits
- specified horticultural products
- plant and animal products from countries with known diseases, viruses and other contagious pathogens
- commodities containing ozone-depleting substances
- therapeutic goods and complementary medicines
- hazardous waste
- heritage and cultural items
- dangerous goods, explosives, firearms and ammunition
- imported foods
- industrial chemicals
- goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the Department of Foreign Affairs and Trade (DFAT)
- other commodities subject to Australian and overseas government regulations and requiring specialist permits

Information on relevant aspects of specialist permit requirements may include:

- wildlife conservation requirements, such as:
  - wildlife conservation in Australia
  - international treaties for wildlife conservation
  - export/import regulations for wildlife
  - permit validation for exports to the USA
  - acquittals and specimen export records (SER)
- quarantine permit requirements, such as:
  - quarantine treatment
RANGE STATEMENT

- AQIS approved premises
- cargo clearance
- pests and diseases
- plant quarantine
- animal quarantine
- plant and animal exports
- other specialist permit requirements, such as:
  - wines and spirits
  - prescribed amounts of cash
  - commodities containing ozone-depleting substances
  - requirements for Therapeutic Goods Administration Permits (TGP)
  - hazardous waste
  - heritage and cultural items
  - dangerous goods, explosives, firearms, ammunition, and chemical, biological and radioactive weapons materials and components and other prohibited imports and exports
  - imported food program and permit regulations
  - requirements of the National Industrial Chemicals Notification and Assessment Scheme (NICNAS)
  - regulations and permits pertaining to goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the Department of Foreign Affairs and Trade
  - dual use goods covered by the WMD Act

Agencies from which permits may be obtained may include:

- Australian Quarantine and Inspection Service
- Australian Custom Service
- Department of the Environment Water, Heritage and the Arts (DEWHA)
- Department of Agriculture, Fisheries and Forestry
- Department of Innovation, Industry, Science and Research
- Department of Health and Ageing
- Department of Defence
- Department of Foreign Affairs and Trade
- Australian Federal Police
- Australian Wine and Brandy Corporation
- Health Insurance Commission
- Wheat Export Authority
- Attorney Generals Department
RANGE STATEMENT

Checks made during permit application may include:
- accuracy checks
- checks for missing information
- checks for unfulfilled requirements
- whether supplementary documents are required

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- suppliers of specialist permits
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- regulations and codes of practice relevant to import and export procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to specialist permit requirements
- quality assurance procedures
- emergency procedures
- operations manuals, job specifications and induction documentation
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements
- other government documentation covering regulated trade (including online)
RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant codes and regulations for the issuing of specialist permits
- Customs and related legislation
- export/import/quarantine/bond requirements
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- other Australian legislation relating to restrictions and prohibitions on imports and exports and related permit requirements
- relevant state/territory OH&S and environmental protection legislation
- Customs Act 1901
- Environmental Protection and Biodiversity Conservation Act 1999
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA2050A Lash and unlash cargo and containers

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to lash and unlash cargo and containers. It includes preparing to lash and unlash cargo and containers, implementing the container lashing plan, and completing lashing and unlashing operations.

Application of the Unit
This unit applies to people working in cargo and container lashing contexts in the stevedoring, transport, distribution and allied industries. Licensing, legislative, regulatory or certification requirements are applicable to this unit. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning cargo and container lashing and unlashing. Work is performed under some supervision generally within a team environment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

| 1 Prepare to lash and unlash cargo and containers | 1.1 Work area and safety zones are prepared and maintained according to national standards, safety codes and site operating procedures |
| | 1.2 Work area hazards are identified and corrective action is taken prior to commencing lashing and unlashing operations |
| | 1.3 Relevant information and documentation are identified and accessed |
| | 1.4 Appropriate personal protective equipment, lashing equipment and fittings are selected |
| | 1.5 Work cage and/or working at height (WAH) requirements are identified and appropriate WAH equipment is selected |
| | 1.6 Marks, numbers and/or codes are used to identify cargo and containers |
| | 1.7 Cargo is sorted and stacked in correct location according to national standards, safety codes and site operating procedures |
| | 1.8 Containers are stowed according to stowage plan, and reefer containers are identified and connected according to ship procedures, national standards and safety codes |
| | 1.9 Damaged cargo and containers are identified, reported and dealt with according to site operating procedures |
| | 1.10 Potential unsafe work practices and/or equipment are reported to appropriate personnel |

| 2 Implement cargo and container lashing and unlashing procedures | 2.1 Cargo or container lashing and unlashing plan is accessed and read, and potential issues are clarified with supervisor |
| | 2.2 Procedures for managing and controlling hazardous situations when carrying out work activities are implemented |
| | 2.3 Safety procedures and safety zones are implemented when working with mobile equipment and cranes according to national standards, safety codes and site operating procedures |
| | 2.4 Work is conducted according to industry standards, statutory requirements, safety codes, site operating requirements, cargo and container requirements |
| | 2.5 Work cage and/or WAH is completed according to national standards, safety codes and site procedures |
| | 2.6 Appropriate and effective communication is maintained in work |
area

2.7 Cargo and container are lashed and unlashed according to site procedures, and cargo and containers are lashed and unlashed according to lashing and unlashing plan

2.8 Correct manual handling techniques are used when lashing and unlashing cargo and containers

2.9 Identified problems, faults and malfunctions are promptly reported and/or rectified according to regulatory requirements and workplace procedures

2.10 Contingency plans are implemented as required

3 Complete cargo and container lashing and unlashing operations

3.1 Cargo and container are covered and uncovered safely ensuring appropriate covering and lashing, no injury to persons in work area or damage to cargo, container and equipment

3.2 Lashing equipment and tools are cleared from work area and placed in designated storage areas

3.3 All safety equipment and radios are returned to designated area

3.4 Relevant documentation is completed and filed according to site operating procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Australian and international standards, codes and regulations relevant to securing, handling and transporting cargo and containers including:
  - Australian Dangerous Goods (ADG) Code
  - International Maritime Dangerous Goods (IMDG) Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - Marine Orders
- Cargo and container marking and numbering systems
- Fatigue management techniques
- Focus of operation of work systems, equipment, management and site operating systems for lashing and unlashing cargo and containers
- Problems that may occur when lashing and unlashing cargo and containers, and appropriate action that can be taken to resolve them
- Relevant regulations and legislation:
  - export/import/quarantine/bond requirements
  - Marine Orders
  - relevant Australian standards and certification requirements
  - workplace relations regulations
  - workers compensation regulations
- Relevant occupational health and safety (OH&S) and environmental procedures and regulations
- Relevant workplace procedures and policies relating to lashing and unlashing cargo and containers

**Required skills:**

- Apply precautions and required action to eliminate, minimise or control hazards
- Communicate effectively with others when lashing and unlashing cargo and containers
- Identify cargo, containers and goods, coding (ADG and IMDG), markings and where applicable, emergency information panels
- Identify, select and use relevant equipment, processes and procedures when lashing and unlashing cargo and containers
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Operate and adapt to differences in cargo and container lashing and unlashing equipment
according to standard operating procedures

- Read and interpret instructions, procedures, information and labels relevant to lashing and unlashing cargo and containers
- Receive, acknowledge and send messages with available communications equipment
- Respond appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Select and use required:
  - personal protective equipment conforming to industry and OH&S standards
  - work cage and/or WAH personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others when lashing and unlashing cargo and containers
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- working by day and night
- working systematically with required attention to detail and without injury to self or others, or damage to goods or equipment
- applying appropriate fatigue management techniques as required
- being aware of own ability and limits to rectify irregularities or faults.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment using full size equipment, cargo and containers and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate lashing and unlashing cargo and containers
- direct observation of the candidate applying relevant OH&S requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work area may include:
- At height
- Controlled or open environments
- Exposed conditions
- In a workbox or work cage
- Limited or restricted spaces

Information and documentation may include:
- Award, enterprise bargaining agreement, other industrial arrangements
- Container lashing and unlashing plan
- Dangerous goods declarations and safety data sheets (SDS)/material safety data sheets
- Emergency procedures
- Equipment manufacturer specifications
- Goods identification numbers and codes
- Manifests, bar codes, container identification/serial number
- Operations manuals, job specifications and induction documentation
- Quality assurance procedures
- Relevant Australian and international regulations and codes of practice for:
  - lashing and unlashing cargo and containers
  - handling and transporting dangerous goods and hazardous chemicals/substances
- Relevant Australian standards and certification requirements
- Supplier and/or client instructions
- Workplace procedures and policies

Personal protective equipment may include:
- Fall arrest safety harness
- Gloves
- High visibility clothing
- Protective clothing
- Safety glasses
- Safety headwear and footwear

Lashing equipment may include:
- Chains
- Chocks
- Fibre ropes
- Lashing bars
- Racks
Cargo and containers may include:
- Twistlocks
- Turnbuckles
- Webbing straps and ratchets
- Wire ropes
- Dangerous goods
- Freight
- Goods with special requirements
- Temperature controlled goods

Hazardous situations may include:
- Chemicals
- Dangerous or hazardous substances
- Falling objects
- Incorrect manual handling
- Movements of personnel, equipment, goods and materials
- Working at height

Appropriate and effective communication may include:
- Oral, aural, hand signals or signed communications
- Phone
- Radio

Lashing and unlashing cargo and containers must include:
- Identifying lashing points
- Using appropriate fittings and lashing equipment for each lashing point
- Securing cargo to lashing points ensuring correct spread of lashings and that lashings are secured, attached and tensioned
- Securely fastening tensioners
- Maintaining tight stow of cargo
- Releasing fittings, and disconnecting and removing them from cargo

Persons in work area may include:
- Contractors
- Non English speaking ship crew
- Official representatives
- Site visitors
- Workplace personnel

Unit Sector(s)
Not applicable.
Competency Field

A - Handling Cargo/Stock
TLIA3002A Maintain container/cargo records

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to maintain container/cargo records in accordance with workplace requirements, including processing container and/or cargo documentation; maintaining records of container/cargo movements; monitoring container/cargo, including reefer units, and maintaining records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of container/cargo records.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of container/cargo records as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Process container/cargo documentation | 1.1 Container/cargo documentation is processed in accordance with workplace procedures and statutory authority requirements  
1.2 Movements of containers/cargo are recorded in accordance with workplace procedures and statutory authority requirements |
| 2 Maintain records of container/cargo movements | 2.1 Container/cargo records are updated each time containers/cargo are moved within the yard  
2.2 Containers/cargo are checked using markings to ensure correct identification when updating records |
| 3 Monitor container/cargo and maintain records | 3.1 Containers/cargo are monitored on a daily basis and the specified information recorded  
3.2 Problems with controlled systems on containers/cargo are reported on the appropriate forms and forwarded to the maintenance area  
3.3 Log cards on containers/cargo with controlled systems are checked on completion of monitoring and all unit or system breakdowns and/or faults are logged in the breakdown log diary in accordance with workplace procedures  
3.4 Movement of containers/cargo is monitored on a daily basis and the information recorded |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international standards, codes of practice and regulations relevant to the maintenance of container and cargo records including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the maintenance of container and cargo records
- Focus of operation of work systems, equipment, management and site operating systems for the maintenance of container and cargo records
- Problems that may occur when maintaining container and cargo records and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Site layout and location of reefer units
REQUIRED KNOWLEDGE AND SKILLS

- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when maintaining container and cargo records
- Receive, acknowledge and send messages with available communications equipment
- Read and interpret instructions, procedures, information and labels relevant to the maintenance of container and cargo records
- Interpret and follow operational instructions and prioritise work when maintaining container and cargo records
- Identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels
- Work collaboratively with others when maintaining container and cargo records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when maintaining container and cargo records in accordance with regulatory requirements and workplace procedures
- Estimate size, shape and special requirements of loads
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Containers/cargo may include:
- goods with specialist requirements, including reefer units and containers/cargo containing temperature controlled
RANGE STATEMENT

Information recorded during daily monitoring of reefers may include:
- temperatures
- water meter readings
- any faults in the operation of the reefer

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the maintenance of container/cargo records
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
RANGE STATEMENT

- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the maintenance of container/cargo records
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable
Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3004A Process receipt and delivery of containers and cargo

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to process the receipt and delivery of containers and cargo in accordance with workplace requirements including checking the stacking/discharge list at commencement of a shift, assessing and planning container/cargo consolidation, allocating stack positions, identifying and checking containers/cargo, and checking and completing required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receipt and delivery of containers and cargo.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the processing of the receipt and delivery of containers and cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Check stacking/discharge list at commencement of shift | 1.1 Yard or terminal stacking/discharge lists are checked against container/cargo documentation and operational order of work, taking into account both ship and shore operations  
1.2 Stacking discharge lists are continually updated to reflect the correct location of containers and cargo |
| 2 Assess and plan container/cargo consolidation | 2.1 Yard or terminal plans are assessed and where appropriate consolidation of container/cargo within the yard or terminal is planned  
2.2 Consolidation plans are prepared to ensure efficiency of operations and efficient use of available yard/terminal space  
2.3 Final yard/terminal positions are obtained from consolidation plans and recorded |
| 3 Allocate stack positions | 3.1 Stack positions are allocated based on the nature of the container/cargo concerned and the requirements of yard/terminal operations  
3.2 Stacking plan is communicated to the relevant personnel in accordance with workplace procedures |
| 4 Identify and check containers/cargo | 4.1 Containers/cargo are identified and checked at the point of entry to the yard and prior to stacking  
4.2 Agreement between numbers and marks on container/cargo and shipping documentation is confirmed  
4.3 Cargo/containers are inspected and appropriate action is taken to report identified damage or defects in accordance with workplace procedures  
4.4 Stacking follows stacking plans and facilitates efficient movement within the yard |
| 5 Check and complete documentation | 5.1 Documentation is checked prior to performing completion procedures ensuring compliance with workplace procedures and regulatory requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international standards, codes and regulations relevant to the processing of the
REQUIRED KNOWLEDGE AND SKILLS

- receipt and delivery of containers and cargo including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the processing of the receipt and delivery of containers and cargo
- Focus of operation of work systems, equipment, management and site operating systems for the receipt and delivery of containers and cargo
- Problems that may occur when processing the receipt and delivery of containers and cargo, and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Site layout, stacking plans and available stacking space
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when processing the receipt and delivery of containers and cargo
- Read and interpret instructions, procedures and labels relevant to the processing of the receipt and delivery of containers and cargo
- Identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels
- Receive, acknowledge and send messages with appropriate communications equipment
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when processing the receipt and delivery of containers and cargo in accordance with regulatory requirements and workplace procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use relevant equipment, processes and procedures when processing the receipt and delivery of containers and cargo
- Use the lashing and protection equipment
- Estimate the size, shape and special requirements of loads
Required skills:

- Apply effective eye-hand coordination

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Cargo may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- oral, aural or signed communications
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the processing of the receipt and delivery of containers and cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Information/documents may include:

- applicable regulations and legislation may include:
  - relevant codes and regulations for the receipt and delivery of containers and cargo
  - Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
    - Australian and International Dangerous Goods Codes
    - Australian Marine Orders and the International Maritime Dangerous Goods Code
    - IATA Dangerous Goods by Air regulations
    - Australian and International Explosives Codes
    - licence, patent or copyright arrangements
    - water and road use and licence arrangements
    - export/import/quarantine/bond requirements
    - marine orders
RANGE STATEMENT

- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field  A - Handling Cargo/Stock
TLIA3008A Transfer cargo

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to transfer cargo in accordance with workplace requirements including preparing for the transfer of the load, safely transferring the cargo using appropriate lifting equipment, finalising the transfer, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the transfer of cargo/freight.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when transferring cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for load transfer | 1.1 Load characteristics are identified to determine any special handling or equipment requirements  
1.2 Location of load in yard and following transfer method is determined  
1.3 Pathway for load transfer is established consistent with workplace procedures noting obstacles and any particular safety precautions  
1.4 Working area is prepared in accordance with the national standards, safety codes, and site operating procedures  
1.5 Personal protective equipment and other safety equipment is assembled  
1.6 The Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using formulae for the particular type of lifting equipment  
1.7 Lifting equipment is checked to determine safe working order for the transfer  
1.8 Unsafe equipment is reported to appropriate personnel |
| 2 Transfer cargo | 2.1 Cargo is steadied and secured using appropriate devices  
2.2 Load is lifted and shifted safely following national standards, safety codes and site operating procedures  
2.3 Load is transferred and set down ensuring no injury to personnel or damage to machinery or cargo |
| 3 Complete transfer | 3.1 Securing arrangements are released from load ensuring no injury to personnel or damage to machinery or cargo  
3.2 Relevant documentation is completed including reporting of damaged cargo in accordance with workplace reporting requirements  
3.3 Equipment is returned to store and work area returned to normal working condition |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the transfer of cargo/freight
REQUIRED KNOWLEDGE AND SKILLS

including the Australian and International Dangerous Goods Codes

- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the transfer of cargo and freight
- Focus of operation of work systems, equipment, management and site operating systems for the transfer of cargo and freight
- Problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Types of equipment used to transfer loads in terminals/wharves, their applications and procedures and precautions for their use
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of load shifting equipment
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when transferring cargo and freight
- Read and interpret instructions, procedures, information and signs relevant to the transfer of cargo and freight
- Interpret and follow operational instructions and prioritise work when transferring cargo and freight
- Complete documentation related to work activities when transferring cargo and freight
- Receive, acknowledge and send messages with communications equipment whilst operating load transfer equipment
- Work collaboratively with others when transferring cargo and freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when transferring cargo and freight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when transferring cargo and freight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of load transfer equipment
- Conduct checks on equipment used when transferring cargo and freight in terms of service schedule and standard operating procedures
- Identify, select and use relevant equipment, processes and procedures when transferring cargo and freight
- Estimate the size, shape and special requirements of loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:

- a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Work may be conducted in:

- limited or restricted spaces
- exposed conditions
- controlled or open environments

Cargo/freight may include:

- goods with specialist requirements, including temperature controlled goods and dangerous goods

Equipment may include:

- appropriate load shifting equipment normally in use at a terminal or wharf (but does not include gantry equipment, boom cranes, dozers or specialised load shifting equipment which are covered by separate competency units)

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personal protective equipment

- gloves
RANGE STATEMENT

may include:

- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Personnel in work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the transfer of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant codes and regulations for the transfer of cargo/freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3010A Coordinate goods to bond premises

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to coordinate goods to bond premises in accordance with regulatory and workplace requirements including identifying and listing goods for bonding, arranging transfer of goods to bond store, and preparing and issuing bond lists. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning coordination of goods to bond premises.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the coordination of goods to bond premises as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT
1 Identify and list goods for bonding
2 Arrange transfer of goods to bond store
3 Prepare and issue bond list

PERFORMANCE CRITERIA
1.1 Goods are listed for bonding when not delivered or collected on completion of agreed storage period
1.2 Prior to listing for bonding, inspection is arranged with the Australian Customs Service for goods identified as surplus
1.3 Goods left after time advertised for collection are listed for bonding in accordance with workplace policy and Australian Customs Service requirements
2.1 Arrangements for the transfer of goods to bond store are made in accordance with regulatory requirements and workplace procedures
2.2 Carrier is notified of storage or yard location, marks and quantity
3.1 Bond list is prepared in accordance with workplace requirements and Australian Customs Service regulations
3.2 Bond list, endorsed with the relevant information, is issued to carrier

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the coordination of goods to bond premises
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the coordination of goods to bond premises
- Focus of operation of work systems, equipment, management and site operating systems for coordination of goods to bond premises
- Problems that may occur when coordinating goods to bond premises and appropriate action that can be taken to resolve the problems

Required skills:

- Communicate effectively with others when coordinating the delivery of goods to bond premises
- Read and comprehend simple statements in English
Required skills:

- Read and interpret instructions, procedures and labels relevant to the coordination of goods to bond premises
- Complete documentation when coordinating the delivery of goods to bond premises
- Work collaboratively with others when coordinating the delivery of goods to bond premises
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when coordinating the delivery of goods to bond premises in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when coordinating the delivery of goods to bond premises
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant communications, computing and office equipment when coordinating goods to bond premises
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
EVIDENCE GUIDE

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
RANGE STATEMENT

- bond store representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- workplace procedures and policies for the coordination of goods to bond store premises
- supplier and/or client instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- agents delivery order and agents program
- customers clearance
- quarantine clearance
- point of MT return/hand-over agreement
- continuing permission
- single transaction permissions
- chief clerks MT delivery program
- gate pass/VMO clearance stamped
- bulk run numbers
- manufacturers specifications for equipment
- dangerous goods declarations and material safety data sheets (where applicable)
- relevant legislation, regulations and related documentation
RANGE STATEMENT

including ADG / IMDG Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations pertaining to the coordination of goods to bond premises
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA3015A Complete receival/despatch documentation

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to complete receival/despatch documentation in accordance with regulatory and workplace requirements including analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the completion of receival/despatch documentation.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the completion of receival/despatch documentation as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
--- | ---
1 Analyse order to identify work requirements to fill order | 1.1 Order request documentation is interpreted
1.2 Product(s) in order are noted and workplace location(s) are identified
1.3 Workplace and product knowledge is used to organise documentation
1.4 Required schedules for order movement are identified and noted where required
1.5 Special aspects of the order such as dangerous/hazardous goods or temperature controlled goods are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted
2 Follow workplace order documentation processes | 2.1 Workplace procedures for documentation of an order are identified
2.2 Workplace documentation is completed in accordance with workplace procedures and any relevant regulatory requirements
3 Finalise documentation | 3.1 Order is checked against schedule and order form
3.2 Workplace records are completed, and labels and appropriate documentation are attached in accordance with workplace procedures and any relevant regulatory requirements
3.3 Special transportation requirements are identified and conveyed to appropriate personnel
3.4 Where applicable, all required documentation requirements for dangerous goods and hazardous materials are completed in accordance with the relevant regulations and codes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the completion of receival/despatch documentation, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the completion of receival/despatch documentation
- Focus of operation of work systems, equipment, management and site operating systems for
REQUIRED KNOWLEDGE AND SKILLS

the receiving and despatch of goods

- Problems that may occur when completing receival and despatch documentation and appropriate action that can be taken to resolve the problems
- Specifications and standards for the checking and inspection of received and despatched goods
- Documentation requirements for the receipt and despatch of goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when completing receival and despatch documentation
- Read and interpret instructions, procedures and labels relevant to the completion of receival and despatch documentation
- Complete receival and despatch documentation
- Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Work collaboratively with others when completing receival and despatch documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when completing receival and despatch documentation in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer, communication and office equipment when completing receival and despatch documentation
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external
RANGE STATEMENT

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Received/despatched goods may involve:
- special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances

Problems that may occur when receiving/despatching goods include:
- damaged stock
- damaged pallets or packaging
- wrong stock
- error in paperwork
- poorly stacked stock
- incorrect quantity

Aspects of goods to be checked when receiving/despatching goods may include:
- correct type
- number
- condition
- quality
- packaging
- labelling
- dangerous goods declarations and marking (where applicable)

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- poorly stacked pallets
- faulty equipment

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- drivers and agents
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
RANGE STATEMENT

- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International...
RANGE STATEMENT

Maritime Dangerous Goods Code
- IATA Dangerous Goods by Air Regulations
- Australian and international explosives codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
A - Handling Cargo/Stock
TLIA3016A Use inventory systems to organise stock control

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to use inventory systems to organise stock control in accordance with workplace requirements including identifying inventory and stock control systems in use in the workplace, using re-order procedures to maintain stock levels, organising cyclical stock counts, and reporting discrepancies or variances. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the use of inventory systems to organise stock control.
Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when using inventory systems to organise stock control as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify inventory and stock control systems in use in the workplace</td>
<td>1.1 Workplace inventory and stock control equipment, software and systems are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Reasons for common database approach to inventory records and documentation in the warehouse are explained</td>
</tr>
<tr>
<td></td>
<td>1.3 Procedures for identification and reporting of discrepancies or variances are identified</td>
</tr>
<tr>
<td>2 Use re-order procedures to maintain stock levels</td>
<td>2.1 Stock level maintenance checking is conducted</td>
</tr>
<tr>
<td></td>
<td>2.2 Stock is re-ordered to meet stock level maintenance requirements in accordance with workplace policies and procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Data is accurately entered and extracted from the inventory/records system using appropriate workplace procedures</td>
</tr>
<tr>
<td>3 Organise cyclical stock counts and report discrepancies or variances</td>
<td>3.1 Process for cyclical stock count is planned and work allocated to team members</td>
</tr>
<tr>
<td></td>
<td>3.2 Clear directions on tasks to be performed are given</td>
</tr>
<tr>
<td></td>
<td>3.3 Stocktake activities are conducted in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Types and causes of records discrepancies are identified</td>
</tr>
<tr>
<td></td>
<td>3.5 Procedures for noting and correcting minor discrepancies are used</td>
</tr>
<tr>
<td></td>
<td>3.6 Major discrepancies are reported in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.7 Workplace documentation is completed</td>
</tr>
<tr>
<td>4 Produce reports on record keeping and inventory functions</td>
<td>4.1 Types of reports to be produced from inventory records systems are identified</td>
</tr>
<tr>
<td></td>
<td>4.2 Reports are produced in accordance with workplace procedures and relevant regulatory requirements</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian codes and regulations relevant to the organisation of stock control
- Relevant OH&S and environmental protection procedures and guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures and policies for the use of inventory systems to organise stock control
- Focus of operation of inventory systems, equipment, management and site operating systems for the control of stock
- Principles of operation and functions of inventory systems
- Applications of different types of inventory systems and stock management approaches
- Workplace processes for records management and the production of inventory reports
- Principles of operation and functions of inventory systems
- Computer records and documentation requirements for stock control, including forms, checklists and inventory reports
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when using inventory systems to organise stock control
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the use of inventory systems for the organisation of stock control
- Complete documentation related to the use of inventory systems to organise stock control
- Work collaboratively with others when using inventory systems to organise stock control
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when using inventory systems to organise stock control in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communications, computing and office equipment when using inventory systems to organise stock control

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Goods may involve: • special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be: • automated
• manual
• paper-based
• computerised
• microfiche

Categories or groups of products/stock may include: • small parts
• perishable goods
• overseas export
• dangerous goods
• refrigerated products
• temperature controlled stock
• fragile goods

The characteristics of products/stock may include: • small parts
• toxicity
• flammability
• form
• weight
• size
• state
• perishability
• fragility
• security risk

Labelling systems may include: • batch code
• bar code
• identification numbering systems
• serial numbers
RANGE STATEMENT

Hazards in the work area may include:
- symbols for safe handling
- ADG and HAZCHEM Codes
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of...
RANGE STATEMENT
practice for the handling, stacking and transport of dangerous goods and hazardous substances
• operations manuals, job specifications and induction documentation
• manufacturers specifications for equipment
• workplace procedures and policies
• supplier and/or client instructions
• dangerous goods declarations and material safety data sheets (where applicable)
• award, enterprise bargaining agreement, other industrial arrangements
• relevant Australian standards and certification requirements
• quality assurance procedures
• emergency procedures
• relevant codes and regulations for the packaging of goods
• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  • Australian and international dangerous goods codes
  • Australian and international explosives codes
• licence, patent or copyright arrangements
• water and road use and licence arrangements
• export/import/quarantine/bond requirements
• relevant state/territory OH&S and environmental protection legislation
• workplace relations regulations
• workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA3017A Identify products and store to specifications

Modification History

Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to apply product knowledge to the organisation of work operations including identifying and categorising products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the organisation of work operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify and categorise products</td>
<td>1.1 Products are identified and categorised in terms of specified criteria in accordance with workplace procedures</td>
</tr>
</tbody>
</table>
| 2 Match products to locations based on specified criteria | 2.1 Locations for products are determined based on specified criteria  
2.2 Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements |
| 3 Assist individuals to solve stock identification and location problems | 3.1 New stock items are identified and particular product information is brought to the attention of relevant personnel  
3.2 Stock queries are predicted and team members are assisted to locate and assimilate information relevant to these products  
3.3 Personnel are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel  
3.4 Personnel are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills |
| 4 Identify appropriate transfer and handling requirements | 4.1 Resources used to transfer different products through the storage zones are identified and evaluated  
4.2 Work in receival and despatch areas is supported by identification and reporting of variances  
4.3 Stock re-ordering is informed by knowledge of product source, frequency of pick destination (or seasonality) of products and potential for supply problems  
4.4 Relevant documentation is completed in accordance with workplace procedures |
| 5 Contribute to continuous improvement | 5.1 Knowledge of customer requirements is used to determine work design  
5.2 Potential problems are predicted and notified to appropriate personnel  
5.3 Opportunities for improvements to own work organisation are identified |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Australian codes and regulations relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the application of product knowledge to the organisation of workplace operations
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Product sources, destinations and potential problems
- Re-ordering procedures and just-in-time planning principles
- Requirements for workplace documentation, inventory systems and records
- Sources of product information
- Strategies to seek out sources of knowledge of products and use this information to inform work
- Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
- Documentation requirements including reports and records concerning damaged or contaminated goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when organising workplace activities
- Access, read and interpret product information, policies and regulatory requirements relevant to workplace operations
- Complete documentation related to the organisation of work activities
- Work collaboratively with others when organising workplace activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising workplace activities in accordance with regulatory requirements and workplace procedures
- Use information on products/stock to determine, plan and organise processes used for receival, storage, goods movement, despatch, stock levels, re-ordering processes
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Operate and adapt to differences in products and services in accordance with standard operating procedures
- Organise and monitor the use of personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communication, computing and office equipment when organising workplace activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

environment, and/or

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

 Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Workplace activities being organised may include but are not limited to:

- receival
- storage
- goods/stock movement
- despatch
- stock levels
- re-ordering processes

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Goods may involve:

- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Modes of transfer may be:

- manual or motorised

Storage types may include but are not limited to:

- bin/binning systems
- rack refrigeration/freezers/cold rooms
- marked floor space
- containers
- racks and racking systems
- block STACKS
- pallets

Inventory systems may be:

- automated
- manual
- paper-based
RANGE STATEMENT

Categories or groups of products/stock may include:
- computerised
- microfiche
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include but are not limited to:
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
RANGE STATEMENT

- RF systems
- oral, aural or signed communications
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number
- codes of practice and regulations relevant to workplace operations
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of...
RANGE STATEMENT

legislation may include:  
practice for the handling and transport of dangerous goods and hazardous substances, including:
- Australian and International Dangerous Goods Codes
- Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field  A - Handling Cargo/Stock
TLIA3018A Organise despatch operations

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to organise despatch operations in accordance with workplace requirements including planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of despatch operations.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Plan and organise despatch operations</td>
</tr>
<tr>
<td>1.1</td>
<td>Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock</td>
</tr>
<tr>
<td>1.2</td>
<td>Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics</td>
</tr>
<tr>
<td>1.3</td>
<td>Deadlines are scheduled to meet order requirements</td>
</tr>
<tr>
<td>1.4</td>
<td>Work processes are planned to meet deadlines</td>
</tr>
<tr>
<td>2</td>
<td>Organise the storage and despatch of stock</td>
</tr>
<tr>
<td>2.1</td>
<td>Employees, equipment and storage areas are allocated and supervised</td>
</tr>
<tr>
<td>2.2</td>
<td>Individuals are informed of work requirements and deadlines</td>
</tr>
<tr>
<td>2.3</td>
<td>Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OH&amp;S requirements</td>
</tr>
<tr>
<td>2.4</td>
<td>Discrepancies in stocks are noted and reported in accordance with company procedures</td>
</tr>
<tr>
<td>3</td>
<td>Complete documentation</td>
</tr>
<tr>
<td>3.1</td>
<td>Required despatch documentation and records are completed in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organising of despatch operations
- Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations
- Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems
- Documentation and record requirements for despatch operations
- Equipment used during the organisation of despatch operations and the precautions and procedures that should be followed in its use
REQUIRED KNOWLEDGE AND SKILLS

- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when organising despatch operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- Complete documentation related to the organising of despatch operations
- Identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- Work collaboratively with others when organising despatch operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising despatch operations in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant equipment and communications technology when organising despatch operations
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night
RANGE STATEMENT

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Goods to be despatched may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances

Problems that may occur when despatching an order include:
- wrong stock is despatched
- wrong carton for order
- incorrect location
- damaged stock
- no stock at location
- incorrect quantity
- failing to meet a special order requirement
- failing to meet customers delivery requirements

Special order requirements may include:
- pricing
- special packing
- specific size of carton
- special categories of stock

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- drivers and agents
- contractors
- official representatives

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the organising of despatch operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air Regulations
RANGE STATEMENT

- Australian and international explosives codes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  A - Handling Cargo/Stock
TLIA3019A Organise receival operations

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to organise receival operations in accordance with workplace requirements including planning and organising receival operations, organising the storage of received stock, and completing all required documentation and records in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of receival operations.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the organisation of receival operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan and organise receival operations | 1.1 Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock  
1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics  
1.3 Deadlines are scheduled to enable receival of stock in storage zones  
1.4 Work processes are planned to meet specified deadlines |
| 2 Organise the storage of stock | 2.1 Employees, equipment and storage areas are allocated and supervised  
2.2 Individuals are informed of work requirements and deadlines  
2.3 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OH&S requirements  
2.4 Discrepancies in stocks are noted and reported in accordance with workplace procedures |
| 3 Complete documentation | 3.1 Documentation and records regarding receival operations are completed and filed/despatched in accordance with workplace procedures and relevant regulatory requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Regulations relevant to the organising of receival operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organising of receival operations
- Focus of operation of work systems, equipment, management and site operating systems for the organising of receival operations
- Problems that may occur when organising receival operations and appropriate action that can be taken to resolve the problems
- Documentation and record requirements for receival operations
- Equipment used during the organisation of receival operations and the precautions and
REQUIRED KNOWLEDGE AND SKILLS

- procedures that should be followed in its use
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when organising receival operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organising of receival operations
- Complete documentation related to the organising of receival operations
- Identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- Work collaboratively with others when organising receival operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising receival operations in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant equipment and communication technology when organising receival operations
- Estimate the size, shape and special requirements of goods and loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- in a range of work environments
RANGE STATEMENT

Goods to be received may involve:
- by day or night
- special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances

Problems that may occur when receiving an order include:
- wrong stock is received
- damaged stock
- damaged packaging or pallets
- incorrect quantity
- error in paperwork
- paperwork doesn't match goods
- delivered late
- poorly stacked stock
- incorrect quantity

Aspects of goods to be checked when goods are received may include:
- correct type
- number
- condition
- quality
- packaging
- labelling
- dangerous goods declarations and marking (where applicable)

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of...
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- drivers and agents
- contractors
- official representatives

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the organising of receiveal operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
RANGE STATEMENT

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA3023A Coordinate stocktake

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to coordinate stocktake in accordance with workplace requirements including planning stocktake, coordinating stocktake activities, identifying stock discrepancies, and adjusting documentation in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements when coordinating stocktake.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when coordinating stocktake as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan stocktake       | 1.1 Goods to be counted and appropriate inventory systems are identified  
                        | 1.2 Required resources including equipment, record keeping systems and personnel are identified  
                        | 1.3 Members of the team are instructed and assisted  
                        | 1.4 Team members are allocated to particular tasks and zones and given clear directions for work requirements  
                        | 1.5 Sequence and operations of the stocktake are planned in a time effective manner  |
| 2 Coordinate stocktake | 2.1 Stocktaking and cyclical counts are coordinated in accordance with workplace policies and procedures  
                        | 2.2 Inventory data is interpreted  
                        | 2.3 Inventory data is confirmed to match stock  
                        | 2.4 Stock levels are accurately counted and documented  |
| 3 Identify stock discrepancies | 3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented  
                                  | 3.2 Possible reasons for discrepancies are identified  
                                  | 3.3 Products stored in inappropriate storage locations are relocated and stock records are adjusted in accordance with workplace procedures  |
| 4 Adjust documentation | 4.1 Inventory data is reconciled to match warehouse stock in accordance with regulations, workplace practices, policies and procedures  
                        | 4.2 Information is reconciled with audit requirements  
                        | 4.3 Workplace documentation is completed  |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian codes and regulations relevant to the coordination of stocktakes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the coordination of stocktakes
- Focus of operation of work systems, equipment, management and site operating systems for
REQUIRED KNOWLEDGE AND SKILLS

- the conduct of stocktakes
- Workplace processes for records management and the production of stocktake reports
- Principles and functions of stocktakes
- Problems that may occur when coordinating a stocktake and appropriate action that can be taken
- Computer records and documentation requirements for the coordination of stocktakes
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when coordinating stocktakes
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the coordination of stocktakes
- Complete documentation related to the coordination of stocktakes
- Work collaboratively with others when coordinating stocktakes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when coordinating stocktakes in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in stock and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communications, computing and office equipment when coordinating stocktakes

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces • exposed conditions • controlled or open environments

Equipment used in stocktaking may include: • calculators • scanners • hand-held computers

Inventory systems may be: • automated • manual • paper-based • computerised • microfiche

Categories or groups of products/stock may include: • small parts • perishable goods • overseas export • dangerous goods • refrigerated products • temperature controlled stock • fragile goods

The characteristics of products/stock may include: • small parts • toxicity • flammability • form • weight • size • state • perishability • fragility • security risk

Labelling systems may include: • batch code • bar code • identification numbering systems • serial numbers
RANGE STATEMENT

Hazards in the work area may include:
- symbols for safe handling
- ADG and HAZCHEM Codes
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of
RANGE STATEMENT

practice for the handling, stacking and transport of dangerous goods and hazardous substances

- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3024A Organise warehouse records operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to organise warehouse records operations in accordance with workplace requirements including identifying record management databases, storage types and technologies; storing warehouse records; and using record management systems to retrieve information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements when organising warehouse records operations.

Work is performed under some supervision generally within a team environment. It involves the application of relevant workplace procedures and regulatory requirements to the organisation of warehouse records operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify record management databases, storage types and technologies | 1.1 Requirements for records operations are identified and defined  
1.2 Types of record systems which might meet workplace requirements are identified and reviewed  
1.3 Advantages and disadvantages of identified systems are evaluated and noted  
1.4 Record management systems are selected in accordance with workplace requirements  
1.5 Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements |
| 2 Store warehouse records | 2.1 Warehouse records are collected and consolidated in accordance with workplace procedures  
2.2 Records are stored manually and/or electronically as required in accordance with system developers instructions and workplace procedures  
2.3 Records are maintained in accordance with workplace procedures |
| 3 Use record management systems to retrieve information | 3.1 Responses to requests for information are processed promptly  
3.2 Required records are accessed and retrieved in accordance with workplace procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian codes and regulations relevant to the organisation of warehouse records operations  
- Relevant OH&S and environmental protection procedures and guidelines  
- Workplace procedures and policies for the organisation of warehouse records operations  
- Focus of operation of record systems, equipment, management and site operating systems for the organisation of warehouse records  
- Principles of operation and functions of warehouse records systems  
- Principles of operation, functions and applications of different types of records systems  
- Requirements for accessibility, security and confidentiality of records  
- Computer records and documentation requirements for the organisation of warehouse records
REQUIRED KNOWLEDGE AND SKILLS

operations

- Problems that may occur when organising warehouse records operations and appropriate action that can be taken
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when organising warehouse records operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organisation of warehouse records operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of warehouse records operations
- Work collaboratively with others when organising warehouse records operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when organising warehouse records operations in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communications, computing and office equipment when organising warehouse records operations

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Record storage systems may be:
- micro-film
- computer images

Storage requirements may include:
- security
- clean environment
- computer disks
- type of document
- confidentiality
- accessibility
- microfilm
- hard copies

Hazards in the work area may include:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- record system developers and suppliers
- customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include
- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and international dangerous goods codes
  - Australian and international explosives codes
- relevant Australian standards and certification requirements
RANGE STATEMENT

- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3026A Monitor storage facilities

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to monitor storage facilities in accordance with workplace requirements including determining site functions and operations; monitoring storage operations in accordance with workplace procedures; and taking appropriate action in response to identified discrepancies, changes to storage requirements, or breaches in operational procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the monitoring of storage facilities.

Work is performed under general supervision. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the monitoring of storage facilities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
---|---
1 Determine site functions and operations | 1.1 Layout of storage facilities, work flow and activities undertaken in each zone are identified
1.2 Type of storage facilities, their purpose and (any) associated risk factors are identified
1.3 Inventory lists are accessed through record management system
1.4 Storage separations and co-storage applications are identified
2 Monitor storage operations | 2.1 Inventory data is confirmed to match goods/freight and applicable storage requirements
2.2 Storage areas are supervised to ensure movement of personnel and goods/freight are in accordance with workplace procedures
2.3 Storage facilities are checked to ensure appropriate operational capacity
2.4 Integrity of goods/materials are monitored to ensure appropriate quality is maintained
2.5 Discrepancies(changes to storage requirements and/or inventory lists are noted and action undertaken in accordance with workplace procedures
2.6 Appropriate action(s) are initiated in response to breaches of operational procedures or to an emergency/incident
2.7 Operational actions and investigative outcomes are documented in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian codes and regulations, permit and licence requirements relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the monitoring of storage facilities
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Types of storage areas and related equipment appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
REQUIRED KNOWLEDGE AND SKILLS

- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Requirements for workplace documentation reports and records
- Problems that may occur when monitoring storage facilities and appropriate action that can be taken
- Site layout
- Housekeeping standards and procedures required in the workplace

Required skills:

- Communicate effectively with others when monitoring storage facilities
- Read and interpret instructions, procedures, information and signs relevant to the monitoring of storage facilities
- Complete documentation related to the monitoring of storage facilities
- Work collaboratively with others when monitoring storage facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when monitoring storage facilities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events related to the monitoring of storage facilities
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Use information on products and stock to determine, plan and organise processes used for the monitoring of storage facilities
- Select and use relevant communications, computing and office equipment when monitoring storage facilities
- Monitor performance of equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Requirements for work may include:
- restricted spaces
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
- environments involving the movement of equipment, goods, materials and/or vehicular traffic

Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Modes of transfer may be:
- manual or motorised

Storage types may include but are not limited to:
- bin/binning systems
- rack refrigeration/freezers/cold rooms
- marked floor space
- containers
- racks and racking systems
- block/stacks
- pallets

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche
RANGE STATEMENT

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include but are not limited to:
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- skills, leakages, ruptures
- dust/vapours
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
RANGE STATEMENT

- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to workplace operations
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- codes and regulations relevant to the monitoring of storage
RANGE STATEMENT

legislation may include:

- Australian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances, including:
  - Australian Dangerous Goods Code
  - Australian Explosives Code
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3038A Control and order stock

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to control and order stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers maintaining stock levels and records, organising and administering stocktakes, identifying stock losses, processing stock orders, and following up orders. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the control and ordering of stock in a workplace store.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to efficiently control and order stock in a workplace store.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1. Maintain stock levels and records

1.1 Stock levels are monitored and maintained at levels prescribed by workplace specifications
1.2 Stock security systems are monitored and adjusted as required
1.3 Stock re-order cycles are maintained, monitored and adjusted as required
1.4 Colleagues are informed of their individual responsibilities in regard to recording of stock
1.5 Stock storage and movement records are maintained in accordance with workplace procedures
1.6 Stock performance is monitored and fast/slow moving items are identified and reported in accordance with workplace procedures

### 2. Organise and administer stocktakes

2.1 Stocktakes are organised at the appropriate time and responsibilities allocated to staff
2.2 Accurate reports on stocktake data are produced within designated timelines

### 3. Identify stock losses

3.1 Losses are accurately identified, recorded and assessed against potential loss as forecast on a regular basis
3.2 Identified losses are reported in accordance with workplace procedures
3.3 Avoidable losses are identified and reasons are established, and appropriate solutions are recommended and implemented to prevent future avoidable losses

### 4. Process stock orders

4.1 Orders for stock are accurately processed in accordance with workplace procedures
4.2 Stock ordering and recording systems are accurately maintained
4.3 Purchase and supply agreements are correctly used and appropriate details recorded
4.4 Negotiated purchase and supply agreements are recorded accurately and filed for retrieval

### 5. Follow up orders

5.1 Delivery process is monitored to meet agreed deadlines
5.2 Appropriate liaison is undertaken with colleagues and suppliers to ensure continuity of supply
5.3 Routine supply problems are followed up or referred to the appropriate person in accordance with workplace policy
5.4 Stock is distributed in accordance with agreed allocations

### 6. Complete documentation

6.1 All required records and documentation are completed in accordance with workplace procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.)
- Relevant OH&S and environmental procedures and regulations
- Principles of stock control
- Procedures for the ordering of stock
- Stock control documentation and systems used in workplace stores
- Interpretation of workplace specifications and orders for supplies
- Stock security systems
- Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology
- Systems for the completion of relevant records and documentation
- Problems that may occur when controlling and ordering stock and appropriate action that can be taken to resolve the problems
- Contacts and sources of information and documentation needed when controlling and ordering stock
- Site layout
- The purpose and procedures for the use of relevant personal protective equipment
- Customer service policies and procedures

Required skills:

- Communicate effectively with others when controlling and ordering stock
- Read and interpret instructions, procedures and labels relevant to the controlling and ordering of stock
- Complete documentation related to the controlling and ordering of stock
- Work collaboratively with others when controlling and ordering stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling and ordering stock in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in stock and systems in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communication and computing equipment when controlling and ordering stock

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit may apply to:

- any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing)

Suppliers may be:

- internal or external

Requirements for work may include:

- workplace protocols and procedures
- communications equipment
- workplace operations manuals
- relevant regulations, authorities and permits
- hours of operation
- relevant record keeping requirements
- workplace quality and customer service standards

Stock control and record systems may be:

- manual
- computerised

Stock may include but is not limited to:

- production materials
- packaging materials
- equipment and tools
- office and stationery supplies
- forms, brochures and documents
- vouchers and tickets
- merchandise for sale
RANGE STATEMENT

Consultative processes may involve:
- linen
- food and beverage supplies
- suppliers, representatives and drivers
- relevant authorities
- other employees and supervisors
- management
- other professional or technical staff

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include but is not limited to:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Documentation/records may include:
- workplace protocols and procedures
- workplace specifications for the stock concerned
- relevant regulations
- supplier instructions
- operations manuals
- documentation including order forms, standard letters, etc.
- induction documentation
- delivery options
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials

Applicable procedures and codes may include:
- relevant regulations and codes of practice for receipt and storage of stock concerned
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods
RANGE STATEMENT

and hazardous substances, including:
• Australian and International Dangerous Goods Codes
• Australian and International Explosives Codes
• Australian and international standards and certification requirements
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3039A Receive and store stock

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to receive and store stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers taking delivery of stock, storing the received stock, and rotating and maintaining stock in accordance with relevant regulatory and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the receipt and storage of stock in a workplace store.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to safely and efficiently receive and store stock in a workplace store.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Take delivery of stock | 1.1 Incoming stock is accurately checked against orders and delivery documentation in accordance with workplace procedures  
1.2 Variations are accurately identified, recorded and communicated to the appropriate person  
1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with workplace policy |
| 2 Store stock | 2.1 All stock is promptly and safely transported to an appropriate storage area without damage  
2.2 Stock is stored in the appropriate location within the area and in accordance with workplace security procedures  
2.3 Appropriate personal protective equipment is correctly used during receival and storage operations  
2.4 Stock levels are accurately recorded in accordance with workplace procedures  
2.5 Stock is labelled in accordance with workplace procedures |
| 3 Rotate and maintain stock | 3.1 Stock is rotated, where required, in accordance with workplace policy  
3.2 Stock is moved using appropriate equipment, if necessary, in accordance with OH&S requirements, relevant regulations and workplace procedures  
3.3 Quality of stock is checked and reported  
3.4 Appropriate action is taken where the quality of the stock is found to be outside specified standards  
3.5 Stock is placed in storage or disposed of in accordance with workplace policy |
| 4 Complete documentation | 4.1 All required records and documentation are completed in accordance with workplace procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant codes of practice and legislative requirements (for example dangerous goods
REQUIRED KNOWLEDGE AND SKILLS

regulations, health and hygiene regulations, etc.)
- Relevant OH&S and environmental procedures and regulations
- Principles of stock control
- Stock control documentation and systems used in workplace stores
- Interpretation of workplace specifications and orders for supplies
- Stock security systems
- Safe lifting and handling procedures
- Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology
- Code of practice for working collaboratively with others
- Systems for the completion of relevant records and documentation
- Problems that may occur when receiving and storing stock and appropriate action that can be taken to resolve the problems
- Contacts and sources of information and documentation needed when receiving and storing stock
- Site layout
- The purpose and procedures for the use of relevant personal protective equipment
- Customer service policies and procedures
- Procedures for operating electronic communications equipment

Required skills:

- Communicate effectively with others when receiving and storing stock
- Read and interpret instructions, procedures and labels relevant to receiving and storing stock
- Complete documentation related to receiving and storing stock
- Work collaboratively with others when receiving and storing stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when receiving and storing stock in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communication and computing equipment when receiving and storing stock

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit may apply to:

- any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing)

Suppliers may be:

- internal or external

Requirements for work may include:

- workplace protocols and procedures
- communications equipment
- workplace operations manuals
- relevant regulations, authorities and permits
- hours of operation
- relevant record keeping requirements
- workplace quality and customer service standards

Stock control and record systems may be:

- manual
- computerised

Stock may include but is not limited to:

- production materials
- packaging materials
- equipment and tools
- office and stationery supplies
- forms, brochures and documents
- vouchers and tickets
- merchandise for sale
- linen
- food and beverage supplies

Consultative processes may involve:

- suppliers, representatives and drivers
- relevant authorities
- other employees and supervisors
RANGE STATEMENT

Communications systems may involve:
- management
- other professional or technical staff
- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include but is not limited to:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Documentation/records may include:
- workplace protocols and procedures
- workplace specifications for the stock concerned
- relevant regulations
- supplier instructions
- operations manuals
- documentation including order forms, standard letters, etc.
- induction documentation
- delivery options
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials
- relevant regulations and codes of practice for receipt and storage of stock concerned
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
RANGE STATEMENT

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA3050A Apply GST legislation as part of customs broking activities

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to apply GST (Goods and Services Tax) legislation as part of customs broking activities. It includes assessing the applicability of GST and other relevant taxes; determining tax exemptions and taxes to be paid; and documenting the results of all tax determinations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and Australian Taxation Office related legislation and workplace requirements concerning the GST. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level is performed under some supervision, generally within a collaborative team environment.

This unit is normally packaged at AQF level III or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Assess applicability of GST and other relevant taxes | 1.1 Applicability of GST and related taxes including Wine Equalisation Tax (WET) and Luxury Car Tax (LCT) to goods and services is assessed  
1.2 Allowable exemptions and specialised schemes relating to GST and related taxes are researched for applicability to that commodity and/or transaction  
1.3 Allowable exemptions are applied to goods and commodities  
1.4 Accuracy of assessments is checked |
| 2 Determine taxes | 2.1 The rate of GST and related taxes on goods and services are determined  
2.2 Other required information such as overseas freight and insurances are obtained  
2.3 Data is input for GST calculation |
| 3 Document tax assessments in accordance with legislative requirements | 3.1 Results are recorded on appropriate documentation  
3.2 Rates and amounts of GST and other taxes payable are checked for accuracy and verified as required  
3.3 Completed documentation is stored and retained, and passed on to client and other relevant personnel as required and in accordance with the requirements of Customs and related legislation and workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Customs and other related legislation as they apply to the implementation of GST legislation, including A New Tax System (Goods and Services Tax) Act 1999 and associated regulations
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Information on relevant aspects of GST legislation as they relate to customs broking and freight forwarding activities
- Sources of information on new developments in GST legislation as they relate to customs broking activities
- Focus of operation of work systems, equipment, management and site operating systems for
REQUIRED KNOWLEDGE AND SKILLS

the implementation of GST legislation as they relate to customs broking activities

- Problems that may occur when applying GST legislation and appropriate action that can be taken to resolve the problems
- Techniques to learn skills and knowledge required for new developments in GST legislation as they relate to customs broking activities
- Documentation requirements for the application of GST legislation as they relate to customs broking activities
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:

- Negotiate, communicate and liaise effectively with others when applying GST legislation as part of customs broking activities
- Read and interpret instructions, procedures and information relevant to the application of GST legislation as they relate to customs broking activities
- Plan and organise work activities
- Complete documentation related to work activities
- Work collaboratively with others as part of an operational team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Operate relevant computer/communication/office equipment when applying GST legislation
- Enter information using appropriate media and technology
- Identify, interpret and learn new skills and knowledge required for new developments in GST legislation and related systems and technology
- Resolve problems which may arise when applying GST legislation
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - determining applicability of GST and other relevant taxes
  - determining taxes
  - documenting tax assessments

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

environments and situations that may affect performance.

Information on relevant aspects of GST legislation as they relate to customs broking and freight forwarding activities may include:

- key features of the GST legislation
- GST system overview
- basic operation of the GST system
- roles and responsibilities of Australian Customs Service (Customs) and the Australian Taxation Office (ATO) as they relate to GST
- registration process
- GST accounting requirements
- GST-free goods and supplies
- GST input-taxed supplies
- GST collection and remittance
- special rules pertaining to GST requirements
- impact of GST on Customs functions
- calculations of GST on taxable importations
- transport and insurance costs attracting GST
- impact of GST on importers and exporters
- non-taxable importation

GST and related taxes refers to:
- Goods and Services Tax
- Wine Equalisation Tax (WET)
- Luxury Car Tax (LCT)
- other taxes on imported/exported goods and commodities

Allowable exemptions and specialised schemes refers to:
- government initiatives and schemes to promote exports of goods and services

Verification may be undertaken by:
- customs broker
- other experienced colleagues within the organisation

Documentation may be passed on to:
- colleagues for further processing
- manager for checking and verification
- customs broker

New developments in the application of GST legislation may include changes in:
- rates
- GST and customs legislation
- processes
- systems

Information on new developments in the application of GST legislation may be obtained from:
- internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: staff in Customs, ATO and various regulatory authorities, staff in other customs broking enterprises, etc.
RANGE STATEMENT

- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Techniques to learn skills and knowledge required for new developments in the application of GST legislation may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- relevant documentation and guidance materials on A New Tax System (Goods and Services Tax) Act 1999 and Customs and other legislation as they relate to the implementation of GST legislation
- ATO rulings on GST
- Insurance documents
- Shipping documents
- Commercial invoices
- Customs and related legislation and procedures as they relate to calculation of GST as part of customs broking activities
- internal documentation used for the application of GST legislation as part of customs broking activities
- codes of practice and regulations relevant to the application of GST legislation as part of customs broking activities
RANGE STATEMENT

- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
- quality assurance procedures
- relevant OH&S and environmental protection regulations
- Customs and related legislation
- A New Tax System (Goods and Services Tax) Act 1999 and Customs and other legislation as they relate to the implementation of tax legislation as part of customs broking activities
- trade modernisation legislation
- other taxation legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

Applicable legislation and regulations may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3053A Carry out customs valuation

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to carry out customs valuation in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning customs valuation functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international trade industries. Work at this level requires some supervision, generally within a team environment.

This unit is normally packaged at AQF III or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Apply the relevant valuation method</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Situations where the transaction value method applies are recognised</td>
</tr>
<tr>
<td>1.2</td>
<td>Situations where alternate methods of valuation apply are recognised</td>
</tr>
<tr>
<td>1.3</td>
<td>Situations where there is insufficient reliable information are identified</td>
</tr>
<tr>
<td>1.4</td>
<td>Alternate valuation methods are identified as required by the Customs Act and related legislation</td>
</tr>
</tbody>
</table>

| 2  | **Identify the import sales transaction contract for customs valuation purposes** |
| 2.1 | Importer and seller are identified |
| 2.2 | Relevant contract or contracts are identified |
| 2.3 | Terms of trade relevant to the contract are identified |

| 3  | **Determine the price and elements of adjusted price** |
| 3.1 | Components that constitute the price paid or payable are identified |
| 3.2 | The correct adjusted price deductions to be made taking into account relevant legislation and the terms of the relevant import sales transaction are determined |

| 4  | **Determine Price Related Costs** |
| 4.1 | Determination to related costs additions to be made taking into account relevant legislation and the terms of the relevant import sales transaction are determined |

| 5  | **Calculate customs value** |
| 5.1 | The date and place of export are determined in accordance with the Customs Act 1901 |
| 5.2 | Valuation elements against imported goods using factorisation are apportioned |
| 5.3 | Transaction value is calculated by applying applicable rate of exchange |
| 5.4 | The requirement for a valuation advice is identified |

| 6  | **Record valuation information on customs entry/ declaration in accordance with legislative requirements** |
| 6.1 | Valuation related fields on a customs declaration are identified |
| 6.2 | Valuation information is entered correctly on customs declaration |
| 6.3 | Calculations are checked for accuracy and verified as required |
| 6.4 | Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures |
| 6.5 | Post entry advice to the client is initiated where required |
| 6.6 | Relevant documentation is passed on to the client |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Customs and related legislation relevant to the determination of a customs valuation
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of a customs valuation
- Focus of operation of work systems, equipment, management and site operating systems needed for customs valuation processes
- Problems that may occur when carrying out customs valuations and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of basic customs valuations
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Sources of information on new developments in custom valuation practices
- Ways of learning the skills and knowledge required for new developments in customs valuation practices
- Cultural differences amongst customers, internal and external contacts and within the operational team and their implications when carrying out customs valuations
- Documentation requirements for customs valuations
- Penalties and the infringement notice scheme as it applies to goods incorrectly valued
- Steps involved in planning the work activities

Required skills:

- Negotiate, communicate and liaise effectively with clients and others
- Read and interpret instructions, procedures and information relevant to the determination of customs valuations
- Identify, interpret and learn skills and knowledge required for relevant new developments in customs valuation practices
- Plan and organise work activities
- Complete documentation related to work activities
- Select and use relevant computer/communication/office equipment when carrying out customs valuations
- Enter information using appropriate technology when carrying out customs valuations
- Work collaboratively as part of an operational team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
Required skills:

- Solve problems that may arise when determining customs valuations
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the relevant valuation method
  - identifying the contract for customs valuation purposes
  - determining the price and elements of adjusted price
  - identifying elements of price related costs
  - calculating customs value
  - recording valuation information on customs entry/declaration
  - selecting and using the technology required to conduct customs valuations

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on the determination of relevant aspects of customs valuations may include:

- the principles, theories and history of the Australian valuation system with regard to the WTO valuation agreement and Customs and related legislation
- Customs Act 1901 and the Customs Regulations
- Transaction Value including:
  - import sales transaction
  - price
  - adjusted price
  - price related costs
  - production assists
  - royalties and licence fees/commissions
  - value on related amounts
  - related parties
  - rebates
  - arms length transactions
RANGE STATEMENT

Alternate valuation methods may include:
- contract of sale
- identical goods valuation
- similar goods valuation
- deductive goods method
- computed value method
- fall back method

INCOTERMS 2000 are:
- the ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999

Adjusted price may include:
- deductible financing costs
- post importation costs
- Australian inland freight and insurance
- deductible administrative costs
- overseas freight and insurance

Price related costs may include:
- production assist costs
- packing costs
- foreign inland freight and foreign inland insurance
- commissions
- royalties and licence fees
- proceeds of resale

Factorisation means:
- the apportionment of costs over a line value (each line of the invoice for which there is a separate classification)

Valuation Advice means:
- the completion and lodgement of request for official Valuation Advice with the Australian Customs Service

Post entry Valuation Advice may include:
- advising the client what options are available if there is disagreement with the customs value

Verification may include:
- other colleagues within the enterprise
- customs brokers

New developments in customs valuation practices including changes in:
- technology
- products
- regulations
- legislation
- processes
- systems

Information on new developments in customs valuation practices may be obtained from:
- internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: airline, shipping, road transport and storage, personnel, staff in bond stores; staff in various regulatory authorities; and equipment and systems suppliers
RANGE STATEMENT

- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs
- external training programs
- internal training programs

Ways of learning skills and knowledge required for new developments in customs valuation practices may include:

- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- Customs Act 1901 and related legislation
- World Trade Organisation Valuation Agreement
- Australian Customs Manual on Valuation and Preference
- Integrated Cargo System (ICS) user manuals
- goods identification numbers and codes
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for customs valuation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
RANGE STATEMENT

- workplace procedures and policies
- client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable rules, legislation and regulations may include:

- Customs Act 1901 and related legislation
- World Trade Organisation Valuation Agreement
- privacy legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S and environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA3054A Classify commodities for the import and export of goods through customs

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to classify commodities for the import and export of goods through customs in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the Customs Tariff Act 1995 and related legislation and workplace requirements concerning customs commodity classification functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level requires some supervision, generally within a team environment.

This unit is normally packaged at AQF III or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Locate resources necessary for classification of goods</td>
<td>1.1 Determine and obtain resources and documentation sufficient to classify goods</td>
</tr>
<tr>
<td>2 Apply identification principles to goods</td>
<td>2.1 Goods are identified in accordance with classification principles</td>
</tr>
<tr>
<td></td>
<td>2.2 Alternative classifications are checked as required</td>
</tr>
<tr>
<td></td>
<td>2.3 Assistance is sought as required</td>
</tr>
<tr>
<td></td>
<td>2.4 Section and Chapter Notes are consulted</td>
</tr>
<tr>
<td>3 Select and justify heading (4 figure)</td>
<td>3.1 The principles of statutory construction in the context of particular tariff headings and words are applied</td>
</tr>
<tr>
<td></td>
<td>3.2 Heading and Notes are interpreted in hierarchical order</td>
</tr>
<tr>
<td></td>
<td>3.3 Rejection of alternate headings are justified</td>
</tr>
<tr>
<td></td>
<td>3.4 Pre or post classification potential areas of dispute are identified</td>
</tr>
<tr>
<td>4 Locate and justify a sub-heading (6 or 8 figure)</td>
<td>4.1 The requirement for a tariff classification advice is identified</td>
</tr>
<tr>
<td></td>
<td>4.2 Sub-heading Notes are interpreted in hierarchical order</td>
</tr>
<tr>
<td></td>
<td>4.3 The dash system is applied to the classification</td>
</tr>
<tr>
<td></td>
<td>4.4 The correct statistical code is identified</td>
</tr>
<tr>
<td>5 Utilise classification tools as directed</td>
<td>5.1 Resources are utilised to assist in classification of goods</td>
</tr>
<tr>
<td></td>
<td>5.2 Client is consulted to obtain further details of characteristics of goods to be classified as required</td>
</tr>
<tr>
<td></td>
<td>5.3 Assistance is sought as required</td>
</tr>
<tr>
<td></td>
<td>5.4 A preliminary classification of goods is made</td>
</tr>
<tr>
<td></td>
<td>5.5 Preliminary classification is checked with manager, supervisor or more senior personnel prior to customs import being completed</td>
</tr>
<tr>
<td>6 Complete post classification requirements in accordance with legislative requirements</td>
<td>6.1 Tariff classification advice request is prepared in response to identified problems</td>
</tr>
<tr>
<td></td>
<td>6.2 Classification is entered correctly on the customs entry/declaration in accordance with the requirements of Customs and related legislation and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>6.3 Completed documentation is retained by relevant personnel in accordance with the requirements of Customs and related legislation and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>6.4 Relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) is retained and passed on to the client in accordance with the requirements of Customs and related legislation and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>6.5 Post entry classification advice to the client is initiated where required</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Customs and related legislation relevant to the classification of commodities for the import and export of goods through customs
- Relevant OH&S and environmental protection procedures and guidelines
- Customs and workplace procedures and policies for the classification of commodities for the import and export of goods through customs
- Focus of operation of work systems, equipment, management and site operating systems for the classification of commodities for the import and export of goods through customs
- Problems that may occur when classifying commodities for the import and export of goods through customs and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of the classification of commodities for the import and export of goods through customs
- Types of goods and related classification and documentation requirements
- Sources of information on new developments in the classification of commodities for the import and export of goods through customs
- Ways of learning the skills and knowledge required for new developments in the classification of commodities for the import and export of goods through customs
- Cultural differences amongst customers, internal and external freight contacts and within the operational team and their implications when providing customs classification services
- Documentation and recording requirements for the classification of commodities for the import and export of goods through customs
- Steps involved in planning the work activities

Required skills:

- Communicate effectively with others when classifying commodities for the import and export of goods through customs
- Locate, read and interpret instructions, procedures and information relevant to the classification of commodities for the import and export of goods through customs
- Plan and organise work activities when classifying commodities for the import and export of goods through customs
- Select and use relevant computer/communication/office equipment when classifying commodities for the import and export of goods through customs
Required skills:

- Enter information using appropriate technology
- Work collaboratively as part of an operational team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Solve problems that may arise when classifying commodities for the import and export of goods through customs
- Take responsibility for classifying commodities for the import and export of goods through customs
- Identify, interpret and learn skills and knowledge required for relevant new developments in the classification of commodities for the import and export of goods through customs
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Locate the resources necessary for the classification of goods
- Record work outcomes

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - locating resources necessary for the classification of commodities for the import and export of goods
  - utilising classification tools as directed
  - selecting and using the technology required to classify commodities for the import and export of goods
  - completing classification in accordance with legislation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of the classification of commodities for the import and export of goods through customs may include:

- the reasons for the Customs Tariff Act 1995 and for the imposition of duty on imported goods
- the content of the Customs Tariff Act 1995 and the various sections within the Act as they relate to the classification of commodities for the import and export of goods through customs
- the schedules of the tariff and comparisons between the sub-heading structures at various levels in order to arrive at correct classification and duty rates
- the Rules for the Interpretation of the Harmonized System and the Australian Customs Tariff Act 1995
- comparisons and differences between the various rules for
**RANGE STATEMENT**

- tariff classification purposes
- the principles of classification in the identification of goods for tariff purposes and their application to the classification of commodities for the import and export of goods through customs
- the legal notes to the tariff and the context of each note and the application of this context to the classification of commodities for the import and export of goods through customs
- the applications of the various aids available to the classification process

Where goods for classification are not available, sample of goods may be in the form of:

- photographic (still, video or electronically transmitted image)
- a written description including technical drawings

Resources to classify goods includes:

- Australian Harmonized Export Classification Book (ISBN 0 642 4772 3)
- the combined Customs Tariff Act 1995
- precedents database
- dictionaries
- trade or technical publications
- Harmonized System Explanatory Notes (HSEN)

Examples of previous related classifications include:

- candidate's and colleagues' previous classifications
- examples from texts and reference materials

Client consultation may be required where:

- characteristics of goods cannot be determined from available information or require clarification in relation to use, function, context (as a component of another item)

Assistance may include:

- advice from supervisor or manager, more experienced colleagues, customs brokers, training staff, technical experts
- using reference material within organisation, training providers, professional libraries, trade journals
- consulting technical experts in the industry, professional association or a training provider

New developments in the classification of commodities may relate to changes in:

- technology
- regulations
- processes
- systems

Information on new developments in the classification of commodities for the import and export of goods may be obtained from:

- internal networks such as: own work team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: staff in various regulatory authorities
RANGE STATEMENT

from: • bulletins, journals, magazines, books, etc.
     • internet websites
     • internal and external training programs

Ways of learning skills and knowledge required for new developments in the classification of commodities for the import and export of goods may include:
• external training programs
• internal training programs
• reading independently
• coaching in the workplace
• online learning on a computer
• networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:
• standard operating procedures (SOPs)
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Communication in the work area may include:
• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• RF systems
• oral, aural or signed communications

Consultative processes may involve:
• other employees and supervisors
• personnel in relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists

Documentation and records may include:
• Customs and related legislation
• dictionaries
• trade or technical publications
• Harmonized System Explanatory Notes (HSEN)
• manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
• internal documentation
• operations manuals, job specifications and induction documentation
• manufacturers specifications for relevant equipment
• workplace procedures and policies
• supplier and/or client instructions
• quality assurance procedures
• extrinsic material (as defined in the Acts Interpretation
RANGE STATEMENT

Applicable legislation and regulations may include:

- Customs and related legislation
- Other legislation related to importing and exporting of goods
- Export/import/quarantine/bond requirements
- Relevant state/territory OH&S and environmental protection legislation
- Australian Harmonized Export Classification Book
- Workplace relations regulations
- Equal opportunity legislation
- Equal employment opportunity and affirmative action legislation
- Customs Tariff Act 1995

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA3055A Coordinate terminal/wharf equipment operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to coordinate terminal/wharf equipment operations in accordance with workplace requirements. It includes identifying, assessing and managing potential risks; monitoring work performance and progress; monitoring the status of pending work; solving problems and making decisions; completing all shift requirements; and preparing for the next shift. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning terminal/wharf operations. Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements in coordinating terminal/wharf equipment operations as part of work activities in the stevedoring, transport, distribution and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Coordinate equipment, machinery and personnel</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.1 Equipment, machinery and personnel are coordinated to facilitate the safe and efficient loading and unloading of ship and terminal yard operations, in accordance with operational plan</td>
<td>1.2 Liaison is maintained with supervisors to ensure availability of adequate resources</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Identify, assess and remove potential risks</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>2.1 Potential risks are identified and assessed, and appropriate solutions are developed and applied in accordance with workplace procedures and consultation with supervisors</td>
<td>2.2 Potential risks to safe and efficient operations are removed from work area or other arrangements are made to ensure conditions for safe work</td>
</tr>
<tr>
<td></td>
<td>2.3 Supervisors are advised of potential risks or emergency situations and liaison is maintained until risk has been removed or emergency situation has been alleviated</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Monitor work performance and progress</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>3.1 Work performance and progress is monitored through an appropriate terminal management system to ensure work is performed in accordance with established guidelines and procedures, and that safe work practices are maintained</td>
<td>3.2 Methods and procedures of work are monitored and refined in consultation with supervisors and operational personnel</td>
</tr>
<tr>
<td></td>
<td>3.3 Work performance rates are monitored through an appropriate terminal management system and delays are minimised to ensure work program objectives are met</td>
<td>3.4 Work practices are monitored to ensure compliance with national standards and safety codes</td>
</tr>
<tr>
<td></td>
<td>3.5 Environmental conditions are monitored to ensure safe working conditions are maintained</td>
<td>3.6 Operational delays, equipment or maintenance issues are monitored and reported to supervisor in accordance with workplace operational procedures and processes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Monitor status of pending work</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>4.1 Status of pending work is monitored, in order of priority, taking into account needs of ship and terminal/wharf</td>
<td>4.2 Where issues are identified that will impact on work performance and progress, plans are amended or work flows are altered to ensure efficiency is maintained throughout operation</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Australian and international standards, codes and regulations relevant to operating terminals/wharves including the Australian and International Dangerous Goods Codes
- Cargo marking and numbering systems
- Container terminal operations management systems
- Focus of operation of work systems, equipment, management and site operating systems for organising and monitoring terminal/wharf operations
- Problems that may occur when coordinating terminal/wharf operations and appropriate action that can be taken to resolve these problems
- Relevant bond, quarantine or other legislative requirements
- Relevant handling and safety codes
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- Site layout
- Workplace procedures and policies for organising and monitoring terminal/wharf operations

**Required skills:**

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when coordinating terminal and wharf operations
- Complete documentation related to coordinating terminal and wharf operations
- Efficiently and effectively maintain container terminal tracking operations systems
- Estimate size, shape and special requirements of loads
- Identify cargo, container and goods, coding, Australian Dangerous Goods (ADG)/International Maritime Dangerous Goods Code (IMDG) markings and where applicable emergency information panels
- Identify, select and use relevant equipment, processes and procedures when coordinating terminal and wharf operations
- Implement contingency plans
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Promptly report and/or rectify identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Read and interpret instructions, procedures, information and labels relevant to coordinating terminal and wharf operations
• Receive, acknowledge and send messages with appropriate communications equipment
• Select and use required personal protective equipment conforming to industry, WHS/OHS and Australian standards
• Work collaboratively with others when coordinating terminal and wharf operations
• Work systematically with required attention to detail without injury to self or others or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Practical assessment must be undertaken by a registered training organisation.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

A range of assessment methods should be used to assess practical skills and knowledge.

Practical assessment must occur in an:

- appropriately simulated environment at the registered training organisation, and/or
- appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- by day or night
- in a range of work environments

Customers may be:  
- external
- internal

Workplaces may comprise:  
- large
- medium
- small worksites

Work may be conducted in:  
- controlled or open environments
- exposed conditions
- limited or restricted spaces

Account may be taken of the following conditions in relation to operational safety (depending on the operational context of the terminal/wharf concerned):  
- degree of visibility
- obstacles
- organisational and statutory operating requirements
- other traffic
- ship/vehicle/rail movements
- site and nature of loads
- stacking area
- surface condition of work area
- tidal movement
- weather conditions

Hazards in the work area may include exposure to:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in work area may include:  
- contractors
- site visitors
- official representatives
- workplace personnel

Personal protective equipment may include:  
- gloves
- high visibility clothing
- protective clothing
- safety glasses
- safety headwear and footwear
- two-way radios

Communication in the work area may include:  
- electronic data transfer (EDI)
- email
- fax
oral, aural or signed communications
phone
radio
radio frequency (RF) systems

Workplace procedures may include:
company procedures
enterprise procedures
established procedures
organisational procedures

Information/documents may include:
Australian and international codes of practice and regulations relevant to organising and monitoring terminal/wharf operations
Australian and international regulations and codes of practice for handling and transporting dangerous goods and hazardous substances
award, enterprise bargaining agreement, other industrial arrangements
dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS)
emergency procedures
goods identification numbers and codes
manifests, bar codes, and container identification/serial number
manufacturer specifications for equipment
operations manuals, job specifications and induction documentation
quality assurance procedures
relevant Australian Standards and certification requirements
supplier and/or client instructions
workplace procedures and policies

Applicable regulations and legislation may include:
Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
Australian and International Dangerous Goods Codes
Australian Marine Orders and the International Maritime Dangerous Goods Code
Australian and International Explosives Codes
export/import/quarantine/bond requirements
licence, patent or copyright arrangements
Terminal management systems or computerised management systems may include:

- marine orders
- relevant Australian standards and certification requirements
- relevant codes and regulations for terminal and wharf operations
- relevant state/territory WHS/OHS and environmental protection legislation
- water and road use and licence arrangements
- workplace relations regulations
- workplace relations regulations
- commercial available computer systems
- integrated computer systems
- internally developed computer systems
- Narvis Sparks
- SN4

**Unit Sector(s)**

Not applicable.

**Competency Field**

A - Handling Cargo/Stock
TLIA4005A Check and evaluate records and documentation

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to check and evaluate records and documentation in accordance with regulatory and workplace requirements including checking documentation and analysing and evaluating records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning the documentation requirements for the local and international transport of cargo and containers.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the checking and evaluation of documentation for the local and international transport of cargo and containers as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT**

1. **Check documentation**

1.1 Documentation is checked to ensure its compliance with regulatory and workplace requirements

1.2 Documentation is checked on a regular basis, and the personnel responsible for documentation are advised of deadlines

1.3 Use of systems for the maintenance of records complies with regulatory and workplace requirements

2. **Analyse and evaluate records**

2.1 Records are analysed to identify unexpected deviations from plans or possible future problems with plant and equipment

2.2 Advice is provided to appropriate personnel when problems are identified

2.3 Security of records and documentation is maintained at all times with access being granted to authorised personnel in accordance with workplace procedures

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for checking and evaluating documentation for the local and/or international transport of cargo and containers
- Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation
- Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems
- Types of cargo, containers and transport modes and the documentation requirements for each
- Site layout, loading/unloading plans and sequence sheets
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

**Required skills:**
Required skills:

- Communicate effectively with others when checking and evaluating transport documentation
- Read and interpret instructions, procedures and labels relevant to checking and evaluating transport documentation
- Receive, acknowledge and send messages with available communications equipment
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Work collaboratively with others when checking and evaluating transport documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when checking and evaluating transport documentation in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Identify, select and use relevant equipment, processes and procedures when checking and evaluating documentation for the local and/or international transport of cargo and containers

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

situations in the workplace

• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:

• a range of work environments
• by day or night

Customers may be:

• internal or external

Workplaces may comprise:

• large, medium or small worksites

Work may be conducted in:

• limited or restricted spaces
• exposed conditions
• controlled or open environments
• office environments

Cargo/freight may include:

• goods with specialist requirements, including temperature controlled goods and dangerous goods

Hazards in the work area may include exposure to:

• chemicals
• dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic
RANGE STATEMENT

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the documentation requirements for the local and/or international transport of cargo and containers
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- emergency procedures
- relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4006A Organise and monitor terminal/wharf operations

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to organise and monitor terminal/wharf operations in accordance with workplace requirements including organising equipment, machinery and personnel; identifying, assessing and managing potential risks; monitoring work performance and progress; monitoring the status of pending work; solving problems and making decisions; completing all shift requirements; and preparing for the next shift. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning terminal/wharf operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the organisation and monitoring of terminal/wharf operations as part of work activities in the stevedoring, transport, distribution and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Organise equipment, machinery and personnel | 1.1 Equipment, machinery and personnel are organised to facilitate the safe and efficient loading and unloading of the ship  
1.2 Liaison is maintained with supervisors to ensure the availability of adequate resources |
| 2 Identify, assess and manage potential risks | 2.1 Potential risks are identified and assessed and appropriate solutions are implemented in accordance with workplace procedures  
2.2 Potential risks to safe and efficient operations are removed from the work area or other arrangements are made to ensure conditions for safe work  
2.3 Supervisors are advised of potential risks and liaison is maintained until the risk has been removed |
| 3 Monitor work performance and progress | 3.1 Work performance and progress is monitored to ensure work is performed in accordance with established guidelines and procedures and that safe work practices are maintained  
3.2 Methods and procedures of work are monitored and refined in consultation with supervisors and operational personnel  
3.3 Work performance rates are monitored with delays minimised to ensure work program objectives are met  
3.4 Work practices are monitored to ensure compliance with national standards and safety codes  
3.5 Environmental conditions are monitored to ensure safe working conditions are maintained |
| 4 Monitor status of pending work | 4.1 The status of pending work is monitored, in order of priorities, taking into account the needs of the ship and the terminal/wharf |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international standards, codes and regulations relevant to the operation of terminals/wharves including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organisation and monitoring of terminal/wharf operations
REQUIRED KNOWLEDGE AND SKILLS

- Focus of operation of work systems, equipment, management and site operating systems for the organisation and monitoring of terminal/wharf operations
- Problems that may occur when organising and monitoring terminal/wharf operations and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Site layout
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when organising and monitoring terminal and wharf operations
- Read and interpret instructions, procedures, information and labels relevant to organising and monitoring terminal and wharf operations
- Complete documentation related to organising and monitoring terminal and wharf operations
- Receive, acknowledge and send messages with appropriate communications equipment
- Identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels
- Work collaboratively with others when organising and monitoring terminal and wharf operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use relevant equipment, processes and procedures when organising and monitoring terminal and wharf operations
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Estimate size, shape and special requirements of loads
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
- a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Account may be taken of the following conditions in relation to operational safety (depending on the operational context of the terminal/wharf concerned):
- organisational and statutory operating requirements
- surface condition of the work area
- stacking area
- degree of visibility
- weather conditions
- other traffic
- obstacles
- site and nature of loads
- ship/vehicle/rail movements
- tidal movement

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
RANGE STATEMENT

- RF systems
- radio
- oral, aural or signed communications
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the organisation and monitoring of terminal/wharf operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for terminal and wharf operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - licence, patent or copyright arrangements
  - water and road use and licence arrangements
RANGE STATEMENT

- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4025A Regulate temperature controlled stock

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to regulate temperature controlled stock in accordance with workplace requirements including identifying goods requiring temperature control, monitoring temperature of goods, and identifying and rectifying any identified problems in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the regulation of temperature controlled stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the regulation of temperature controlled stock in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify goods requiring temperature control | 1.1 Goods requiring temperature control are identified  
1.2 Temperature for short-term and long-term storage is selected to match product type  
1.3 Upper and lower limits for temperature control are identified  
1.4 Storage separations and co-storage applications are identified for products |
| 2 Monitor temperature | 2.1 Appropriate methods for determining temperature of goods are identified  
2.2 Storage areas are monitored for temperatures within range for products  
2.3 Products are monitored to ensure compliance with temperature storage requirements  
2.4 Short-term storage times are identified for transit goods |
| 3 Identify and rectify problems | 3.1 Implications of incorrect temperature are identified  
3.2 Damaged goods are identified and appropriate action is undertaken in accordance with enterprise procedures  
3.3 Causes of out-of-temperature range are identified  
3.4 Appropriate personnel are notified for problem rectification  
3.5 Goods handling procedures for maintenance of temperature control are identified and implemented |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian codes and regulations relevant to the regulation of temperature controlled stock
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the regulation of temperature controlled stock
- Focus of operation of work systems, equipment, management and site operating systems for the regulation of temperature controlled stock
- Special handling, stacking and storage requirements for temperature controlled stock
- Procedures for pre-cooling and snap freezing
- Problems that can occur when regulating temperature controlled stock and appropriate action that can be taken
REQUIRED KNOWLEDGE AND SKILLS

- Hazards when regulating and working with temperature controlled stock and appropriate action to control the risks involved
- Documentation requirements including reports and records concerning damaged or contaminated goods
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when regulating temperature controlled stock
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the regulation of temperature controlled stock
- Complete documentation related to the regulation of temperature controlled stock
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when regulating temperature controlled stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when regulating temperature controlled stock in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when regulating temperature controlled stock
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in stock and equipment in accordance with standard operating procedures
- Select and use relevant equipment, processes and procedures
- Check refrigeration equipment operation in terms of maintenance schedule and standard operating procedures
- Select and implement corrective actions to maintain temperature levels
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites
- short-term and/or long-term temperature controlled areas

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Procedures for pre-cooling and snap freezing may include:

- automated
- spraying with liquid nitrogen
- immersion in a very cold refrigerant
- freezing in moving air at less than -30oC
- plate freezer with very low refrigerant temperatures

Hazards in the work area may include:

- contamination of, or from, materials being handled
- noise, light, energy sources
- service lines
- spills, leakages, ruptures
- cold pipes and chilling equipment
- dangerous or hazardous substances
- movements of equipment, goods and materials
- dust/vapours
- oil, water or ice on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Hazard management is consistent with:

- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
RANGE STATEMENT

- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves and protective clothing
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification
RANGE STATEMENT

requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations for the regulation of temperature controlled goods
- relevant state/territory OH&S and environmental protection legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA4028A Assess and monitor optimum stock levels

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to assess and monitor optimum stock levels in accordance with workplace requirements including assessing projected demand, assessing variables that impact upon optimum stock levels, determining optimum inventory levels, and monitoring optimum inventory levels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning stock control operations.

Work is performed under general guidance on progress and outcomes of work. It requires the exercise of discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when assessing and monitoring optimum stock levels as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Assess projected demand</td>
</tr>
<tr>
<td></td>
<td>1.1 Information/data from sales plan or stock movement is analysed</td>
</tr>
<tr>
<td></td>
<td>1.2 Projected high and low volume periods are determined from the analysis of sales plan and/or stock movement data</td>
</tr>
<tr>
<td></td>
<td>1.3 Seasonal nature of stock demand is determined from the analysis of sales plan and/or stock movement data</td>
</tr>
<tr>
<td></td>
<td>1.4 Required inventory levels at different production and sales cycle stages are determined from the analysis of sales plan and/or stock movement data</td>
</tr>
<tr>
<td>2</td>
<td>Assess variables that impact upon optimum stock levels</td>
</tr>
<tr>
<td></td>
<td>2.1 Stock manufacturing/supply and consignment delivery lead times are determined</td>
</tr>
<tr>
<td></td>
<td>2.2 Internal processing and distribution times are determined</td>
</tr>
<tr>
<td></td>
<td>2.3 Spoilage and obsolescence times are calculated (where applicable)</td>
</tr>
<tr>
<td></td>
<td>2.4 Maximum stock carrying capacity is assessed</td>
</tr>
<tr>
<td></td>
<td>2.5 Physical and human resources are assessed in relation to projected required stock levels</td>
</tr>
<tr>
<td></td>
<td>2.6 Contingencies are developed for abnormal distribution stoppages/slow-downs to supply chain</td>
</tr>
<tr>
<td>3</td>
<td>Determine optimum inventory levels</td>
</tr>
<tr>
<td></td>
<td>3.1 Production and sales cycle stages are correlated to stock manufacturing supply and distribution lead times</td>
</tr>
<tr>
<td></td>
<td>3.2 Safety stock levels are calculated</td>
</tr>
<tr>
<td></td>
<td>3.3 Optimum inventory levels are identified</td>
</tr>
<tr>
<td>4</td>
<td>Monitor optimum inventory levels</td>
</tr>
<tr>
<td></td>
<td>4.1 Inventory benchmarks are continually compared to current and known future sales turnover/production requirements</td>
</tr>
<tr>
<td></td>
<td>4.2 Adjustments to inventory levels are undertaken in accordance with reassessed sales turnover/production requirements, workplace procurement processes and within scope of authority</td>
</tr>
<tr>
<td></td>
<td>4.3 Changes and/or requests for adjustments to inventory levels are documented in accordance with workplace policies</td>
</tr>
<tr>
<td></td>
<td>4.4 Resources are assembled in accordance with identified optimum inventory levels</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Australian codes and regulations relevant to the optimisation of stock levels
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the assessment and monitoring of optimum stock levels
- Focus of operation of supply arrangements, resources, management and workplace operating systems
- Purpose and use of key information required when optimising stock levels, including supply requirements, supplier information, enterprise contract procedures, sales plan, and distribution times
- Workplace business policies and plans including procedures for maintenance of confidentiality
- Computer records/documentation requirements when assessing and monitoring optimum stock levels
- Problems that may occur when assessing and monitoring optimum stock levels and appropriate action that can be taken to resolve the problems
- Worksite layout and organisational structure

Required skills:

- Communicate effectively with others when assessing and monitoring optimum stock levels
- Read and interpret instructions, procedures, policies, procedures and instructions relevant to the assessment and monitoring of optimum stock levels
- Complete documentation related to the assessment and monitoring of optimum stock levels
- Work collaboratively with others when assessing and monitoring optimum stock levels
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when assessing and monitoring optimum stock levels in accordance with regulatory requirements and workplace procedures
- Plan and organise resource availability including the competencies of individuals in a team or group
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply relevant technology, information systems and procedures when assessing and monitoring optimum stock levels
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve:
- twenty-four hour operation
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Work:
- applies to predominantly manual operations
- does not include a total computer generated purchasing system operation

Inventory benchmarks may be:
- periodic, monthly or annual

Lead times may vary in accordance with:
- type of transport mode(s)
- processing time
- regulatory requirements
- freight disputations
- customs regulations
- scarcity of resource

Information used when assessing and monitoring optimum stock levels may include:
- supply requirements
- supplier information
- workplace contract procedures
- sales plan
- distribution times

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
RANGE STATEMENT

Inventory systems may be:
- oral, aural or signed communications
- automated
- manual
- paper-based
- computerised
- microfiche

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- relevant workplace quality specifications, policies and procedures
- Australian regulations and codes of practice relevant to stock management
- manufacturers specifications and/or suppliers handling and storage advice
- supplier and/or client instructions
- workplace business policies and plans including procedures for maintenance of confidentiality
- operations manuals, job specifications and induction documentation
- ADG Code and associated regulations
- material safety data sheets
- relevant Australian standards and certification requirements
- conditions of service, legislation and industrial agreements including award details, enterprise bargaining agreement, other industrial arrangements
- emergency procedures

Applicable regulations and legislation may include:
- codes and regulations relevant to the optimisation of stock levels including the ADG Code
- relevant state/territory OH&S and environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations
Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA4030A Organise cargo for export

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to organise the export of cargo including confirming correct preparation of the consignment, organising the loading of the cargo and processing the documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the export of cargo.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine freight forwarding principles and procedures to organise cargo for export.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Confirm correct preparation of consignment | 1.1 Consignment is checked to ensure that cargo is consistent with packing specification and is suitable for the type and method of transport  
1.2 Consignment is checked to ensure that labelling and marking of cargo conforms with domestic and international regulations and workplace requirements and that the packaging of cargo conforms to regulatory requirements and is appropriate for the method of transport  
1.3 Cargo is checked for dangerous goods or explosives and it is confirmed that, where applicable, packaging and labelling conform with the Australian and International Dangerous Goods or Explosives Codes  
1.4 Discrepancies in the composition or preparation of the cargo are noted and action is undertaken in accordance with workplace procedures |
| 2 Organise the loading of cargo | 2.1 Handling methods and equipment are selected which are suitable for the goods and transport method  
2.2 Goods transfer methods between modes of transport are selected where appropriate  
2.3 Procedures for the loading of cargo are organised in accordance with good practice requirements  
2.4 Established industry practice is followed in the organisation of the loading of cargo  
2.5 Employees, equipment and temporary storage areas (if required) are allocated and supervised  
2.6 Individuals are informed of work requirements, timelines and relevant personal protective equipment  
2.7 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and within OH&S requirements |
| 3 Process documentation | 3.1 All relevant documentation is consolidated and checked for completion  
3.2 Dangerous goods declaration is obtained from consignor (if necessary)  
3.3 Discrepancies in documentation are identified and action is undertaken in accordance with workplace procedures  
3.4 Documents are filed/stored/forwarded in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codes of practice and legislative requirements including local and international regulations relevant to the export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- Relevant OH&S and environmental procedures and regulations
- Interpretation of client requirements
- Procedures for the identification and evaluation of information needed to organise the export of cargo
- Procedures for the calculation of weights, volumes and dimensions
- Procedures for the reviewing of transport options and availability of carriers
- Procedures for liaising with Australian and international contacts
- Procedures for batching, dating and numbering
- Procedures for the completion of consignment documentation
- Problems that may occur when when organising the export of cargo and appropriate action that can be taken
- Contacts and sources of information/documentation needed when organising the export of cargo
- Customer service policies and procedures

Required skills:
- Communicate effectively with others when organising the export of cargo
- Read and interpret instructions, procedures, information, labels and other documents relevant to the organisation of the export of cargo
- Complete documentation related to the organisation of the export of cargo
- Work collaboratively with others when organising the export of cargo
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising the export of cargo in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise when organising the export of cargo
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

environments

• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in cargo and systems in accordance with standard operating procedures
• Select and use relevant communications equipment when organising the export of cargo

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  • the underpinning knowledge and skills
  • relevant legislation and workplace procedures
  • other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
  • In both real and simulated environments, access is required to:
    • relevant and appropriate materials and equipment, and
    • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation of the cargo for export may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Operations may be conducted:
- by day or night

Cargo to be exported may include:
- dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form

Forms of documentation for the export of cargo may include:
- packing specifications and lists
- manifests
- invoices

Transport modes may include:
- air, sea or combinations

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- authorities and permits
- hours of operations
- noise restrictions
- additional gear and equipment

Hazards may include:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
RANGE STATEMENT

- dust/vapours
- spills, leakages, ruptures
- service lines

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Established industry practice when planning procedures for the loading of cargo includes:
- available space is used efficiently
- goods are packed for ease of inspection and to meet delivery and customer requirements
- goods are secured ensuring no damage to contents
- weight and volume of consolidated cargo conforms to specifications
- dangerous goods are labelled in accordance with Australian and International Dangerous Goods Codes
- dangerous goods are packaged and labelled in accordance with their class and subsidiary risk

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- Australian and international codes of practice and regulations relevant to export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or
RANGE STATEMENT

Applicable procedures and codes may include:

- signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials
- relevant codes and regulations for the export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - relevant international and Australian state/territory road rules and transport regulations
  - relevant Australian and international standards and certification requirements
  - international transport regulations, codes and procedures
  - relevant state/territory OH&S legislation
  - relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4031A Consolidate freight

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to consolidate freight including assessing the scope to consolidate freight, combining or consolidating multiple shipments of products into higher volume shipments, and the related preparation of consignment documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to efficiently and effectively combine and consolidate freight prior to shipment.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Assess scope to consolidate freight</td>
</tr>
<tr>
<td></td>
<td>1.1 Capacity and capability of different transport modes available to the organisation are assessed against proposed task</td>
</tr>
<tr>
<td></td>
<td>1.2 Individual consignment loads are evaluated to identify relevant information needed to combine or consolidate freight</td>
</tr>
<tr>
<td></td>
<td>1.3 Information is analysed to determine where opportunities for freight consolidation exist</td>
</tr>
<tr>
<td></td>
<td>1.4 Packaging requirements for consolidated cargo conform to regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>1.5 Procedures for the loading of cargo are planned in accordance with established industry practice and Australian Dangerous Goods (ADG) Code</td>
</tr>
<tr>
<td></td>
<td>1.6 Volumes and dimensions of proposed consolidation are calculated</td>
</tr>
<tr>
<td></td>
<td>1.7 Proposed consolidation is matched against operational capacity and capability of carrier</td>
</tr>
<tr>
<td>2</td>
<td>Prepare consignment documentation</td>
</tr>
<tr>
<td></td>
<td>2.1 Consignment documentation is prepared for consolidated cargo</td>
</tr>
<tr>
<td></td>
<td>2.2 Labelling and marking requirements of cargo are documented in accordance with domestic and international regulations, ADG Code and workplace requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 Consignment documentation is completed and filed/stored in accordance with workplace procedures including dangerous goods declaration, where applicable</td>
</tr>
<tr>
<td></td>
<td>2.4 Freight is consolidated taking into account segregation requirements for dangerous goods, if applicable</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for the calculation of volumes and dimensions
- Procedures for the identification and evaluation of information needed to facilitate the consolidation of freight
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for planning the loading of freight
- Procedures for the completion of consignment documentation
- Problems that may occur when consolidating freight and appropriate action that can be taken
- Sources of information and documentation needed when consolidating freight
- Customer service policies and procedures

Required skills:

- Communicate effectively with others when consolidating freight
- Read and interpret instructions, procedures, information and labels relevant to the consolidation of freight
- Complete documentation related to the consolidation of freight
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when consolidating freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur during the consolidation of freight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur during the consolidation of freight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in freight and equipment in accordance with standard operating procedures
- Select and use required computer and communication equipment when consolidating freight
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

Environments and situations that may affect performance.

Consolidation of freight may include:
- mixed products from multiple areas for shipment to a single customer
- the consolidation of smaller shipments

Requirements for work may include:
- freight forwarding protocols and procedures
- communications equipment
- workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Information needed to facilitate the consolidation of freight may include:
- type, capacity and compatibility of cargo
- agreed delivery times and routing schedules
- pick-up and drop-off points
- specified carrier/mode of transport
- agreed cost structure

Established industry practice when planning procedures for the loading of cargo includes:
- available space is used efficiently
- goods are packed for ease of inspection and to meet delivery and customer requirements
- goods are secured ensuring no damage to contents
- weight and volume of consolidated cargo conforms to specifications

Consultative processes may involve:
- other employees and supervisors
- international and domestic agents, suppliers, clients
- relevant authorities and institutions
- management
- OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- Australian and international codes of practice and regulations relevant to consolidation of freight
- operations manuals, job specifications and procedures and induction documentation
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- competency standards and training materials
- manufacturers/client specifications, instructions
RANGE STATEMENT

- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- emergency procedures
- quality assurance procedures

Applicable procedures and codes may include:

- relevant regulations for the import and export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
- international transport regulations, codes and procedures
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4032A Organise transport of freight or goods

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to organise the transport of freight or goods, including planning the transport operations, organising the transport of the freight, completing the required documentation and finalising the organisational process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the transport of freight or goods.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to organise the transport of freight or goods prior to shipment.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan transport operations  | 1.1 Knowledge of product to be freighted and workplace procedures are applied to the analysis of the transportation process  
1.2 Domestic and international regulations, codes and procedures for the transport of freight are identified  
1.3 Resources including manual handling equipment, employees competencies, storage areas, goods management equipment and transportation equipment are identified to match the task  
1.4 Work processes are planned to meet agreed timelines  
1.5 Types of transportation required for the freight or goods is identified to match customer requirements, freight type and delivery time  
1.6 Multiple transport modes are identified where applicable  
1.7 Goods transfer methods between modes of transport are selected where appropriate |
| 2 Organise the transport of freight  | 2.1 Employees, equipment and temporary storage areas (if required) are allocated and supervised  
2.2 Freight is secured ensuring no damage to contents  
2.3 Handling methods suitable to the goods and transport method are selected  
2.4 Individuals are informed of work requirements and timelines  
2.5 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and according to workplace and OH&S requirements  
2.6 Discrepancies in freight are noted and action undertaken in accordance with workplace procedures |
| 3 Complete organisational process  | 3.1 Monitoring processes to track the movement of freight are implemented  
3.2 Reporting requirements are communicated to appropriate personnel  
3.3 Workplace documents and records are checked for completion and are filed/stored in accordance with workplace procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:
- Codes of practice and legislative requirements relevant to the organisation of the transport of freight and goods
- Relevant OH&S and environmental procedures and regulations
- Procedures for the calculation/estimation of weight, volumes and dimensions
- Procedures for the identification and evaluation of information needed to facilitate the transport of freight
- Procedures for assessing storage and transport requirements and options
- Procedures for electing transport/storage equipment and systems
- Procedures for organising any required permits
- Procedures for coordinating the transfer and storage of goods including multi-modal transport
- Procedures for the completion of transport documentation
- Problems that may occur when organising the transport of freight and goods and appropriate action that can be taken
- Sources of information and documentation needed when organising the transport of freight and goods
- Customer service policies and procedures

Required skills:
- Communicate effectively with others when organising the transport of freight and goods
- Read and interpret instructions, procedures and labels relevant to the organisation of the transport of freight and goods
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of the transport of freight and goods
- Work collaboratively with others when organising the transport of freight and goods
- Establish effective working relationships with colleagues and clients
- Plan own work including prioritisation of work activities, predicting consequences and identifying improvements
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the organisation of the transport of freight and goods in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use communication, computers and systems required for the organisation of the transport of freight and goods
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation of the transport of freight/goods may include:

- goods
- equipment
- materials
- vehicular traffic

Customers may be:

- internal or external

Operations may be conducted:

- by day or night

Freight/goods to be transported may include:

- dangerous, hazardous, perishable, fragile, packaged goods
- in liquid or solid form

Storage areas may be:

- existing, temporary or permanent

Transport modes may include:

- road, air, rail, sea or combinations

Information needed to facilitate the organisation of the transport of freight/goods may include:

- type, capacity and compatibility of freight/goods
- agreed delivery times and routing schedules
- pick-up and drop-off points
- specified mode of transport
- agreed cost structure

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- authorities and permits
RANGE STATEMENT

- hours of operations
- noise restrictions
- additional gear and equipment
- Australian standards and guidelines for manual handling

Hazards may include:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- dust/vapours
- spills, leakages, ruptures
- service lines

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- Australian and international codes of practice and regulations relevant to the transport of freight
- operations manuals, job specifications and procedures and induction documentation
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:
- relevant regulations for the import and export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods
RANGE STATEMENT

and hazardous substances, including:

- Australian and International Dangerous Goods Codes
- Australian Marine Orders and the International Maritime Dangerous Goods Code
- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- Australian and international standards and certification requirements
- international transport regulations, codes and procedures
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4033A Organise international transport of freight

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to organise the international transport of freight, including confirming customer requirements, organising freight arrangements and communicating with shipping agents and authorities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the international transport of freight.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to organise the international transport of freight.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Confirm customer requirements | 1.1 Customer requirements for the movement of cargo in terms of the nature of goods, the countries of origin and destination, the timescales for collection and delivery and the estimated budget for the transaction are confirmed  
1.2 Customer priorities for the shipment are confirmed  
1.3 Decisions on possible routes, taking into account known variables, are undertaken |
| 2 Organise freight arrangements | 2.1 International regulations, codes of practice for the transport of freight are confirmed  
2.2 Work processes are planned to meet agreed timelines  
2.3 Transport modes (including multi-modal options) are matched to customer requirements, freight type and delivery times  
2.4 Availability of selected carrier(s) is checked including modes of transport, scheduled departure dates and times, transfer times and costs for each stage of shipment  
2.5 Arrangements are made to consolidate freight, where appropriate  
2.6 Freight carrier(s) booking(s) are confirmed  
2.7 Transport of freight to selected international carrier is organised |
| 3 Communicate with shipping agents and authorities | 3.1 Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities  
3.2 Confirmation of despatch of freight from international carrier is obtained  
3.3 Arrival of cargo at port of entry is confirmed  
3.4 Acceptance of freight documentation is confirmed  
3.5 Payments are authorised  
3.6 Cargo is on-forwarded from point of entry, where required  
3.7 Customer is advised that freight has been forwarded to point of destination |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant codes of practice and legislative requirements including local and international
REQUIRED KNOWLEDGE AND SKILLS

freight regulations

- Relevant OH&S and environmental procedures and regulations
- Procedures for the interpretation of client requirements
- Procedures for the identification and evaluation of information needed to organise the international transport of freight
- Procedures for calculating volumes and dimensions
- Procedures for reviewing transport options and availability of carriers
- Procedures for liaising with Australian and international contacts using appropriate technology
- Procedures for completing consignment documentation
- Problems that may occur when organising the international transport of freight and appropriate action that can be taken
- Contacts and sources of information/documentation needed when organising the international transport of freight
- Customer service policies and procedures

Required skills:

- Communicate effectively with others when organising the international transport of freight
- Read and interpret instructions, procedures and labels relevant to the international transport of freight
- Complete documentation related to the organisation of the international transport of freight
- Work collaboratively with others when organising the international transport of freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising the international transport of freight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use relevant communication and computer equipment and systems when organising the international transport of freight
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational activities may cover movement of:
- equipment
- goods
- materials
- various forms of freight transport

Requirements for work may include:
- freight forwarding protocols and procedures
- communications equipment
- workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Information needed to organise the international transport of freight may include:
- type, capacity and compatibility of cargo
- agreed delivery times and routing schedules
- pick-up and drop-off points
- specified carrier/mode of transport
- agreed cost structure

Forms of transport may include:
- road
- rail
- sea
- air
- local courier

Consultative processes may involve:
- international and domestic agents, suppliers and clients
- relevant authorities and institutions
- other employees and supervisors
- management
- OH&S specialists
- other professional or technical staff

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- Australian and international codes of practice and regulations relevant to the international transport of freight
RANGE STATEMENT

include:

- operations manuals, job specifications and procedures and
  induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials
- regulations and codes of practice for the international transport of freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and international dangerous goods codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable procedures and codes may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4040A Implement and monitor stevedoring regulations

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor stevedoring regulations in accordance with relevant Australian and international regulations and codes of practice. This includes accessing appropriate information on relevant regulations and codes, interpreting regulations and codes relevant to workplace activities, implementing and monitoring compliance with the identified regulations and codes, and completing all required documentation in accordance with regulatory and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant stevedoring regulations, codes of practice and workplace requirements.

Work is performed under limited supervision generally within a team environment. It involves the application of workplace procedures and information on regulations to the implementation and monitoring of compliance with stevedoring regulatory requirements as part of work activities in the stevedoring and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Access information on relevant regulations and codes | 1.1 Australian and international regulations and codes of practice relevant to workplace stevedoring operations are identified in accordance with workplace procedures and in consultation with relevant personnel  
1.2 Information on the identified regulatory and/or code requirements relevant to workplace functions and limits of responsibility are accessed in accordance with workplace procedures |
| 2 Interpret relevant regulations and codes | 2.1 Information on the identified regulatory and/or code requirements relevant to workplace functions and limits of responsibility is examined and interpreted in terms of its impact and implications for workplace activities  
2.2 Compliance requirements are clarified and obligations under the regulations falling within the limits of responsibility and duty of care of various staff/team members are confirmed in accordance with workplace procedures  
2.3 Staff/team members/team leaders/supervisors are made aware of the identified regulatory/code requirements as they relate to workplace roles and responsibilities |
| 3 Implement and monitor compliance with regulations and codes | 3.1 Regulatory requirements relevant to workplace activities are implemented in accordance with the relevant regulations/codes and workplace procedures  
3.2 Appropriate information, training and/or instruction is organised to ensure that personnel are aware of compliance requirements  
3.3 Procedures for monitoring compliance with operations in terms of regulatory requirements and workplace policies and procedures are followed  
3.4 Problems that may lead to non-compliance are promptly and fully identified  
3.5 Remedial action is timely and ensures continuity in workplace compliance with relevant regulations  
3.6 Failure to comply with regulatory requirements and workplace policy is identified and action taken in accordance with workplace policies and procedures |
| 4 Complete required documentation | 4.1 Advice/reports to others on compliance issues are provided to relevant personnel and authorities in accordance with workplace procedures and relevant regulatory requirements  
4.2 Documentation, records, reports and other information required within regulatory requirements is completed in accordance with the regulations and workplace procedures  
4.3 Documentation is kept secure in accordance with workplace |
ELEMENT                     PERFORMANCE CRITERIA
procedures and policy
4.4 Computer backup procedures are followed in the case of
electronic records as per workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations and codes of practice relevant to stevedoring
  operations
- Relevant OH&S and environmental protection procedures and guidelines
- Relevant customs, bond, quarantine and other legislative requirements including IMDG Code
  and Marine Orders
- Workplace/standard operating procedures and policies for the implementation and monitoring
  of compliance with stevedoring regulatory requirements
- Focus of operation of work systems, equipment, management and site operating systems for
  stevedoring operations
- Roles and responsibilities of various workplace personnel in terms of workplace activities and
  regulatory requirements
- Problems that may occur when implementing and monitoring compliance with stevedoring
  regulatory requirements, and appropriate action that can be taken to resolve the problems
- Site layout

Required skills:

- Communicate and negotiate effectively with others when implementing and monitoring
  stevedoring regulations
- Identify and access information on relevant regulations
- Read and interpret regulatory requirements, instructions, procedures and labels relevant to
  stevedoring operations
- Complete documentation related to stevedoring regulations
- Report on compliance related issues
- Work collaboratively with others when implementing and monitoring stevedoring regulations
- Resolve conflict situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

- Interactions with others
- Promptly report and/or rectify any identified breaches of stevedoring regulations in accordance with regulatory requirements and workplace procedures
- Coordinate compliance activities in the workplace
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Follow processes for monitoring compliance with regulatory requirements

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - The underpinning knowledge and skills
  - Relevant legislation and workplace procedures
  - Other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and equipment, and
  - Applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in limited or restricted spaces
- in exposed conditions
- in controlled or open environments
- in a range of work environments
- by day or night

Customers may be:
- internal or external
- Workplaces may comprise:
  - large, medium or small worksites

Hazards in the work area may include:
- exposure to chemicals
- exposure to dangerous or hazardous substances
- movements of equipment, goods and materials

Relevant personnel may include:
- the master and officers of a vessel
- the crew of a vessel
- workplace team leaders/supervisors
- other workplace personnel
- customs officers and representatives
- officers of the Australian Quarantine and Inspection Service
- official representatives of other relevant regulatory authorities
- site visitors
RANGE STATEMENT

- contractors
- other technical, maintenance and professional staff

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- Australian and international regulations and codes of practice relevant to stevedoring operations
- operations manuals, job specifications and induction documentation
- workplace standard operating procedures (SOPs) and policies
- guidelines and information on regulatory requirements issued by the relevant regulatory authorities
- documentation required to be completed under the relevant regulatory requirements
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations for stevedoring operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International
RANGE STATEMENT

Maritime Dangerous Goods Code
- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- other sections of the Marine Orders and other regulations administered by the Australian Maritime Safety Authority (AMSA)
- quarantine regulations administered by the Australian Quarantine and Inspection Service (AQIS)
- customs regulations (export/import/bond requirements)
- relevant state/territory marine authority/port authority regulations
- relevant state/territory OH&S and environmental protection legislation
- water/sewerage regulations
- relevant state/territory road traffic regulations
- licence, patent or copyright arrangements
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA4051A Carry out quarantine procedures

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required by an Accredited Person to carry out the requirements of the quarantine Co-Regulation Schemes in accordance with Australian Quarantine Inspection Service (AQIS) regulatory and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
This unit applies to individuals working as an Accredited Person in accordance with the relevant AQIS accreditation and business Compliance Agreement for commodity and non-commodity Co-Regulation Schemes. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Confirm AQIS accreditation status for clearance | 1.1 Appropriate checks are made to assess if the business has a valid Compliance Agreement with AQIS for the relevant Co-Regulation Scheme  
1.2 Ensure information is conveyed to AQIS by answering a question on this matter as appropriate at the time of lodgement of the import declaration |
| 2 Assess a packing declaration | 2.1 Packing declaration is checked to confirm whether or not it contains acceptable straw, timber and bark declarations in accordance with the relevant Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document  
2.2 Packing declaration is checked to confirm that all other critical information is present as detailed in the relevant Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document  
2.3 If the packing declaration is unacceptable or if required information is missing, it is declared to AQIS at the time of lodgement of the import declaration |
| 3 Assess a treatment certificate | 3.1 Treatment certificate is checked to confirm whether or not the treatment provider is acceptable to AQIS  
3.2 Treatment certificate is checked to confirm that all critical fields are present, correct and legible as detailed in the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document  
3.3 Treatment certificate is checked to confirm that this treatment, dosage and duration is acceptable and in accordance with the requirements of the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document |
| 4 Convert quantities detailed in treatment certificates | 4.1 Quantities of fumigants stated in a treatment certificate as being used to treat a given volume of material are checked against AQIS requirements  
4.2 Where necessary, required conversions are carried out to ensure that the quantity of fumigant and volume of material are at the correct dosage |
| 5 Check and confirm unpack destination for FCL/X consignments | 5.1 The unpack postcode for FCL consignments is determined as metropolitan, rural or semi-rural in accordance with the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document  
5.2 If a FCL or FCX consignment is to be unpacked at a rural or semi-rural address as identified by the postcode and the AQIS Containerised Cargo Clearance Resources Document, it is
ELEMENT | PERFORMANCE CRITERIA
--- | ---
6 Confirm that all commodity documentation is valid and meets AQIS requirements | Declared to AQIS at the time of lodgement of the import declaration
6.1 Information contained in packing declarations and treatment certificate is verified as containing a linking consignment identifier or numerical link to the shipment in accordance with the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document
7 Confirm that all commodity documentation is valid and meets AQIS requirements | 7.1 Determine information and documentation required for assessment in accordance with the Scheme's Processes and Outcomes Document
7.2 Assess documentation to determine if the commodity is in scope as required by the Scheme's Processes and Outcomes Document
7.3 Ensure documentation contains linkage to the consignment as required by the Scheme's Processes and Outcomes Document
7.4 Assess documentation in accordance with the requirements of the Scheme's Processes and Outcomes Document
8 Enter required Processing Types and Automatic Entry Processing (AEP) codes | 8.1 Determine the AQIS Processing Type and enter it into the AQIS Processing Type field in the Joint Entry Management Computer System (JEMS) in accordance with the Processes and Outcomes Document for each of the relevant Co-Regulation Schemes
8.2 Determine the Quarantine Approved Premise where the activity is to take place in accordance with the Processes and Outcomes Document for EACH of the relevant Co-Regulation Schemes. The QAP Code is entered into the QAP Field on the Joint Entry Management Computer System (JEMS) in accordance with the Processes and Outcomes Document for each of the relevant Co-Regulation Schemes
9 Ensure that all documentation and records are completed and correctly retained | 9.1 All principal documentation and records of cleared imports including all relevant shipping documents, packing declarations, bills of lading, etc. are maintained in accordance AQIS Co-Regulation Scheme requirements
9.2 Clients are advised that AQIS may call up this documentation during any audit

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Proficiency in the requirements of the AQIS Co-Regulation Schemes
- Australian and international legislation, codes and regulations relevant to non-commodity quarantine freight clearance operations
- Relevant OH&S and environmental protection procedures and guidelines
- AQIS and workplace procedures and policies for non-commodity quarantine freight clearance operations
- Focus of operation of work systems, equipment, management and site operating systems for non-commodity quarantine freight clearance operations
- Typical problems that may occur during non-commodity quarantine freight clearance and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of non-commodity quarantine freight clearance practices
- Sources of information on new developments in non-commodity quarantine freight clearance procedures
- Techniques to learn the skills and knowledge required for new developments in non-commodity quarantine freight clearance procedures
- Documentation and record requirements for non-commodity quarantine freight clearance operations

Required skills:

- Negotiate, communicate and liaise effectively with clients and others
- Read and interpret instructions, procedures and information relevant to non-commodity quarantine freight clearance procedures
- Select and use relevant computer/communication/office equipment when carrying out non-commodity quarantine freight clearance operations
- Complete documentation related to work activities
- Work collaboratively as part of a freight clearance team
- Plan and organise work activities when carrying out non-commodity quarantine freight clearance procedures
- Identify, interpret and learn skills and knowledge required for relevant new developments in non-commodity quarantine freight clearance services
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Solve problems that may arise when carrying out non-commodity quarantine freight clearance operations
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying and interpreting the quarantine Co-Regulation Schemes
  - confirming accreditation status for container clearance
  - assessing a packing declaration
  - assessing a treatment certificate
  - converting quantities detailed in treatment certificates
  - identifying that all relevant documentation is valid and meets all requirements

**Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

An Accredited Person is a person who is:

- accredited under the relevant AQIS Co-Regulation Scheme: who has successfully completed the AQIS approved training course fulfilled accreditation requirements. In order to perform tasks under the Co-Regulations Scheme, an Accredited Person must also operate in a business that is a signatory to an existing Compliance Agreement with AQIS

The AQIS Co-Regulation Schemes are:

- a scheme developed to allow business entities to subscribe to a Compliance Agreement with AQIS, and for the business's Accredited Persons to assess commodity and non-commodity documentation on behalf of AQIS, in order to facilitate the quarantine clearance of freight

Information on relevant aspects of commodity and non-commodity freight clearance practices may include:

- AQIS Containerised Cargo Document for each Co-Regulation Scheme
- Processes and Outcomes Document for each Co-Regulation Scheme
- commodity requirements and treatment
- AQIS AEP system and related procedure statements and codes
- the legislation and procedures relating to the non-commodity quarantine clearance of freight
- ICON an AQIS online database

The term 'straw' may include:

- straw
- cereal
- rice hulls
- and other unprocessed plant materials

The term 'timber' may include:

- crates
- cases
- dunnage
RANGE STATEMENT

- pallets
- skids
- any other timber used as a shipping aid

The term 'bark' is defined as:
- the external natural layer covering trees and branches. This material is distinct and separable from processed timber

Quarantine non-commodity clearance documentation may include:
- packing declarations
- treatment certificates
- shipping documents
- bills of lading
- commercial invoices
- physio sanitary certificates

Unpacking destinations may include:
- metropolitan destinations
- fringe rural destinations
- rural destinations

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- ICS direct or via proprietary software to ICS
- AQIS Import Management System (AIMS)
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- clients
- AQIS officers
- management and union representatives

Documentation and records may include:
- the AQIS Containerised Cargo Clearance Document
- Enterprise Compliance Agreement with AQIS
- AQIS Operational Procedure Statements for the Automatic Entry Processing for FCL Scheme
- packing declarations
- treatment certificates
- shipping documents
RANGE STATEMENT

- bills of lading
- commercial invoices
- physio sanitary certificates
- goods identification numbers and codes, manifests, delivery notes, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for non-commodity quarantine clearance activities
- Australian and international regulations and codes of practice for non-commodity quarantine freight clearance operation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- AQIS and client instructions
- quality assurance procedures
- emergency procedures
- Quarantine Act 1908 and Regulations
- codes of practice of the Customs Brokers and Forwarders Council of Australia
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

Applicable legislation and regulations may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4052A Carry out customs clearance practices

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to carry out customs clearance practices in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs related legislation and workplace requirements concerning customs clearance practices. Work is undertaken in a range of environments, including small to large worksites in the custom broking and international freight forwarding industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Determine the appropriate terms of trade of a consignment</td>
</tr>
<tr>
<td>1.1</td>
<td>Determination is made of the correct terms of trade</td>
</tr>
<tr>
<td>2</td>
<td>Interpret the rules of origin for preference claim goods within the Customs Act 1901 and Custom Tariff Act 1995</td>
</tr>
<tr>
<td>2.1</td>
<td>Schedule 1 of the Customs Tariff Act 1995 is consulted</td>
</tr>
<tr>
<td>2.2</td>
<td>Determination is made as to whether goods are the produce or manufacture of a preference country in accordance with the Customs Act 1901 and Customs Tariff Act 1995</td>
</tr>
<tr>
<td>2.3</td>
<td>Determination is made as to whether the goods qualify for preferential treatment under free trade agreements or other preferential trade agreements</td>
</tr>
<tr>
<td>2.4</td>
<td>Determination is made as to whether direct shipment requirements in the Customs Act 1901 have been met</td>
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<td>3</td>
<td>Interpret concessional rates of duty in Schedule 4 to the Customs Tariff Act 1995</td>
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<tr>
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<td>3.2</td>
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<td>3.3</td>
<td>The correct treatment code or reference code for concessional entry of goods is applied</td>
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<td>Interpret special provisions relating to anti-dumping measures within the Customs Act 1901 and the Customs Tariff (Anti-Dumping) Act 1995 and related legislation</td>
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<tr>
<td>4.1</td>
<td>Determination is made as to whether interim dumping duty applies to the goods</td>
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<td>4.2</td>
<td>Determination is made as to whether interim countervailing duty applies to the goods</td>
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<tr>
<td>4.3</td>
<td>Determination is made as to whether dumping duty applies to the goods</td>
</tr>
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<td>4.4</td>
<td>Determination is made as to whether countervailing duty applies to the goods</td>
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<tr>
<td>4.5</td>
<td>Interim dumping duty security amount is calculated</td>
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<td>Interim or dumping duty payable is calculated</td>
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<td>4.7</td>
<td>Accuracy of the duty calculation is verified</td>
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<td>Interpret industry assistance provisions</td>
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<td>Duty concession AusIndustry assistance schemes are applied to the goods</td>
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<td>Determination is made as to whether the goods comply with the requirements of the scheme(s)</td>
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<td>Apply the relevant rate of duty to the goods</td>
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<td>The importer and seller are identified</td>
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<td>6.2</td>
<td>The relevant contract and commercial invoice are identified</td>
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<tr>
<td>6.3</td>
<td>The terms of trade relevant to the contract are identified</td>
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<td>6.4</td>
<td>Situations where there is insufficient reliable information are identified</td>
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<tr>
<td>7</td>
<td>Determine availability of customs duty refunds, rebates and</td>
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<td>7.1</td>
<td>The documents are examined for completeness</td>
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<tr>
<td>7.2</td>
<td>The circumstance giving rise to the refund, rebate or remission</td>
</tr>
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<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>---------</td>
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</tbody>
</table>
| remissions | 7.3 The relevant Customs Regulation and reason code is determined  
7.4 The time frames within which refunds are available is determined in accordance with the regulations  
7.5 The refund application or Version 2 of the import declaration is prepared |
| 8 Interpret and apply the Security and Temporary Import Provisions of Customs legislation | 8.1 The transaction giving rise to the Temporary Import and/or Security undertaking is established as conforming to the requirements of the Customs Act 1901 and Regulations  
8.2 Application forms are completed and lodged in accordance with Customs Regulations |
| 9 Calculate and advise on drawback claims and advise on TRADEX procedures | 9.1 Receive import and export documents sufficient to prepare claim  
9.2 Determine that the claim is made within prescribed time frames  
9.3 Drawback claim is prepared and calculated in accordance with a Customs approved method  
9.4 Situations suitable for TRADEX registration are identified |
| 10 Apply dispute resolution procedures | 10.1 Customs internal appeal procedures are exhausted  
10.2 The circumstance giving rise to the dispute is identified in accordance with the Customs Act 1901  
10.3 Any Customs demands are identified within the legislation  
10.4 Requirements for payment under protest are determined  
10.5 Time frames within which action must commence are determined  
10.6 Requirements for the referral to a court of Competent Jurisdiction are determined  
10.7 Provisions relating to forfeiture, seizure and condemnation of goods are reviewed |
| 11 Determine the situations under which Customs may impose penalties | 11.1 Determine the offence that has been committed  
11.2 Determine if it is a strict liability offence  
11.3 Determine appropriate time frames within which penalties may apply and demand may be made |
| 12 Calculate FOB value, applying currency conversion and factorisation principles | 12.1 The components that constitute the price paid or payable are identified  
12.2 Terms of trade relevant to the invoice are identified  
12.3 Currency used is identified  
12.4 Adjustments are identified  
12.5 Additions and subtractions to price are made  
12.6 Costs against goods are apportioned using factorisation  
12.7 Applicable rate of exchange is applied |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
12.8 | FOB value field on entry/declaration is completed
12.9 | Calculations are checked for accuracy and verified as required
12.10 | Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
12.11 | Relevant documentation is passed on to the client

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of customs and related legislation, regulations and codes of practice relevant to customs clearance operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for customs clearance operations
- Focus of operation of work systems, equipment, management and site operating systems required for customs clearance operations
- Documentation requirements for customs clearance practices
- Requirements for completing relevant documentation
- Routine issues that may occur during customs clearance and appropriate action that can be taken to deal with the issues
- Sources of information on new developments in customs clearance practices
- Ways of learning the skills and knowledge required for new developments in customs clearance practices
- Steps involved in planning the work activities
- Procedures for managing and controlling hazardous situations when carrying out work activities

**Required skills:**

- Negotiate, communicate and liaise effectively with customers and others
- Read and interpret instructions, procedures and information relevant to customs clearance practices
- Interpret and follow operational instructions and prioritise work
Required skills:

- Plan and organise work activities when carrying out customs clearance practices
- Complete documentation related to work activities
- Select and use relevant computer/communication/office equipment when carrying out customs clearance practices
- Work collaboratively as part of a customs broking team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Deal with routine issues that may arise when carrying out customs clearance practices
- Identify, interpret and learn skills and knowledge required for relevant new developments in customs clearance practices
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - selecting and using the technology required to carry out customs clearance practices
  - determining and identifying offences and applicable time frames
  - applying procedures for compliance with Customs and related legislation
  - conducting calculations and appropriate adjustments undertaken as part of routine customs clearance operations
  - recognising and dealing with routine issues that may arise during customs clearance operations

Context of and specific resources

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of customs clearance practices may include:

- the structure and application of anti-dumping laws in Australia
- differences between the Tariff Concession and By-law and other industry assistance initiatives
- the use of the Penalties and Infringement Notice Scheme
- the various forms and functions of securities and temporary importations
- recovery of shortpaid duties
- the procedures for 'Payments Under Protest'
- Customs Act 1901 and regulations as they relate to refunds, remissions and drawbacks
RANGE STATEMENT

- 'Seizure', 'Forfeiture and 'Condemnation' as it relates to customs clearance practices
- requirements for preferential treatment of goods under free trade agreements and other preferential trade agreements

**Assistance schemes include:**
- Tradex Scheme which provides for an upfront exemption from customs duty and taxes on imported goods intended for re-export or to be used as inputs to exports
- Enhanced Project By-law Scheme (EPBS) provides duty concessions on eligible goods used in major projects

**Tariff concession order refers to:**
- Part 1 of the Schedule of Concessional Instruments published by the Australian Customs which lists goods covered by item 50 of Schedule 4

**By-law refers to:**
- instruments issued to the 4th Schedule to the Customs Tariff Act 1995 items as published by the Australian Customs

**Interim dumping, dumping and countervailing duty:**
- have the meanings contained in Section 269T (Definitions) of the Customs Act 1901

**Interim duty security amount may include:**
- any duty collected under Section 42 of the Customs legislation on any duty payable under the Customs Tariff (Anti-Dumping) Act 1995

**Other concessional schemes may include:**
- Automotive Competitiveness and Investment Scheme (ACIS)
- Quota

**New developments in border clearance operations may include:**
- regulations
- processes
- systems
- technology
- types and packaging of goods
- internal networks such as: own team, staff in other departments, support staff, managers, training staff, etc.
- external networks
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

**Information on new developments in border clearance operations may be obtained from:**
- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts
RANGE STATEMENT

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- clients
- agents
- relevant authorities and institutions
- management representatives

Documentation and records may include:

- Customs and related legislation
- other regulatory requirements pertaining to customs clearance functions
- relevant sections of the Australian Customs Manual
- dumping commodities register
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for customs clearance functions
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable legislation and regulations may include:

- Customs and related legislation pertaining to customs clearance functions
- privacy legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
RANGE STATEMENT

- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S and environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA4055A Classify complex commodities for the import and export of goods through customs

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to classify complex commodities for the import and export of goods in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs Tariff Act 1995 and related legislation and workplace requirements concerning customs commodity classification functions. Work is undertaken in a range of environments including small to large worksites in the custom broking and international freight forwarding industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Apply identification principles to goods | 1.1 Objective and analytical classification principles are applied  
1.2 Research resources are accessed to classify goods  
1.3 Precedents are considered  
1.4 Assistance is sought as required  
1.5 Administration Appeals Tribunal (AAT) decisions and court cases are considered  
1.6 Product knowledge research is undertaken |
| 2. Select tariff headings for consideration (4 figure) | 2.1 The principles of statutory construction in the context of particular tariff headings and words are applied  
2.2 Relevant precedents are applied when classifying commodities  
2.3 Aids to interpretation of the tariff are used where applicable  
2.4 Alternate headings are considered as appropriate  
2.5 Pre or post classification potential areas of dispute are identified |
| 3. Select tariff sub-heading (6 or 8 figure) for consideration | 3.1 AAT decisions, court cases and other precedents on tariff classification are interpreted and applied  
3.2 Sub-heading notes are reviewed in hierarchical order  
3.3 The dash system is applied to the classification  
3.4 The correct statistical code is identified |
| 4. Interpret and apply Section and Chapter Notes | 4.1 Tariff classification is determined  
4.2 Rejection of alternate headings are justified by reference to the Section and Chapter Notes |
| 5. Interpret and apply rules for interpretation to goods | 5.1 Interpretative rules are applied to justify tariff classification of goods  
5.2 Research resources are accessed when interpreting and applying rules for interpretation to goods  
5.3 Requirements for tariff classification advice are identified |
| 6. Complete post classification requirements in accordance with legislative requirements | 6.1 Tariff Classification Advice Request is prepared in response to identified problems  
6.2 Classification is entered correctly on the customs entry/declaration in accordance with the requirements of Customs and related legislation and workplace procedures  
6.3 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures  
6.4 Relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) is retained and passed on to the client in accordance with the requirements of Customs and related legislation and workplace procedures  
6.5 Post entry classification advice to the client is initiated where
ELEMENT PERFORMACE CRITERIA

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Customs and related legislation relevant to the classification of complex commodities for the import and export of goods through customs
- Relevant OH&S and environmental protection procedures and guidelines
- Customs and workplace procedures and policies for the classification of complex commodities for the import and export of goods through customs
- Focus of operation of work systems, equipment, management and site operating systems for the classification of complex commodities for the import and export of goods through customs
- Problems that may occur when classifying complex commodities for the import and export of goods through customs and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of the classification of complex commodities for the import and export of goods through customs
- Types of complex commodities and related classification and documentation requirements
- Sources of information on new developments in the classification of complex commodities for the import and export of goods through customs
- Ways of learning the skills and knowledge required for new developments in the classification of complex commodities for the import and export of goods through customs
- Cultural differences amongst customers, internal and external freight contacts and within the operational team and their implications when providing customs classification services
- Documentation and recording requirements for the classification of commodities for the import and export of goods through customs
- Steps involved in planning the work activities

Required skills:

- Communicate effectively with others when classifying complex commodities for the import and export of goods through customs
- Locate, read and interpret instructions, procedures and information relevant to the classification of complex commodities for the import and export of goods through customs
- Plan and organise work activities when classifying complex commodities for the import and export of goods through customs
Required skills:

- Select and use relevant computer/communication/office equipment when classifying complex commodities for the import and export of goods through customs
- Enter information using appropriate technology
- Maintain workplace documentation and records
- Work collaboratively as part of an operational team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Solve problems that may arise when classifying complex commodities for the import and export of goods through customs
- Identify, interpret and learn skills and knowledge required for relevant new developments in the classification of complex commodities for the import and export of goods through customs
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Learn skills and knowledge required for relevant new developments in the classification of complex commodities
- Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
- Follow the designated plan for the work

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - interpreting and applying rules for interpretation to goods
  - selecting and justifying heading (4 figure)
  - locating and justifying a sub-heading (6 or 8 figure)
  - completing post classification requirements
  - interpreting and applying Section and Chapter Notes
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects for the classification of commodities for the import and export of goods may include:

- processes and practices for classifying various types of complex commodities
- the contents and purpose of Customs Tariff Act 1995, Schedule 2, 3 and 4

Objective classification may include:

- the classifier finding out as much as possible about the goods in the condition they are imported or exported

Analytical classification may include:

- technology
- the avoidance of generalised terms such as souvenirs,
RANGE STATEMENT

include:

- printed matter and clothing as these terms do not demonstrate analytical classification as required to correctly identify the goods

Harmonized system terminology may include:

- sufficient identification to be capable of being transferred into tariff terminology. For example, a tool holder could be included in the identification if the holder worked solely or principally with machines described specifically in the harmonized system

Assistance may include:

- advice from more experienced colleagues, customs brokers, experienced classifiers, technical experts
- seeking further details about the goods from the client
- consulting technical experts in the industry that the goods belong to
- classification software
- from customers
- commercially available
- additional resources

Tools may include:

- Harmonised System Explanatory Notes and Commodities
- dictionaries, trade journals, technical publications

Menu may include:

- the list of chapters at the start of the Customs Tariff Act 1995 for imports and the summary of classification in the front of the AHECC

Type may include:

- Type Chapters (refer to Chapters 64-66, 84-95 and 97 in the Harmonized System)

Materials may include:

- Material Chapters (refer to Chapters 1-63 and 67-83 in the Harmonized System)

Merchandise trade may include:

- goods that are covered by a reference number in Schedule 4 of the Customs Tariff Act 1995 or an export statistical item in Chapters 98 and 99 in AHECC

Section and Chapters Notes may include:

- Legal Notes contained within Schedule 3 Customs Tariff Act 1995 and include directional notes (inclusion, restriction, extension) and definitional notes and notes having application across the complete Schedule. All relevant Legal Notes are expected to be considered and applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile notes may require clarification/assistance from other parties

Interpretation rules may include:

- General Rules for the Interpretation of the Harmonized System. They are the rules that are to be followed for every classification

Clarification may include:

- seeking assistance from colleagues, customs broker, more experienced classifier, or technical expert
RANGE STATEMENT

Sub-heading notes may include:

- obtaining additional information from client
- Legal Notes contained within Schedule 3 Custom Tariff Act 1995 and include directional notes (inclusion, restriction, extension) and definitional Notes and Notes having application across the complete Schedule. All relevant Legal Notes are expected to be considered and applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile Notes may require clarification/assistance from other parties

Dash system is:

- a design feature of the Harmonized System which assists with the selection of the appropriate 8 figure classification

New developments in the classification of complex commodities may relate to changes in:

- technology
- legislation
- regulations
- case law
- WCO Classification
- processes
- systems

Information on new developments in the classification of complex commodities may be obtained from:

- internal networks such as: own work team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: staff in various regulatory authorities
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Ways of learning skills and knowledge required for new developments in customs classification may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the organisation concerned, workplace procedures may be called:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet

Communication in the work area may include:
RANGE STATEMENT

Consultative processes may involve:
- RF systems
- oral, aural or signed communications
- other employees and supervisors
- clients
- agents
- personnel in relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- Customs and related legislation
- Australian Harmonized Export Classification Book
- Customs Tariff Act 1995 and Schedules
- precedents database
- dictionaries
- trade or technical publications
- Harmonized System Explanatory Notes (HSEN)
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for relevant equipment
- workplace procedures and policies
- supplier and/or client instructions
- quality assurance procedures
- extrinsic material (as defined in the Acts Interpretation Act)

Applicable legislation and regulations may include:
- Customs and related legislation
- Australian Harmonized Export Classification Book
- Customs Tariff Act 1995 and Schedules
- other legislation related to importing and exporting of goods
- export/import/quarantine/bond requirements
- equal employment opportunity and affirmative action legislation
- equal opportunity legislation
- workplace relations regulations
- relevant state/territory OH&S and environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA4056A Carry out complex customs valuation

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with Customs and related legislation and workplace requirements. It includes applying the relevant method for the complex customs valuation required; identifying the contract for customs valuation purposes; determining the price and elements of adjusted price; and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorisation principles, and recording valuation information on customs entry/declaration. Note: A primary responsibility of a customs broker is to ensure compliance with Australian Customs and other related legislation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning customs valuation functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international trade industries. Work at this level is performed by those who provide leadership of others individually or in teams. This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT: Apply the relevant valuation method

1. Situations where the transaction value method applies are recognised
2. Situations where alternate methods of valuation apply are recognised
3. Situations where there is insufficient reliable information are identified
4. An appropriate valuation method is selected and applied for the complex customs valuation situation identified

### ELEMENT: Identify the sales transaction

1. Importer and seller are identified
2. Relevant contract or contracts are identified
3. Invoice terms relevant to the contract are identified

### ELEMENT: Identify the import sales transaction

1. Import sales transaction is identified

### ELEMENT: Determine the price in the import sales transaction

1. The price in the relevant import sales transaction is identified

### ELEMENT: Determine the elements of adjusted price for a valuation

1. The correct adjusted price deductions are made, taking into account the relevant legislation and terms of trade

### ELEMENT: Identify elements of price related costs for a valuation

1. Correct price related costs are made, taking into account the relevant legislation and terms of trade

### ELEMENT: Calculate customs value for a valuation

1. The date and place of export are determined in accordance with the Customs Act 1901
2. Valuation elements against imported goods using factorisation are apportioned
3. Alternate valuation methods are applied where necessary
4. Transaction value is calculated by applying applicable rate of exchange
5. Valuation Advice Request is prepared in response to identified problems
6. The requirement for a Valuation Advice Request is identified

### ELEMENT: Record valuation information on customs declaration in accordance with legislative requirements

1. Valuation related fields on a customs declaration are identified
2. Valuation information is entered correctly on customs declaration
3. Calculations are checked for accuracy and verified as required
4. Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
ELEMENT PERFORMANCE CRITERIA
8.5 Post entry valuation advice to the client is initiated where required
8.6 Relevant documentation is passed on to the client

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Customs Act 1901 and related legislation relevant to the conduct of a custom valuation
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for carrying out customs valuation
- Focus of operation of work systems, equipment, management and site operating systems for carrying out customs valuation
- Problems that may occur when carrying out customs valuation and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of customs valuation
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Sources of information on new developments in customs valuation practices
- Ways of learning the skills and knowledge required for new developments in customs valuation practices
- Cultural differences amongst customers, internal and external freight contacts and within the customer service team and their implications when providing customs valuation services
- Documentation requirements for customs valuations
- Penalties and the infringement notice scheme as it applies to goods incorrectly valued

Required skills:
- Negotiate, communicate and liaise effectively with clients and others when conducting customs valuations
- Read and interpret instructions, procedures and information relevant to the conduct of customs valuations
- Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
- Identify, interpret and learn skills and knowledge required for relevant new developments in
Required skills:

- customs valuation practices
- Follow the designated plan for the customs valuation work
- Maintain work records
- Select and use relevant computer/communication/office equipment when carrying out customs valuations
- Enter information using appropriate technology when carrying out customs valuations
- Work collaboratively as part of an operational team
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Solve problems that may arise when carrying out customs valuations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the relevant method for a customs valuation
  - identifying the import sales transaction for customs valuation purposes
  - recording valuation information on customs entry/declaration
  - calculating customs value for a customs valuation
  - identifying elements of price related costs for a customs valuation
  - determining the price and elements of adjusted price for a complex customs valuation
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of customs valuation may include:

- identification and calculation of various aspects kinds of valuation such as:
  - royalties and licence fees
  - commissions
  - rebates
  - packing costs
  - rejection of transaction value
  - related parties
RANGE STATEMENT

- transfer pricing
- alternate valuation methods
- case law as it applies to valuation
- Valuation Advice Request and rulings

Transaction value is:

- the main method for valuing goods for customs purposes

Alternate valuation methods may include:

- Identical Goods Valuation
- Similar Goods Valuation
- Deductive Goods Method
- Computed Value Method
- Fall Back Method

INCOTERMS 2000 are:

- the ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999

Adjusted price may include:

- deductible financing costs
- post importation costs
- Australian inland freight and insurance
- deductible administrative costs
- overseas freight and insurance

Price related costs may include:

- production assist costs
- packing costs
- foreign inland freight and insurance
- commissions
- royalties and licence fees
- proceeds of resale

Factorisation means:

- the apportionment of costs over a line value (each line of the import declaration for which there is a separate classification)

Valuation advice may include:

- the completion and lodgement of an official Valuation Advice Request with Australian Customs
- advice to the client to pay under protest

Post entry valuation advice may include:

- advising the client what options are available if there is disagreement with the customs value

Verification may include:

- other colleagues within the enterprise
- customs brokers

New developments in complex customs valuation practices including changes in:

- case law
- technology
- products
- regulations
- legislation
- processes
RANGE STATEMENT

Information on new developments in customs valuation practices may be obtained from:

- systems
- internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc.
- regulatory authority, WTO, WCO
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Ways of learning skills and knowledge required for new developments in customs valuation practices may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the organisation concerned, workplace procedures may be called:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Communication in the work area may include:

- Customs Act 1901 and related legislation
- World Trade Organisation Valuation Agreement
- Australian Customs Manual on Valuation
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for customs valuation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
RANGE STATEMENT

- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable legislation and regulations may include:

- Customs Act 1901 and related legislation
- privacy legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S and environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA4062A Implement safety stock systems

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to implement safety stock systems. It includes planning and preparing safety stock levels; maintaining safety stock levels; and reviewing the safety stock system. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry but has particular application in a storage facility such as a warehouse.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan and prepare safety stock levels | 1.1 Determined optimum safety stock levels are maintained to ensure constant productivity  
1.2 Purchase, receipt, storage and issue of stock is undertaken when required  
1.3 Safety stock is valued using the nominated valuation method, if required  
1.4 Safety stock rotation procedures are implemented |
| 2 Maintain safety stock levels | 2.1 Records are checked against stock and continuously adjusted and updated when required  
2.2 Safety stock levels are maintained according to organisation policy and procedures and safety stock plan  
2.3 Records are stored for future access  
2.4 Safety stock levels are reconciled with paperwork and any discrepancies are rectified or reported to nominated person/section within designated timelines |
| 3 Review safety stock system | 3.1 Safety stock records are reviewed for discrepancies regarding target outcomes  
3.2 Improvements of safety stock system reviewed with all variables affecting discrepancies identified  
3.3 Required improvements are reported according to organisation's policy and procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Definitions of commonly used terminology such as lead time, lead time demand, forecast, demand history, order cycle
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation including commonly used methods to estimate required safety stock levels
- Code of practice for working collaboratively with others
- Typical problems that can occur and related action that should be taken
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for identifying any problems with the safety stock system in use
- Principles, purpose and location of controls, monitoring devices, and systems
- Steps involved in planning the work activities

Required skills:

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rectifying discrepancies may include:

- updating records to show correct amount
- adjusting financial accounting records
- adjusting stock records
- informing supervisor or appropriate person

Stock discrepancies may include:

- theft or pilferage
- breakage or other damage
- deterioration of the product
- error in recording
- failure to check incoming stock against delivery docket
- obsolescence resulting in stock having to be discarded
RANGE STATEMENT

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- suppliers of storage equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- relevant regulations and codes of practice, including ADG code and safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related safety stock systems
- quality assurance procedures
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- technical instructions
- dangerous goods declarations and material safety data sheets, where applicable
- stock records
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- Australian and international regulations and codes of practice for the storage and or transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  A - Handling Cargo/Stock
TLIA4063A Coordinate stevedoring clerical functions

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to coordinate stevedoring clerical functions in accordance with workplace requirements including monitoring clerical functions; solving operational problems; arranging the inspection/survey of containers and/or cargo, preparing for the next shift; and completing and handing over the shift. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning terminal/wharf operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the coordination of clerical functions at a container/cargo terminal/wharf as part of work activities in the stevedoring, transport, distribution and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Monitor clerical functions</td>
<td>1.1 Duties and the relationship of the duties to enterprise procedures are outlined and explained in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Clerical work is monitored to ensure it meets workplace requirements</td>
</tr>
<tr>
<td>2 Solve operational problems</td>
<td>2.1 Potential and actual problem(s) are identified and or anticipated</td>
</tr>
<tr>
<td></td>
<td>2.2 Information and evidence surrounding the problem is collected and analysed</td>
</tr>
<tr>
<td></td>
<td>2.3 Options are identified, evaluated and optimal solution selected</td>
</tr>
<tr>
<td></td>
<td>2.4 The chosen solution is implemented in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.5 The effectiveness of the solution is evaluated against workplace requirements to resolve the problem</td>
</tr>
<tr>
<td>3 Arrange the inspection/survey of containers/cargo</td>
<td>3.1 Arrangements are made to allow access to identified containers/cargo by authorised personnel</td>
</tr>
<tr>
<td></td>
<td>3.2 Records of access allowed are completed in accordance with workplace procedures</td>
</tr>
<tr>
<td>4 Prepare for next shift</td>
<td>4.1 Personnel requirements for next shift are determined to ensure safe and efficient operations</td>
</tr>
<tr>
<td></td>
<td>4.2 Container/cargo movements in the yard are checked and recorded to ensure the incoming shift has up-to-date information on the status of work and container/cargo location</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international standards, codes and regulations relevant to the operation of terminals/wharves including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the coordination of clerical functions at a container or cargo terminal or wharf
- Focus of operation of work systems, equipment, management and site operating systems relevant to the coordination of clerical functions at a container or cargo terminal or wharf
- Problems that may occur when coordinating clerical functions at a container or cargo terminal
REQUIRED KNOWLEDGE AND SKILLS

or wharf and appropriate action that can be taken to resolve the problems

- Relevant handling and safety codes
- Site layout of container or cargo terminal or wharf
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when coordinating clerical functions at a container or cargo terminal or wharf
- Read and interpret instructions, procedures and labels relevant to coordinating clerical functions at a container or cargo terminal or wharf
- Interpret and follow operational instructions and prioritise work when coordinating clerical functions at a container or cargo terminal or wharf
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Complete documentation related to work activities when coordinating clerical functions at a container or cargo terminal or wharf
- Operate electronic communication equipment to required protocol when coordinating clerical functions at a container or cargo terminal or wharf
- Work collaboratively with others when coordinating clerical functions at a container or cargo terminal or wharf
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when coordinating clerical functions at a container or cargo terminal or wharf
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:  
- a range of work environments  
- by day or night

Customers may be:  
- internal or external

Workplaces may comprise:  
- large, medium or small worksites

Work may be conducted in:  
- limited or restricted spaces  
- exposed conditions  
- controlled or open environments

Cargo may include:  
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Hazards in the work area may include exposure to:  
- chemicals  
- dangerous or hazardous substances  
- movements of equipment, goods and materials

Personnel in work area may include:  
- workplace personnel  
- site visitors  
- contractors  
- official representatives

Personal protective equipment may include:  
- gloves  
- safety headwear and footwear  
- safety glasses  
- two-way radios  
- protective clothing  
- high visibility clothing

Communication in the work area may include:  
- phone  
- fax  
- email/internet  
- electronic data transfer (EDI)  
- RF systems  
- radio  
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures  
- enterprise procedures  
- organisational procedures  
- established procedures

Information/documents may include:  
- goods identification numbers and codes  
- manifests, bar codes, and container identification/serial number
RANGE STATEMENT

- Australian and international codes of practice and regulations relevant to clerical functions at a container/cargo terminal/wharf
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant standards, codes and regulations for terminal and wharf operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Applicable regulations and legislation may include:
Unit Sector(s)
Not Applicable

Competency Field
Competency Field A - Handling Cargo/Stock
TLIA5029A Plan and manage storage of dangerous goods and hazardous substances

Modification History
Not Applicable
Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan and manage the storage of dangerous goods and hazardous substances in accordance with all relevant regulatory requirements and workplace procedures including the current ADG Code. This includes defining the objectives of the required handling and storage operations; specifying equipment and system performance requirements; evaluating and selecting bulk handling and storage resources; and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with all the relevant regulations, standards and codes of practice, including the current ADG Code.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Define objectives of required handling and storage operation | 1.1 Requirements for bulk handling and storage activities are identified in accordance with workplace requirements  
1.2 Current best practice and future trends for handling and storage equipment are assessed and compared to present operations  
1.3 Consideration of workplace goals and present capabilities and constraints is undertaken in selecting bulk handling and storage resources |
| 2 Specify equipment and system performance requirements | 2.1 Bulk handling and storage equipment and system requirements are documented  
2.2 Performance measures for equipment and system operations are developed and documented  
2.3 Consultations are conducted with relevant employees and management to verify documented requirements |
| 3 Evaluate and select bulk handling and storage resources | 3.1 The range of bulk handling and storage equipment and facilities which meet specifications are researched for costs and benefits including potential adaptability for new business opportunities  
3.2 A rating system is instigated to facilitate comparisons of cost/benefit and other qualitative properties of bulk handling and storage equipment and systems  
3.3 An analysis of current employee competency to required competency is undertaken and documented  
3.4 Equipment is selected based on comparisons of performance specifications including cost, output, set-up requirements, maintenance and retraining |
| 4 Complete documentation | 4.1 Workplace documentation is completed as appropriate  
4.2 Handling and storage requirements are documented and communicated to relevant personnel  
4.3 Reports are compiled and forwarded to appropriate personnel |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulations, codes of practice and legislative requirements including local and international regulations relevant to handling and storage
REQUIRED KNOWLEDGE AND SKILLS

- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the planning and management of the storage of dangerous goods and hazardous substances
- Problems that may occur during the planning and management of the storage of dangerous goods and hazardous substances and action that can be taken to resolve or report the problems
- Hierarchy of risks and hazards related to the storage of dangerous goods and hazardous substances and ways of controlling the risks involved
- Focus of operation of work systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Relevant permit and licence requirements
- Application of all relevant Australian and International Standards
- Operational procedures for safe transfer and storage of dangerous goods and hazardous materials
- Resource availability including the competencies of individuals in the team and group
- Understanding and knowledge of the application of current competencies within functional activity
- Coaching and mentoring approaches to support team members to share knowledge and skills
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when planning and managing the storage of dangerous goods and hazardous substances
- Read and interpret instructions, procedures, technical data, drawings, instructions and manuals relevant to the planning and management of storage of dangerous goods and hazardous substances
- Complete documentation related to the planning and management of the storage of dangerous goods and hazardous substances
- Provide leadership to others when planning and managing the storage of dangerous goods and hazardous substances
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the planning and management of the storage of dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when planning and managing the storage of dangerous goods and hazardous substances
- Prioritise work and coordinate self and others in relation to activities
Required skills:

- Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and apply appropriate technology, information systems and procedures when planning and managing the storage of dangerous goods and hazardous substances

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - planning and assessing options for the safe and efficient storage of dangerous goods and hazardous substances to regulatory requirements as a minimum
  - identifying container markings and HAZCHEM codes
  - completing documentation as required for the storage of dangerous goods and hazardous goods
  - identifying potential hazards and planning work to minimise risks when storing dangerous goods and hazardous goods
  - determining (any) required permits/licensing
  - estimating weight and volume of goods to be stored and any special requirements
  - undertaking a hazard analysis

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken in:

- various work environments in the bulk handling, dangerous goods and freight forwarding sections of the warehousing, storage, transport and distribution industries

Customers may be:

- internal or external

Operations may be conducted:

- by day or night

The workplace environment may involve:

- twenty-four hour operation
- single and multi site location
- large, medium and small workplaces

Work may involve:

- exposure to corrosive chemicals, solvents and adhesives, carcinogenic and other harmful substances
- movement of equipment, goods, and vehicular traffic

Regulatory controls and workplace procedures:

- govern requirements for co-storage, volume, mass and required controls

Requirements for bulk handling

- types of bulk materials
RANGE STATEMENT

and storage activities may include:

- quantities
- handling requirements including any special equipment or operating procedures required
- storage requirements
- stock control methods
- negating contaminant sources
- controlling pest infestation

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Hazards may include:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- fire/explosions
- noise, light, energy sources
- stationary and moving machinery, parts or components
- radioactive goods
- dust/vapours
- service lines
- spills, leakages, ruptures

Hazard management is consistent with:

- the principle of hierarchy or control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- Personal protective equipment may include: gloves, safety headwear and footwear, safety glasses, mask and respirator, protective clothing, breathing apparatus

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- mask and respirator
- protective clothing
- breathing apparatus

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- suppliers, potential customers and existing clients
RANGE STATEMENT

- government instrumentalities
- emergency services
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- Australian and international codes of practice and regulations relevant to bulk handling and storage
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the current ADG Code
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications and/or suppliers handling and storage advice
- material safety data sheets
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements
RANGE STATEMENT

Applicable procedures and codes may include:

- relevant codes and regulations for bulk handling and storage
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- all relevant Australian and international standards and certification requirements,
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIA5035A Manage international freight transfer

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to plan and manage international freight transfer in accordance with relevant regulatory requirements and workplace procedures, including the ADG and IDG codes. This includes analysing freight transfer requirements, planning and establishing processes for international freight transfer, monitoring and coordinating systems and processes for international freight transfer, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice, including the ADG and IDG Code.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1  Analyse freight transfer requirements** | 1.1 Australian and international codes and regulations and workplace policies for international freight transfer are identified.  
1.2 Information on current and potential customers and their international freight requirements are obtained and analysed in accordance with workplace procedures.  
1.3 Special characteristics and customer requirements for the types of freight to be transferred are identified, interpreted and considered in accordance with workplace procedures.  
1.4 Appropriate options for international freight transfer are evaluated in terms of identified special requirements, customer needs and relevant regulatory requirements including Australian and international codes for the transfer of dangerous goods and hazardous materials.  
1.5 Selected options for freight transfer arrangements are documented in accordance with workplace policy and related regulations. |
| **2  Plan systems and processes for international freight transfer** | 2.1 Workplace policies and mission statement are interpreted to define the process requirements for international freight transfer.  
2.2 Appropriate systems are evaluated and established/coordinated to facilitate the organisation of international freight transfer including suitable risk analysis.  
2.3 Human resources needed to organise international freight transfer are identified and documented.  
2.4 Action is initiated to ensure staff are assigned, recruited and/or trained in accordance with identified human resource requirements.  
2.5 Office, computer and communications equipment is identified and action initiated for appropriate assignment or procurements.  
2.6 Quality standards and procedures for proposed international freight transfer processes are documented/updated in accordance with workplace procedures. |
| **3  Monitor and coordinate systems and processes for international freight transfer** | 3.1 International freight forwarding operations are monitored against identified quality standards and compliance with Australian and international regulatory requirements.  
3.2 Non-compliance with quality standards or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems.  
3.3 Customer satisfaction with international freight transfer services is monitored using appropriate methods.  
3.4 Customer concerns and suggestions for service improvements. |
ELEMENT PERCENTAGE CRITERIA
are acted upon in accordance with workplace procedures
3.5 Reports and other required documentation related to international freight transfer operations are completed and referred to relevant personnel in accordance with workplace procedures
3.6 Any changes in Australian and international regulations and codes of practice relevant to international freight transfer are monitored, identified and appropriate action is initiated to ensure ongoing compliance of workplace processes and systems

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and international regulations, codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for the identification and interpretation of requirements of current and potential clients
- Procedures for the identification and evaluation of information needed to manage the international transfer of freight
- Procedures for reviewing options for international freight transfer systems
- Procedures for liaising with relevant Australian and international contacts using appropriate technology
- Procedures for establishing and monitoring suitable international freight transfer operations
- Focus of operation of work systems, resources, management and workplace operating systems
- Contacts and sources of information/documentation needed when managing systems for the international transfer of freight
- Quality and customer service policies and procedures
- Relevant permit and licence requirements
- Application of relevant Australian standards and associated certification requirements
- Operational requirements for the safe transfer and storage of dangerous goods and hazardous materials
- Relevant workplace documentation procedures applicable to the international transfer of freight
Required skills:

- Communicate effectively with others when managing international freight transfer operations
- Read and interpret instructions, procedures, information and labels relevant to the management of international freight transfer operations
- Complete documentation related to the management of international freight transfer operations
- Maintain workplace records and documentation when managing international freight transfer operations
- Provide leadership to others when managing international freight transfer operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Plan and organise systems and activities when managing international freight transfer operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in freight and systems in accordance with standard operating procedures
- Select and apply appropriate technology, information systems and procedures when managing international freight transfer operations

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:

- in various work environments in the bulk handling, dangerous goods and freight forwarding sections of the warehousing, storage, transport and distribution industries

Customers may be:

- internal or external

Operations may be conducted:

- by day or night

The workplace environment may

- twenty-four hour operation
RANGE STATEMENT

involve:

- single and multi-site location
- large, medium and small workplaces

Work systems may include:

- freight forwarding protocols and procedures
- communications equipment
- workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Information needed to organise the international transport of freight may include:

- type, capacity and compatibility of cargo
- agreed delivery times and routing schedules
- pick-up and drop-off points
- specified carrier/mode of transport
- agreed cost structure

Forms of transport may include:

- road
- rail
- sea
- air
- local courier

Consultative processes may involve:

- employees, supervisors and managers
- international and domestic agents, suppliers and current or potential clients
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations related to the international transfer of freight
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- Australian and international codes of practice and regulations relevant to the international transfer of freight
- Australian and international regulations and codes of practice for the handling, storage and transport of
RANGE STATEMENT

dangerous goods and hazardous substances, including the ADG and IDG Code
• workplace operating procedures and policies
• operations manuals, job specifications and procedures and induction documentation
• Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
• supplier and/or client instructions
• Australian and International standards, criteria and certification requirements
• communications technology equipment and oral, aural or signed communications
• quality assurance standards and procedures
• emergency procedures
• relevant competency standards and training materials
• QA plans, data and document control
• conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

• regulations and codes of practice for the international transfer of freight
• Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances, including:
  • Australian and International Dangerous Goods Codes
  • Australian Marine Orders and the International Maritime Dangerous Goods Code
  • IATA Dangerous Goods by Air regulations
  • Australian and International Explosives Codes
• relevant regulations for the import and export of cargo
• Australian and international standards and certification requirements
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable
Competency Field

Competency Field     A - Handling Cargo/Stock
TLIA5058A Manage facility and inventory requirements

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage a facility and its inventory requirements. It includes identifying space, safety and security requirements; developing a documentation system; designing storage zones; and evaluating facility utilisation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

This unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills          This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.    Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify space requirements | 1.1 The medium-term and long-term storage needs of the organisation are assessed to facilitate planning in accordance with the business plan of the enterprise and legislative requirements  
1.2 Product type, picking frequencies, value, fragility, weight, handling characteristics, quantity and holding periods are assessed to consider type and amount of storage  
1.3 Facility is assessed to determine the stock holding and handling requirements for each inventory item  
1.4 Volume requirements are calculated to ensure that ongoing stock holding needs are met  
1.5 The total space requirement is calculated and used to formulate plan for space utilisation |
| 2 Identify safety and security requirements | 2.1 An assessment is made of risks to ensure maximum safety and security for personnel, stock and facilities  
2.2 Storage handling security and incident/emergency procedures for each class or type of product are identified and documented  
2.3 Fire prevention and firefighting systems are identified in accordance with building code regulations and storage material requirements  
2.4 An evacuation plan is developed in accordance with the safety program of the enterprise |
| 3 Develop documentation system | 3.1 A system for recording and tracing stock location, receive, throughput and despatch is developed and implemented to enable reporting, quality assurance and financial requirements to be met  
3.2 A system for recording communication with carriers, customers and employees is developed and implemented to assess operational effectiveness and to provide data for system improvement |
| 4 Design storage zones | 4.1 Space requirements and equipment operation are accurately assessed to facilitate the planning of warehouse zones  
4.2 An assessment is made of the facility to enable the most effective use of available space  
4.3 Positioning of storage areas, bays, work stations and the like is undertaken in accordance with data obtained from the planning process  
4.4 Provision for maintenance and cleaning is catered for |
| 5 Evaluate facility utilisation | 5.1 A continual system of review is used involving regular checks to ensure storage areas and systems are functioning at optimum levels |
ELEMENT  PERFORMANCE CRITERIA

5.2 Receiving and despatch systems provide efficient operations
5.3 Storage and handling systems provide ease of access and comply with ergonomic principles
5.4 Product handling and storage minimises product damage, contamination and stock losses
5.5 Facility layout remains sufficiently flexible to meet changing storage and handling requirements
5.6 Appropriate reporting systems are established and used to maintain data for the design of improved facilities and systems

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice, including knowledge of fire safety and building regulations applicable to the facility
- Relevant OH&S and environmental procedures and regulations
- Focus of operation of warehouse systems, resources, management and workplace operating systems
- Enterprise business policies and plans including procedures for operations of the facility
- Throughput and storage requirements for specific types of inventory
- Principles, purpose and location of controls, monitoring devices, and systems
- Selection and appropriate application of technology, information systems and procedures
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Procedures for managing and controlling hazardous situations when carrying out work activities, particularly those that relate to the storage of materials
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when managing facility and inventory requirements
- Read and interpret plans, diagrams, regulations, codes of practice and other documentation relevant to the management of facilities and inventory requirements
- Provide leadership to others when managing facilities and inventory requirements
Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and or rectify any identified problems that may arise during the planning and management of facilities and inventory requirements
- Develop and implement contingency plans for unplanned events which may arise during the management of facilities and inventory requirements
- Prioritise work and coordinate the work of others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Select and apply appropriate technology, information systems and procedures when managing facility and inventory requirements

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve:

- twenty four hour operation
- single and multi site location
- large, medium and small companies

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- customers and suppliers
RANGE STATEMENT

Documentation and records may include:
- other professional or technical staff, contractors and maintenance personnel
- regulations and codes of practice relevant to the functions of a storage facility, including the ADG code, fire safety and firefighting regulations, building code regulations, storage and handling procedures, and security procedures relevant to the specific facility
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- emergency procedures, particularly in relation to fire and evacuation
- operations manuals, job specifications and induction documentation
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- building codes, fire safety and firefighting codes and regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field       A - Handling Cargo/Stock
TLIA5059A Plan and organise the international forwarding of freight by sea and multimodal transport

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to plan and organise international forwarding of freight by sea and multimodal transport (covering the importing, exporting and transiting of freight). This includes confirming customers’ freight transport requirements; selecting routing for sea and multimodal transport; advising on and organising the packaging, packing, loading, stowage and storage of the freight; and completing freight forwarding calculations required for sea and multimodal transport. It also includes assisting in the organisation of insurance for sea and multimodal freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by sea and multimodal transport; and completing documentation and records required for sea and multimodal transport. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons involved in planning and organising the international forwarding of freight by sea and multimodal transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select routing for sea and multimodal freight transport</td>
</tr>
<tr>
<td></td>
<td>1.1 Requirements for international sea and multimodal freight transport services are confirmed and clarified with the customer</td>
</tr>
<tr>
<td></td>
<td>1.2 Critical logistics aspects of the freight transport are determined, analysed and taken into account in planning the freight forwarding solution(s)</td>
</tr>
<tr>
<td></td>
<td>1.3 Checks are made that all conventions for international sea and multimodal freight transport are fulfilled</td>
</tr>
<tr>
<td></td>
<td>1.4 Where the freight forwarding involves special transport services, advice is sought as required from experts or specialists in the area of the special cargo or dangerous goods concerned</td>
</tr>
<tr>
<td></td>
<td>1.5 Suitable routing for sea or multimodal transport is selected after consideration of the options available and analysis of the risks involved</td>
</tr>
<tr>
<td></td>
<td>1.6 Alternative routing options are identified for possible use in the event of contingencies</td>
</tr>
<tr>
<td>2</td>
<td>Advise on and organise the packaging, packing, stowage and storage of freight for sea and multimodal freight transport</td>
</tr>
<tr>
<td></td>
<td>2.1 Suitable options are determined for the packaging, packing, stowage and storage of freight given the type of cargo, the mode of transport, the destination and the selected route(s)</td>
</tr>
<tr>
<td></td>
<td>2.2 Where applicable, container types suitable for sea and multimodal transport and appropriate for the freight are reviewed and appropriate options selected</td>
</tr>
<tr>
<td></td>
<td>2.3 The pricing of containers and other forms of freight packaging suitable for sea and multimodal transport is determined and advice provided to the customer</td>
</tr>
<tr>
<td></td>
<td>2.4 Advice is provided to the customer on the selection, loading and packing of suitable container types and other forms of freight packaging as applicable</td>
</tr>
<tr>
<td></td>
<td>2.5 Shipping documents required for the selected containers or other forms of packaging suitable for sea and multimodal freight transport are prepared as per standard procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>2.6 Appropriate action is taken to organise and provide advice to the customer on the packaging, packing, stowage and storage of the freight for the planned forwarding project including the planning of the loading of the selected containers where applicable</td>
</tr>
<tr>
<td>3</td>
<td>Complete freight forwarding calculations for sea and multimodal freight transport</td>
</tr>
<tr>
<td></td>
<td>3.1 Calculations required in the course of planning and organising the international forwarding of freight by sea or multimodal transport are completed accurately and with the available computational aids</td>
</tr>
<tr>
<td>4</td>
<td>Assist in organising</td>
</tr>
<tr>
<td></td>
<td>4.1 Risks involved in the planned sea or multimodal freight transport</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>---------</td>
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</tr>
<tr>
<td>4.1</td>
<td>Insurance options for sea and multimodal freight transport are identified and analysed</td>
</tr>
<tr>
<td>4.2</td>
<td>Transport and liability insurance requirements for the proposed forwarding solution are evaluated and considered</td>
</tr>
<tr>
<td>4.3</td>
<td>Assistance in selecting and organising appropriate insurance options is provided as per standard procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>5.1</td>
<td>Documentation requirements are determined for the cargo, mode(s) of transport and selected routing concerned, including permits, authorisations etc.</td>
</tr>
<tr>
<td>5.2</td>
<td>Documentation requirements are organised and processed as per standard procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>6.1</td>
<td>Appropriate liaison with agents, carriers and others in the global network and supply chain is undertaken to plan and organise the freight forwarding project</td>
</tr>
<tr>
<td>6.2</td>
<td>Appropriate information and communications technology systems and equipment are used when liaising with the freight forwarding global network as per standard operating procedures and regulatory requirements</td>
</tr>
<tr>
<td>7.1</td>
<td>International cargo being transported by sea or multimodal freight transport is tracked and traced during a freight forwarding project using the available systems and technology</td>
</tr>
<tr>
<td>7.2</td>
<td>Problems with the transit of freight identified during tracking activities are evaluated and appropriate action is initiated to address the problems as per standard procedures</td>
</tr>
<tr>
<td>7.3</td>
<td>Advice is provided to the customer on the progress of the shipment and any action taken to address unexpected contingencies</td>
</tr>
<tr>
<td>8.1</td>
<td>All forms and documentation required for the planned freight forwarding project are completed as per standard operating procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>8.2</td>
<td>Data is retrieved from and entered into computer systems as per standard operating procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>8.3</td>
<td>Records of arrangements made and critical transactions are kept as per standard operating procedures and applicable regulatory requirements</td>
</tr>
</tbody>
</table>

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations and conventions applicable to the planning and organising of international freight forwarding by sea or multimodal transport (including the importing, exporting and transiting of goods)
- Standard procedures, codes of practice and protocols for planning and organising international freight forwarding by sea or multimodal transport (including the importing, exporting and transiting of goods)
- Relevant OH&S and environmental procedures and regulations
- Principles of international trade and commerce
- Principles and forms of maritime and multimodal freight transport
- Definitions, purpose and uses of Incoterms and Combin terms
- Types of cargo vessels - their applications, capacity and routes
- Major trade routes, services, conferences, ports and freight terminals as they apply to maritime and multimodal freight transport
- Maritime terminals, cargo handling and terminal equipment at major worldwide ports and freight terminals
- Cargo types, consignments and consolidations
- Containers and containerisation, including types, purposes, dimensions and specifications; loading principles and processes; load planning for containers
- Processes for the chartering of vessels - types of charter, terms and contracts
- Sources of information and documentation needed when planning and organising international freight forwarding by sea or multimodal transport, including permits and authorisations
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems that can occur when planning and organising international freight forwarding by sea or multimodal transport and related appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when planning and organising international freight forwarding by sea or multimodal transport, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
Required skills:

- Read and interpret instructions, procedures, information and signs relevant to the planning and organising of international freight forwarding by sea or multimodal transport
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and organising international freight forwarding by sea or multimodal transport including the use of calculators and data entry to a computer
- Operate information and communication technology to required protocol
- Perform required estimates and calculations of variables such as size, weight, distance, risk and costs when planning and organising international freight forwarding involving sea or multimodal transport
- Work collaboratively with others when planning and organising international freight forwarding by sea or multimodal transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and organising international freight forwarding by sea or multimodal transport in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when planning and organising international freight forwarding by sea or multimodal transport
- Monitor work activities in terms of planned schedule and deadlines
- Apply relevant codes of practice and applicable legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - selecting routing for sea and multimodal freight transport
  - advising on and organising the packaging, packing, stowage and storage of freight for sea and multimodal transport
  - completing freight forwarding calculations for sea and multimodal freight transport
  - assisting in the organisation of insurance for sea and multimodal freight transport
  - organising permits, authorisations etc. needed for sea and multimodal freight transport
  - liaising with the freight forwarding global network when organising sea and multimodal freight transport
  - tracking and tracing international cargo being forwarded by sea and multimodal freight transport
  - completing documentation and records required for sea and multimodal freight transport

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

environment at the registered training organisation,
and/or
• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Modes of international freight transport may include:
• sea transport
• transport by inland waterway
• multimodal transport

International freight forwarding includes services related to:
• the importing of goods
• the exporting of goods
• the transiting of goods

Marine vessel types may include:
• container ships
• roll-on/roll-off carriers (RO-RO)
• bulk carriers (dry cargo vessels)
• conventional ships
• tankers (crude oil, chemicals, liquefied gas, liquid foodstuffs)
• heavy lift ships (equipped with cranes and derricks)

Types of multimodal transport include:
• sea/air
• air/road (truck)
• rail/road/inland waterways-sea-rail/road inland waterways
• mini-bridge
• land bridge
• piggyback
• sea train
• rail-sea-land
• inland waterway-sea-inland waterway

Type of barges used in inland waterway carriage may include:
• motor barges
• tugged barges
• tug
• sailing barges

Pre-transport issues in the forwarding of freight by sea and
• adequacy of insurance
• adequacy of packaging
RANGE STATEMENT

multimodal transport may include:

- planning of the packing and loading of cargo into containers
- planning for security, proper stacking and stowage and handling in transit
- planning for the loading of non-containerised cargo onto a vessel (including sea, air, rail, road or other transport)

Requirements for work may include:

- international freight forwarding codes of practice, protocols and procedures
- regulations relevant to international freight forwarding
- authorities and permits relevant to international freight forwarding
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation

Parameters of freight transport services relevant to customer requirements may include:

- standard operating procedures for forwarding of various types of international freight
- type of transport modes
- transport routing
- various consignment methods
- packaging, packing, stowage and storage options including containerisation
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Advantages of multimodal transport include:

- minimises time loss at transhipment points
- may provide faster transit of goods
- reduces burden of documentation and formalities
- saves costs
- establishes only one agency to deal with
- reduces costs of exports

Scope of services performed by multimodal transport operators include:

- FCL (full container load))
- LCL (less than full container load)
- weighing and measurement of cargo
- CFS (container-freight station)
RANGE STATEMENT

- consolidation
- booking of space
- CY (container yard)
- liaison with Customs and other relevant regulatory authorities
- assisting in organising required insurance coverage
- return of leased containers
- communication with customer and global contacts
- use of appropriate information and communication technology

Container types may include:
- general cargo containers
- thermal containers
- tank containers
- (dry) bulk containers
- flat racks/open tops (special equipment)

Types of packages used for storing and protecting cargo during transit may include:
- bags
- cartons
- thermal cartons with gel-ice
- cases
- drums
- pallets
- pallecons and other devices for carrying bulk liquids, pastes and powders

Communications systems may involve:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Consultative processes may involve:
- customers
- international and domestic agents and suppliers
- relevant authorities, government departments and institutions
RANGE STATEMENT

- representatives of transport companies
- relevant regulatory authorities and institutions
- other professional or technical staff
- management
- freight forwarding specialists

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice applicable to the international forwarding of freight
- summaries and definitions of Incoterm and Combiterm
- customers’ instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- standard FIATA forms and documentation such as
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and induction documentation
- freight forwarding competency standards and training materials
RANGE STATEMENT

- workplace operating procedures and policies
- Australian and International standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company's quality assurance standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

| Competency Field | A - Handling Cargo/Stock |
TLIA5060A Plan and organise the international forwarding of freight by air transport

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to plan and organise international forwarding of freight by air transport (covering the importing, exporting and transiting of freight). This includes confirming customers’ freight transport requirements; selecting routing for air freight transport; advising on and organising the packaging, packing, loading, stowage and storage of air freight; and completing freight forwarding calculations for air transport. It also includes assisting in the organisation of insurance for air freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by air transport; and completing documentation and records required for air freight transport. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons involved in planning and organising the international forwarding of freight by air transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Select routing for air freight transport | 1.1 Requirements for international air freight transport services are confirmed and clarified with the customer  
1.2 Critical logistics aspects of the freight transport are determined, analysed and are taken into account in planning the freight forwarding solution(s)  
1.3 Checks are made that all conventions for international air freight transport are fulfilled  
1.4 Where the freight forwarding involves special transport services, advice is sought as required from experts or specialists in the area of the special cargo or dangerous goods concerned  
1.5 Suitable routing for air freight transport is selected after consideration of the options available and analysis of the risks involved  
1.6 Alternative routing options are identified for possible use in the event of contingencies |
| 2 Advise on and organise the packaging, packing, stowage and storage of freight for air transport | 2.1 Suitable options are determined for the packaging, packing, stowage and storage of freight given the type of cargo, the mode of transport, the destination and the selected route(s)  
2.2 Where applicable, container types suitable for air freight transport and appropriate for the freight are reviewed and appropriate options selected  
2.3 The pricing of containers and other forms of freight packaging suitable for air freight transport is determined and advice provided to the customer  
2.4 Advice is provided to the customer on the selection, loading and packing of suitable container types and other forms of freight packaging as applicable  
2.5 Documentation required for the selected containers or other forms of packaging suitable for air freight transport is prepared as per standard procedures and regulatory requirements  
2.6 Appropriate action is taken to organise and provide advice to the customer on the packaging, packing, stowage and storage of the freight for the planned forwarding project including the planning of the loading of the selected containers where applicable |
| 3 Complete freight forwarding calculations for air freight transport | 3.1 Calculations required in the course of planning and organising the international forwarding of freight by air freight transport are completed accurately and with the available computational aids |
| 4 Assist in organising insurance for air freight | 4.1 Risks involved in the planned air freight forwarding solution are identified and analysed |
### TLIA5060A Plan and organise the international forwarding of freight by air transport

Date this document was generated: 16 August 2014

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Transport & Logistics Industry Skills Council

#### ELEMENT

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
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<tbody>
<tr>
<td>4.2 Transport and liability insurance requirements for the proposed forwarding solution are evaluated and considered</td>
</tr>
<tr>
<td>4.3 Assistance in selecting and organising appropriate insurance options is provided as per standard procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>5 Organise permits, authorisations etc. needed for air freight transport</td>
</tr>
<tr>
<td>5.1 Documentation requirements are determined for the cargo, air transport and selected routing concerned, including permits, authorisations etc.</td>
</tr>
<tr>
<td>5.2 Documentation requirements are organised and processed as per standard procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>6 Liaise with the freight forwarding global network</td>
</tr>
<tr>
<td>6.1 Appropriate liaison with agents, carriers and others in the global network and supply chain is undertaken to plan and organise the freight forwarding project</td>
</tr>
<tr>
<td>6.2 Appropriate information and communications systems and equipment are used when liaising with the freight forwarding global network as per standard operating procedures and regulatory requirements</td>
</tr>
<tr>
<td>7 Track and trace international cargo being forwarded by air transport</td>
</tr>
<tr>
<td>7.1 International cargo being transported by air freight transport is tracked and traced during a freight forwarding project using the available systems and technology</td>
</tr>
<tr>
<td>7.2 Problems with the transit of freight identified during tracking activities are evaluated and appropriate action is initiated to address the problems as per standard procedures</td>
</tr>
<tr>
<td>7.3 Advice is provided to the customer on the progress of the international air freight transport project and any action taken to address unexpected contingencies</td>
</tr>
<tr>
<td>8 Complete required documentation and records</td>
</tr>
<tr>
<td>8.1 Forms and documentation required for the planned freight forwarding project are completed as per standard operating procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>8.2 Data is retrieved from and entered into computer systems as per standard operating procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>8.3 Records of arrangements made and critical transactions are kept as per standard operating procedures and applicable regulatory requirements</td>
</tr>
</tbody>
</table>

#### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations and conventions applicable to the planning and organising of international freight forwarding by air transport (including the importing, exporting and transiting of goods)
- Standard procedures, codes of practice and protocols for planning and organising international freight forwarding by air transport (including the importing, exporting and transiting of goods)
- Relevant OH&S and environmental procedures and regulations
- Principles of international trade and commerce
- Principles and forms of air freight transport
- Definitions, purpose and use of Incoterms and Combiterms
- Types of aircraft - their applications, capacity and routes
- Major air routes, services, conferences, airports and freight terminals as they apply to air freight transport
- Airports, cargo handling and terminal equipment at major worldwide airports and freight terminals
- Cargo types, consignments and consolidations
- Aircraft containers and containerisation, including types, purposes, dimensions and specifications; loading principles and processes; load planning for containers
- Processes for the chartering of aircraft - types of charter, terms and contracts
- Sources of information and documentation needed when planning and organising international freight forwarding by air transport, including permits and authorisations
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems that can occur when planning and organising international freight forwarding by air transport and related appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when planning and organising international freight forwarding by air transport, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, information and signs relevant to the planning and organising of international freight forwarding by air transport
Required skills:
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and organising international freight forwarding by air transport including the use of calculators and data entry to a computer
- Operate information and communication technology systems to required protocol
- Perform required estimates and calculations of variables such as size, weight, distance, risk and costs when planning and organising international freight forwarding involving air transport
- Work collaboratively with others when planning and organising international freight forwarding by air transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and organising international freight forwarding by air transport in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when planning and organising international freight forwarding by air transport
- Monitor work activities in terms of planned schedule and deadlines
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - selecting routing for air freight transport
  - advising on and organising the packaging, packing, stowage and storage of freight for air transport
EVIDENCE GUIDE

- completing freight forwarding calculations for air freight transport
- assisting in the organisation of insurance for air freight transport
- organising permits, authorisations etc. needed for air freight transport
- liaising with the freight forwarding global network when organising air freight transport
- tracking and tracing international cargo being forwarded by air transport
- completing documentation and records required for air freight transport

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Mode of international freight transport is:
- air transport

International freight forwarding includes services related to:
- the importing of goods
- the exporting of goods
- the transiting of goods

Major aircraft types used for international freight transport may include but are not limited to:
- Airbus A320
- Airbus A321
- Airbus A330
- Airbus A340
- Boeing B747
- Boeing B757-200F
- Boeing B767
- Boeing B767-200
- Boeing B767-300
- Boeing B777
- Boeing B777-200
- Boeing B777-300

Pre-transport issues in the forwarding of freight by air transport may include:
- confirmation that the cargo fulfils air cargo security requirements
- adequacy of insurance
- adequacy of packaging
- planning of the packing and loading of cargo into aircraft containers
- planning for security, proper stacking and stowage and handling in transit
- planning for clearance, delivery and receival during transit and at destination

Requirements for work may include:
- international freight forwarding codes of practice, protocols and procedures
- regulations relevant to the international forwarding of freight by air transport
- authorities and permits relevant to the international forwarding of freight by air transport
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation
- standard operating procedures for forwarding of various
RANGE STATEMENT

Services relevant to customer requirements may include:

- Types of international freight by air
- Type of air transport modes
- Air transport routing
- Various consignment methods for air transport
- Packaging, packing, stowage and storage options for air transport, including air freight containerisation or use of unit load devices
- Relevant legislative requirements
- Required import/export documentation, labelling and requirements
- Transport security checks
- Insurance requirements
- Service costs
- Contract arrangements
- Payment requirements and procedures
- Fiduciary and legal responsibilities of either party

Types of aircraft containers or unit load devices (ULDs) may include but are not limited to:

- LD1 Half Size Lower Deck (Accepted by B767, B747)
- LD2 Half Size Lower Deck (Accepted by B767-200, B767-300)
- LD3 Half Size Lower Deck (Accepted by A330, A340, B757-200F, B767, B777, B747)
- LD3-45 Lower Deck (Accepted by A320, A321)
- LD3-45 Wing Pallet With Net (Accepted by A320, A321)
- LD7 Lower Pallet With Net (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747)
- LD8 Full Width Lower Deck (Accepted by B767-200, B767-300)
- LD9 Full Size Lower Deck (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747)
- LD29 Full Width Lower Deck (Accepted by B767-200, B767-300, B747)
- M1 Main Deck Pallet With Net (Accepted by B747)
- 96” Lower Deck Pallet With Net (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747)

Types of packages used for storing and protecting cargo during transit may include:

- Bags and cartons
- Thermal cartons with gel-ice
- Cases
- Drums
- Pallets
- Pallecons and other devices for carrying bulk liquids, pastes and powders
RANGE STATEMENT

Communications systems may involve:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:
- customers
- international and domestic agents and suppliers
- airline representatives
- other employees and supervisors
- relevant regulatory authorities and institutions
- management
- freight forwarding specialists
- other professional or technical staff

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include but are not limited to:
- Australian and international conventions, codes of practice and regulations relevant to the international transfer of freight
- summaries and definitions of Incoterms and Combiters
- customers’ instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
RANGE STATEMENT

- a Forwarders Warehouse Receipt (FWR)
- a Forwarders Forwarding Instructions (FFI)
- a Shippers Declaration for the Transport of Dangerous Goods (SDT)
- a Shippers Intermodal Weight Certification (SIWC)
- an Original Bill of Lading (OB/L)
- a Master Air Waybill (MAWB)
- a House Bill of Lading (HBL)
- a House Air Waybill (HAWB)
- Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and induction documentation
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company's quality assurance standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable
Competency Field

A - Handling Cargo/Stock
TLIA5061A Plan and organise the international forwarding of freight by road and rail transport

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to plan and organise international forwarding of freight involving road and rail transport (covering the importing, exporting and transiting of freight). This includes confirming customers’ freight transport requirements; selecting routing for road and rail freight transport; advising on and organising the packaging, packing, loading, stowage and storage of road and rail freight; and completing freight forwarding calculations for road and rail transport. It also includes assisting in the organisation of insurance for road and rail freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by road and rail transport; and completing documentation and records required for road and rail freight transport. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons involved in planning and organising the international forwarding of freight by road and rail transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Select routing for road and rail freight transport</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Requirements for international road and rail freight transport services are confirmed and clarified with the customer</td>
</tr>
<tr>
<td></td>
<td>1.2 Critical logistics aspects of the freight transport are determined, analysed and taken into account in planning the freight forwarding solution(s)</td>
</tr>
<tr>
<td></td>
<td>1.3 Checks are made that all conventions for international road and rail freight transport are fulfilled</td>
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<td></td>
<td>1.4 Where the freight forwarding involves special transport services, advice is sought as required from experts or specialists in the area of the special cargo or dangerous goods concerned</td>
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<tr>
<td></td>
<td>1.5 Suitable routing for road and rail freight transport is selected after consideration of the options available and analysis of the risks involved</td>
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<tr>
<td></td>
<td>1.6 Alternative routing options are identified for possible use in the event of contingencies</td>
</tr>
<tr>
<td>2</td>
<td><strong>Advise on and organise the packaging, packing, stowage and storage of freight for road and rail transport</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Suitable options are determined for the packaging, packing, stowage and storage of freight given the type of cargo, the mode of transport, the destination and the selected route(s)</td>
</tr>
<tr>
<td></td>
<td>2.2 Where applicable, container types suitable for road and rail freight transport and appropriate for the freight are reviewed and appropriate options selected</td>
</tr>
<tr>
<td></td>
<td>2.3 Restrictions on the dimensions of containers for transport by road and/or rail are taken into account when selecting container types</td>
</tr>
<tr>
<td></td>
<td>2.4 The pricing of containers and other forms of freight packaging suitable for road and rail freight transport is determined and advice provided to the customer</td>
</tr>
<tr>
<td></td>
<td>2.5 Advice is provided to the customer on the selection, loading and packing of suitable container types and other forms of freight packaging as applicable</td>
</tr>
<tr>
<td></td>
<td>2.6 Documentation required for the selected containers or other forms of packaging suitable for road and rail freight transport is prepared as per standard procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>2.7 Appropriate action is taken to organise and provide advice to the customer on the packaging, packing, stowage and storage of the freight for the planned forwarding project including the planning of the loading of the selected containers where applicable</td>
</tr>
<tr>
<td>3</td>
<td><strong>Complete freight forwarding calculations for road and rail freight</strong></td>
</tr>
</tbody>
</table>
|         | 3.1 Calculations required in the course of planning and organising the international forwarding of freight involving road and rail freight transport are completed accurately and with the available
ELEMENT
transport

4 Assist in organising insurance for road and rail freight transport

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>computational aids</td>
</tr>
</tbody>
</table>

4.1 Risks involved in the planned road and rail freight forwarding solution are identified and analysed

4.2 Transport and liability insurance requirements for the proposed forwarding solution are evaluated and considered

4.3 Assistance in selecting and organising appropriate insurance options is provided as per standard procedures and applicable regulatory requirements

5 Organise permits, authorisations etc. needed for road and rail freight transport

5.1 Documentation requirements are determined for the cargo, mode(s) of transport and selected routing concerned, including permits, authorisations etc.

5.2 Documentation requirements are organised and processed as per standard procedures and applicable regulatory requirements

6 Liaise with the freight forwarding global network

6.1 Appropriate liaison with agents, carriers and others in the global network and supply chain is conducted to plan and organise the freight forwarding project

6.2 Appropriate information and communications technology systems and equipment are used when liaising with the freight forwarding global network as per standard operating procedures and regulatory requirements

7 Track and trace international cargo being forwarded by road and rail transport

7.1 International cargo being transported by road or rail freight transport is tracked and traced during a freight forwarding project using the available systems and technology

7.2 Problems with the transit of freight identified during tracking activities are evaluated and appropriate action is initiated to address the problems as per standard procedures

7.3 Advice is provided to the customer on the progress of the international road and rail freight transport project and any action taken to address unexpected contingencies

8 Complete required documentation and records

8.1 Forms and documentation required for the planned freight forwarding project are completed as per standard operating procedures and applicable regulatory requirements

8.2 Data is retrieved from and entered into computer systems as per standard operating procedures and applicable regulatory requirements

8.3 Records of arrangements made and critical transactions are kept as per standard operating procedures and applicable regulatory requirements

**Required Skills and Knowledge**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations and conventions applicable to the planning and organising of international freight forwarding involving road and rail transport (including the importing, exporting and transiting of goods)
- Standard procedures, codes of practice, conventions and protocols for planning and organising international freight forwarding involving road and rail transport (including the importing, exporting and transiting of goods)
- Relevant OH&S and environmental procedures and regulations
- Principles of international trade and commerce
- Principles and forms of road and rail freight transport
- Types of road vehicles, trains and rollingstock - their applications, capacity and routes
- Major road and rail routes, services, conferences, road and rail freight terminals as they apply to road and rail freight transport
- Freight handling and terminal equipment at major worldwide road and rail freight terminals
- Definitions, purpose and use of Incoterms and Combiters
- Freight types, consignments and consolidations
- Road and rail containers and containerisation, including types, purposes, dimensions and specifications; loading principles and processes; load planning for containers
- Sources of information and documentation needed when planning and organising international freight forwarding by road and rail transport, including permits and authorisations
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems that can occur when planning and organising international freight forwarding by road and rail transport and related appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when planning and organising international freight forwarding involving road and rail transport, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, information and signs relevant to the planning and organising of international freight forwarding involving road and rail transport
Required skills:

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and organising international freight forwarding by road and rail transport, including the use of calculators and data entry to a computer
- Operate information and communication technology to required protocol
- Perform required estimates and calculations of variables such as size, weight, distance, risk and costs when planning and organising international freight forwarding involving road and rail transport
- Work collaboratively with others when planning and organising international freight forwarding involving road and rail transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and organising international freight forwarding involving road and rail transport in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when planning and organising international freight forwarding involving road and rail transport
- Monitor work activities in terms of planned schedule and deadlines
- Apply relevant codes of practice and applicable legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of:

- selecting routing for road and rail freight transport
- advising on and organising the packaging, packing, stowage and storage of freight for road and rail transport
- completing freight forwarding calculations for road and rail freight transport
- assisting in the organisation of insurance for road and rail freight transport
- organising permits, authorisations etc. needed for road and rail freight transport
- liaising with the freight forwarding global network when organising road and rail freight transport
- tracking and tracing international cargo being forwarded by road and rail transport
- completing documentation and records required for road and rail freight transport

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts

• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Mode of international freight transport may include:
- road transport
- rail transport
- piggyback (combined transport road-rail transport)

International freight forwarding includes services related to:
- the importing of goods
- the exporting of goods
- the transiting of goods

Trains used for international rail freight transport may include but are not limited to:
- Conventional transport by railwagons or rollingstock, involving complete wagon loads (as part loads have now nearly disappeared), including:
  - various different types of railwagons or rollingstock (railway-owned or privately-owned)
  - special railwagons or rollingstock (e.g. with changeable axles, container-carrying railwagons or rollingstock etc.)
- Combined transport by rail (road-rail transport), including:
  - piggyback (transport by rail of road semi-trailers)
  - container traffic by rail (unaccompanied combined transport)
  - swap-bodies (similar to containers)
  - Euro (pallet wide) containers

Road vehicles used for international freight transport may include but are not limited to:
- vans and light rigid vehicles of varying length, width, height, loading and total weight
- rigid trucks of varying length, width, height, loading and total weight
- semitrailers and multi-combination vehicles of varying length, width, height, loading and total weight
- vehicles capable of participating in combined freight movements such as road/rail, road/ferryboat, roll-on/roll-off vessels
- vehicles capable of carrying special loads such as perishable goods, liquids, gases and heavy-lift cargo
- vehicles with swap-bodies (similar to containers)
- adequacy of insurance
- adequacy of packaging

Pre-transport issues in the forwarding of freight by road and rail transport include:
- adequacy of insurance
- adequacy of packaging
RANGE STATEMENT

rail transport may include:

- planning of the packing and loading of cargo into containers
- planning for security, proper stacking and stowage and handling in transit
- planning for clearance, delivery and receival during transit and at destination

Requirements for work may include:

- international freight forwarding codes of practice, protocols and procedures
- regulations relevant to the international forwarding of freight by road and rail transport
- authorities and permits relevant to the international forwarding of freight by road and rail transport
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation

Parameters of road and rail freight transport services relevant to customer requirements may include:

- standard operating procedures for forwarding of various types of international freight by road and rail
- type of transport modes
- road and rail transport routing
- various consignment methods for road and rail transport
- packaging, packing, stowage and storage options for road and rail transport, including road and rail freight containerisation or use of unit load devices
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Types of containers used in road and rail transport may include but are not limited to:

- box (dry van)
- open top
- open side
- bulk
- tanks
- reefer
- platform
- flat
RANGE STATEMENT

Types of packages used for storing and protecting cargo during transit may include:
- bags
- cartons
- thermal cartons with gel-ice
- cases
- drums
- pallets
- pallecons and other devices for carrying bulk liquids, pastes and powders

Consultative processes may involve:
- customers
- international and domestic agents and suppliers
- railway or road transport company representatives
- relevant regulatory authorities and institutions
- other employees and supervisors
- management
- freight forwarding specialists
- other professional or technical staff

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Communications systems may involve:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include but are not limited to:
- Australian and international regulations and codes of practice for the international forwarding of freight by road and rail
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and
RANGE STATEMENT

induction documentation

- standard FIATA forms and documentation such as:
  - Waybill for inland transportation
  - Waybill for cross border traffics
  - International Customs Transit Document (e.g. carnet TIR)
  - a Truck Bill of Lading
  - a Rail Bill of Lading
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a House Bill of Lading (HBL)
  - Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company's quality assurance standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
RANGE STATEMENT

- relevant Australian and international environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field A - Handling Cargo/Stock
TLIB0117A Assist with preparation of a train prior to operation

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to assist with the preparation of a train prior to operation in accordance with organisational procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for and implementing the prescribed pre-departure checks, completing required train documentation, and confirming the train can proceed.

Licensing or certification requirements may be applicable to this unit.

Application of the Unit
Work is performed in conjunction with a train driver. It involves the application of routine operational principles and procedures to prepare for train operation as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare for pre-departure checks

1.1 Required checks and relevant procedures and standards are identified

1.2 Purpose of the journey and activities to be undertaken are identified

1.3 Constraints and special instructions that may apply for the journey are identified

1.4 Documentation is read to identify and confirm consist, attach/detach information and characteristics of the train

2 Implement pre-departure checks

2.1 Train, or relevant portion of the train, is checked to ensure that rolling stock is coupled and sequenced correctly

2.2 Rolling stock is checked to ensure it is fit for operation in accordance with regulatory requirements and organisational procedures

2.3 Assistance is provided when train braking systems are tested to ensure they are operating effectively

2.4 Visual inspection is conducted to identify obvious faults or defects that would prevent safe transit

2.5 Action is taken within limits of own role to rectify faults and ensure minimum delay to planned running schedule

2.6 Relevant OH&S requirements are followed to prevent injury and damage

3 Confirm train can proceed

3.1 Documentation is completed following checking of rolling stock and train equipment in accordance with organisational procedures

3.2 Relevant personnel are promptly advised of the result of completed checks

3.3 Authority to proceed relevant to the operational situation is obtained and followed
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Procedures for preparing a train for operation
- Pre-departure train testing procedures
- Train preparation documentation procedures
- Communication procedures and protocols
- Maintenance and servicing procedures
- Procedures to be followed in the event of an emergency
- Train coupling equipment and methods
- Safeworking systems and requirements
- Safeworking procedures in electrified areas
- Train characteristics and specifications
- Contingency management processes for unexpected events

Required skills:

- Communicate effectively with others when preparing a train for operation
- Read and interpret instructions, procedures, information and signs relevant to preparing a train for operation
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to the preparation of a train for operation
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing a train for operation
- Report and rectify within limits of own role identified problems, faults and malfunctions when preparing a train for operation in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when preparing a train for operation
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment (PPE) conforming to industry and OH&S standards
- Test air continuity and braking systems
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - carrying out all pre-departure checks correctly
  - identifying typical faults and defects for the type of rolling stock being operated
  - applying appropriate methods to overcome identified faults and defects

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Visual inspections to identify obvious faults and defects may include checking:

- signs of wear and damage to:
  - wheels and braking equipment
  - flexible connections and fittings
  - couplings
  - fuel, oil, water and coolant levels
  - air system for leaks
  - electrical equipment
  - pantographs
  - emergency and safety equipment, such as vigilance control and deadman relays

Relevant personnel may include:

- maintenance personnel
- yard, station and other operational personnel
- train controllers and signallers
- train crews
- depot coordinators
- hand-over crew

Communication methods may include:

- written, including signed communication, lists and forms
- verbal
- line-of-sight signals
- radio
- fixed and mobile telephones

Safety and personal protective equipment may include:

- high visibility clothing
- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- portable radios or mobile or satellite phones
- hand lamps
- flags
- safety devices
- hearing protection

Depending on the type of organisation concerned and the local terminology used,
organisational procedures may be known as:

- workplace procedures
- established procedures

Information and documents may include:

- attach/detach information
- workplace procedures, instructions and job specifications
- train consists
- train notices
- out-of-gauge notices
- brake certification
- load or passenger manifests
- OH&S and environmental protection legislation, codes of practice, policies and procedures
- maintenance specifications
- local instructions
- two-way radio operation procedures
- emergency procedure manuals
- conditions of service, legislation and industrial agreements, including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- relevant Australian standards (AS), including AS 4292
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S

Unit Sector(s)

Not applicable.

Competency Field

B – Equipment Checking and Maintenance
TLIB0127A Certify rolling stock prior to handover

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to certify rolling stock as fit for purpose in accordance with relevant organisational practices, regulations and codes of practice. It includes completing certification and documentation in accordance with organisational or client requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit applies to people required to carry out these activities as part of a maintenance role within a defined location on behalf of their own or client’s organisation.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Complete certification requirements

1.1 Certification requirements for particular rolling stock are confirmed by reference to applicable specifications

1.2 Planned activities are identified in accordance with organisational procedures

1.3 Completed maintenance activities are verified against planned activities

1.4 Where required, completed maintenance activities are validated in accordance with organisational procedures

1.5 Where maintenance activities are not completed an assessment is carried out to confirm rolling stock is fit for purpose in accordance with organisational procedures

1.6 Completed maintenance activities are confirmed against operational performance requirements

1.7 Certificate is issued in accordance with organisational procedures

2 Complete documentation

2.1 All required documentation concerning the certification process is completed in accordance with organisational procedures and regulatory requirements

2.2 Required documentation is archived in accordance with organisational procedures and regulatory requirements

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Relevant occupational health and safety (OH&S) and environmental procedures and relevant regulations
- Requirements for completing relevant documentation when certifying rolling stock prior to handover
- Requirements of organisational maintenance systems, procedures, standards and schedules

Required skills:

- Communicate effectively with others when certifying rolling stock prior to handover
- Read and interpret procedures and standards relevant to certifying rolling stock prior to handover
- Work collaboratively with others when certifying rolling stock prior to handover
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying applicable specifications for the type of rolling stock being certified
  - explaining organisational requirements for certifying rolling stock
  - organisational documentation requirements

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rolling stock may include:

- diesel locomotives
- electric locomotives
- railcars/rail motors
- multiple units (including electric multiple units)
- coaches
- wagons
- trams
- light rail cars

Applicable specifications may include:

- original equipment manufacturers specifications
- maintenance plans
- network specifications

An assessment may be:

- risk assessment
- escalation protocol
- audit

Unit Sector(s)

Not applicable.

Competency Field

B – Equipment Checking and Maintenance
TLIB0128A Conduct pre-movement checks on motive power units

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to conduct pre-movement checks on motive power units in accordance with relevant organisational practices, regulations and codes of practice.
It includes conducting pre-start checks, and starting and positioning motive power units in accordance with workplace requirements.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit applies to people required to carry out these activities as part of a maintenance role within a defined location.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1  Carry out pre-start checks
1.1 Allocation of motive power units is checked in conjunction with appropriate personnel
1.2 Motive power unit to be inspected and prepared is located
1.3 Completion of all maintenance activities is confirmed
1.4 Checks for safety controls are conducted in accordance with organisational procedures
1.5 Internal and external integrity checks are conducted in accordance with organisational procedures
1.6 Where required, fluid levels are checked and appropriate action is taken as required

2  Start motive power unit
2.1 Motive power unit is started in accordance with manufacturer instructions and/or organisational procedures, and any faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up
2.2 For critical or serious equipment faults that cannot be readily rectified, motive power unit is shut down, faulty equipment is isolated and tagged, and problem is reported for rectification
2.3 All instruments and gauges are observed, readings are interpreted to confirm effective air and electrical operation, and where a problem is indicated action is taken to determine the cause and to rectify or report the situation
2.4 Where required, fluid levels are rechecked after starting and appropriate action is taken as required
2.5 Pre-movement checks are carried out to ensure motive power unit is braking and powering effectively and is safe to move

3  Complete documentation
3.1 All required documentation concerning inspecting the motive power unit is completed in accordance with organisational procedures and regulatory requirements
3.2 Logbook and other maintenance records on the motive power unit are completed in accordance with organisational procedures and regulatory requirements

4  Position motive power unit
4.1 Authority to move and position motive power unit is obtained and relevant personnel are advised of intention and procedures
4.2 Relevant personnel are made aware that motive power unit is about to be moved in accordance with organisational procedures
4.3 Motive power unit is operated in accordance with standard procedures and regulatory requirements, and within operating and operational constraints
4.4 Motive power unit is positioned in accordance with operational requirements and directions

4.5 Motive power unit performance is monitored during operation to confirm effective operation and/or to identify defects

4.6 Equipment defects are identified, reported, rectified and recorded or relevant personnel are advised for assistance

4.7 Relevant occupational health and safety (OH&S) and regulatory requirements are followed to ensure safety and to prevent injury and damage

4.8 Relevant personnel are advised that the motive power unit is secured in the required position and is ready for service

**Required Skills and Knowledge**

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Procedures for managing and controlling hazardous situations when preparing and starting up a motive power unit
- Procedures for raising and lowering a pantograph on electric motive power units
- Relevant OH&S and environmental procedures and relevant regulations
- Requirements for completing relevant documentation when inspecting and preparing a motive power unit

**Required skills:**

- Adapt to differences in motive power units and associated equipment and procedures
- Communicate effectively with others when inspecting and preparing a motive power unit
- Document outcomes of inspection of a motive power unit
- Interpret and follow instructions and prioritise work
- Modify activities depending on differing operational contingencies, risk situations and environments
- Read and interpret instructions, procedures, information and signs relevant to the visual inspection, preparation, start-up and positioning of a motive power unit
- Work collaboratively with others inspecting and preparing a motive power unit
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying who is responsible for authorising the movement of rolling stock
  - identifying all activities carried out prior to moving a motive power unit
  - identifying start up requirements for a motive power unit

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Motive power units may include all motive power units in service within Australian rail systems and may include:

- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)

Safety controls may include:

- flags
- personal and equipment lock outs

Relevant personnel may include:

- train crews
- train controllers and signallers
- depot coordinators
- yard masters, supervisors
- contractors
- third parties
- maintenance personnel
- cleaning personnel

Unit Sector(s)

Not applicable.

Competency Field

B – Equipment Checking and Maintenance
TLIB0132A Start up and shut down a single locomotive

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to start up and shut down a single locomotive motive and making it as a vehicle. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
These operations are conducted as part of the operation of locomotives and may be carried out by different personnel working within rail operations.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Inspect and prepare locomotive

- **1.1** Identification and location of locomotive is confirmed
- **1.2** Logbook and locomotive are checked for out of service indications and to confirm serviceability
- **1.3** Where applicable, locomotive kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported in accordance with organisational policies and procedures
- **1.4** Fuel, lubricating oils, water, coolant and sand equipment are checked and replenished if required
- **1.5** External visual checks are conducted in accordance with manufacturer and/or organisational policies and procedures

### 2 Start up locomotive

- **2.1** Locomotive is started in accordance with manufacturer instructions and/or organisational procedures
- **2.2** Any operating faults are identified, diagnosed, rectified and/or reported and recorded in appropriate records
- **2.3** All instruments and gauges are observed and readings are interpreted to confirm effective operation in accordance with manufacturer and/or organisational procedures
- **2.4** Where required, fluid levels are rechecked after starting and appropriate action is taken if required

### 3 Conduct in-cab checks

- **3.1** Locomotive in-cab checks are conducted in accordance with manufacturer and/or organisational policies and procedures
- **3.2** Vigilance and safety controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly
- **3.3** Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly
- **3.4** Personal in-cab equipment and crew comfort requirements are checked and adjusted for correct functionality and comfort
- **3.5** Auxiliary and emergency equipment is checked and confirmed to be operational in accordance with operating requirements

### 4 Conduct post start up checks

- **4.1** Post start up checks are carried out to ensure locomotive is braking and powering effectively and is safe to move in accordance with manufacturer and/or organisational policies and procedures
- **4.2** If required, personal communication equipment is obtained and checked to ensure that it is functional
5 Raise or lower pantograph (if required)

5.1 If required, pantographs are raised or lowered and confirmed to be operational in accordance with manufacturer instructions and/or organisational policies and procedures

6 Complete start up documentation

6.1 All required documentation concerning inspecting the locomotive is completed in accordance with organisational policies and procedures

6.2 Logbook and other locomotive service records are completed in accordance with organisational policies and procedures

7 Stable locomotive

7.1 Location for stabling the locomotive is identified and confirmed with appropriate personnel

7.2 Where required, directions of appropriate personnel are interpreted and followed

7.3 Locomotive is stabled and shut down in accordance with manufacturer and/or organisational procedures

7.4 Locomotive is secured in accordance with organisational policies and procedures

7.5 Control equipment and cab are secured in accordance with organisational policies and procedures

7.6 If required, additional protection is set in place in accordance with organisational policies and procedures

8 Carry out post-operational checks

8.1 Fuel, oil, water and sand levels are checked and replenished if required

8.2 Outcomes of post-operational checks are recorded in accordance with organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Auxiliary systems on a locomotive and related checks for correct operation
- Braking and safety system procedures for locomotives
- Defects that can occur on a locomotive and related action that should be taken
- External features of a locomotive that must be checked during a visual inspection
- Functions of all supervisory indicators and controls, and related checks for correct operation
- Inspection procedures for a locomotive
- Lubrication requirements for a locomotive
- Procedures for operating electronic communications equipment with required protocol
- Purpose and location of controls, monitoring devices, braking, power source and traction systems
- Relevant legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations

**Required skills:**

- Adapt to differences in locomotives and associated equipment and procedures
- Communicate effectively with others when inspecting, preparing and stabling a locomotive
- Modify activities depending on operational contingencies, risk situations and environments
- Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation, start up and stabling a locomotive
- Work collaboratively with others inspecting and preparing a locomotive
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - completing all pre-start-up checks on a locomotives
  - correctly starting up a locomotive
  - shutting down a locomotive

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Locomotives may include:
- diesel locomotives
- electric locomotives
- railcars

Personal in-cab equipment may include:
- entertainment systems
- microwave
- kettle
- hotplate
- fridge

Crew comfort equipment may include:
- toilet
- air conditioning
- heating
- seat
- blinds
- demisters

Auxiliary and emergency equipment may include but not limited to:
- fire extinguishers
- tool box
- first aid kit
- emergency chain
- audible track warning devices
- spill kits
- hydraulic/manual jacks
- spare brake blocks
- spare knuckles
- chocks
- flags

Additional protection may include:
- derailers
- chocks
- catch points
- dump device clamp
- rail anchor

Appropriate personnel may include:
- train controllers and signallers
- depot/yard supervisor
- ground support crew
- maintenance personnel

Safety and personal protective equipment may include:
- gloves
- sunscreen and sunglasses
- safety glasses
• insect repellent
• safety headwear and footwear
• two-way radios
• hand lamps
• safety devices
• high visibility clothing
• hearing protection

Applicable legislation, regulations and codes may include:
• legislated rail safety requirements including acts and regulations from each applicable state/territory and any nationally approved compliance codes and/or guidelines
• relevant Australian Standards and related requirements
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB1024A Clean transportation units and facilities for passenger use

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to clean transportation units and facilities for passenger use in accordance with workplace and regulatory requirements. It includes identifying and preparing for cleaning; cleaning the facility or unit; identifying any minor maintenance requirements of transportation units and facilities; and completing all work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with codes/ regulations and workplace requirements relevant to the cleaning of transportation units and facilities for passenger use.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the cleaning of transportation units and facilities for passenger use as part of work activities in the transport and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and prepare for cleaning | 1.1 Transportation units and facilities are inspected for hygiene and cleanliness on an ongoing basis  
1.2 Customer complaints regarding lack of hygiene and cleanliness within transport units and facilities are investigated  
1.3 Transport units or areas requiring cleaning and the nature of the material to be cleaned is identified to determine appropriate response  
1.4 Cleaning procedures are identified and cleaning materials and equipment are organised in accordance with workplace procedures  
1.5 Areas that require cleaning that breach OH&S regulations or workplace standards are cordoned off to prevent access by staff and customers |
| 2 Clean facility or unit | 2.1 Transportation units and facilities are cleaned or detailed to workplace standards  
2.2 Cleaning equipment is operated in accordance with OH&S regulations, codes of practice, and workplace procedures  
2.3 Chemicals are used in accordance with OH&S legislation, codes of practice, policies and procedures  
2.4 Hazardous and general waste is removed in accordance with OH&S regulations, codes of practice and workplace procedures |
| 3 Identify minor maintenance requirements of transportation units and facilities | 3.1 Transport units and facilities are inspected to identify maintenance requirements  
3.2 Minor maintenance of the transport units and facilities is conducted in accordance with the workplace policies and procedures  
3.3 Minor maintenance actions are reported in accordance with workplace procedures  
3.4 Further maintenance requirements of transport units or facilities are reported in accordance with workplace procedures |
| 4 Complete the work | 4.1 Cordoned off area is re-opened for use when safe for customer access  
4.2 Transportation units/facilities cleanliness and appearance is verified prior to the unit being released for service  
4.3 Stocks of cleaning equipment are monitored and replenished as required |

### Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the cleaning of transportation units and facilities for passenger use including, where relevant, the ADG Code and relevant health and hygiene requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the cleaning of transportation units and facilities for passenger use, including the discharging of waste and the charging of water containers
- Focus of operation of work systems, equipment, management and site operating systems for the cleaning of transportation units and facilities for passenger use
- Equipment, chemicals and materials used during the cleaning of transportation units and facilities for passenger use, and the precautions and procedures that should be followed in their use
- Problems that may occur when cleaning transportation units and facilities, and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication requirements when cleaning transportation units and facilities, including radio operation
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when cleaning transportation units and facilities
- Read and interpret instructions, procedures, information and signs relevant to the cleaning of transportation units and facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cleaning transportation units and facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning transportation units and facilities in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when cleaning transportation units and facilities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and safely use relevant equipment and materials when cleaning transportation units and facilities
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select, mix and apply appropriate cleaning materials
- Handle and store hazardous substances and materials

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures in reference to cleaning vehicles for passenger use
  - demonstrating an understanding of the OH&S requirements for cleaning transportation units
  - demonstrating an understanding of the OH&S requirements for cordoning off an area to the public when cleaning transportation units

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
- A simulator/online assessment is not suitable for the final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
- a range of work environments
- by day or night

Transportation units may include:
- rail carriages, buses, coaches, ferries and other transport units

Cleaning equipment may include:
- vacuum cleaner
- steam cleaners
- mop and bucket
- polisher
- broom
- hose
- shampoo unit
- shovel
- squeegees
- extension poles
- specialised cleaning unit
RANGE STATEMENT

• remote controlled cleaning unit
• special containers for syringes

Reporting may include:
• verbal communication
• written communication

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances

Facilities could include:
• hard floor (internal)
• soft floor
• ceiling surfaces and fittings
• external surfaces
• hard floor (external)
• glass surfaces
• internal surfaces
• furniture and fittings
• seats
• hard surfaces (e.g. metal, tiled)

Transportation units may include:
• passenger vehicles/carriages/vessels owned leased or hired for which the organisation is responsible for cleaning

Facilities may include:
• any premises owned, leased or hired and used by the transport system's internal and external customers

Chemicals include:
• all types of active and passive materials/agents used for cleaning within the organisation's transportation units and facilities

Hazardous waste includes:
• all materials/agents/items/objects that are identified under the relevant acts, regulations or codes

Equipment used to cordon off areas may include:
• portable barriers
• gate closure
• witches hats
• designated tape
• signage

Personal protective equipment may include:
• gloves
• eye and ear protection
• fume protection
• safety headwear and footwear
• high visibility clothing

Consultative processes may involve:
• other workplace personnel, supervisors and managers

Communication in the work area
• phone
• radio
RANGE STATEMENT

may include:

- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies for the cleaning of transportation units and facilities for passenger use
- safety management systems/plans
- work instructions, inspection reports, works orders, job description, and induction materials
- manufacturers specifications for equipment/materials
- Material Safety Data sheets (MSDS)
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the ADG Code
- relevant health and hygiene legislation, regulations and related documentation
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the cleaning of transportation units and facilities for passenger use, including health and hygiene regulations and the ADG Code
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB1028A Maintain and use hand tools

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to maintain and use hand tools in accordance with workplace requirements, including selecting and using hand tools to complete workplace tasks, maintaining basic hand tools in accordance with manufacturers instructions, and securing and storing hand tools in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace procedures and safeworking codes relevant to the maintenance and use of hand tools.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures to maintain and use hand tools across a variety of operational workplace contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select and use hand tools</td>
</tr>
<tr>
<td></td>
<td>1.1 Correct tools for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions</td>
</tr>
<tr>
<td></td>
<td>1.2 Appropriate personal safety protection is used to minimise the risk of personal injury</td>
</tr>
<tr>
<td>2</td>
<td>Maintain hand tools</td>
</tr>
<tr>
<td></td>
<td>2.1 Equipment is cleaned and maintained in accordance with manufacturers specifications and/or local instructions to ensure correct functionality of equipment</td>
</tr>
<tr>
<td></td>
<td>2.2 Any unserviceable tools are repaired, replaced or reported to relevant personnel to ensure correct functionality</td>
</tr>
<tr>
<td>3</td>
<td>Secure and store hand tools</td>
</tr>
<tr>
<td></td>
<td>3.1 Tools are transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment</td>
</tr>
<tr>
<td></td>
<td>3.2 Tools are stored and secured according to manufacturers or workplace procedures to prevent damage to, and losses of, equipment</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of state/territory regulations, codes of practice and safeworking system requirements
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the use and maintenance of hand tools
- Problems that can occur when using and maintaining hand tools and related action that should be taken
- Materials used when using and maintaining hand tools and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency
- Workplace component and material supply system

Required skills:
Required skills:

- Communicate effectively with others when maintaining and using hand tools
- Read and interpret instructions, procedures, information and signs relevant to the maintenance and use of hand tools
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the use and maintenance of hand tools
- Operate electronic communication equipment to required protocols
- Work both individually and collaboratively with others when maintaining and using hand tools
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Identify, select and efficiently and effectively use relevant hand tools and related materials
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hand tools may include:
- those required for operations and maintenance

Operations may be carried out in typical rail transport situations, including:
- operations conducted at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment

Materials may include:
- servicing materials such as lubricants
- related materials and consumables needed when using tools, e.g. nails, screws, grease, etc.

Safety equipment may include:
- high visibility clothing
- sunscreen and sun glasses
RANGE STATEMENT

- insect repellent
- gloves, safety headwear, mask and footwear
- portable radios
- flags and hand lamps
- safety glasses and hearing protection
- safety devices

Environmental hazards may include:
- leaking oil and fuel
- inappropriate disposal of fluids in drains or sewerage systems
- inappropriate disposal of waste and rubbish

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- equipment manufacturers representatives and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Contingency processes may relate to:
- personal injury
- tool malfunctions

Operators of mechanised equipment must have:
- undertaken training
- where appropriate, hold the relevant licence, permit or certificate
- be recognised as competent for the class of machinery being used

Information/records may include:
- workplace operational and technical instructions and procedures for the use and care of hand tools
- relevant regulations including state/territory safety codes of practice and safeworking regulations
- maintenance checklists and records for the use and servicing of tools
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when using and maintaining hand tools
- OH&S procedures
- QA plans and procedures
RANGE STATEMENT

- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and legislation may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB1030A Undertake general site maintenance

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to undertake general site housekeeping and maintenance in depots, sub-depots, factories, compounds, campsites, etc. in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for the work, conducting site housekeeping functions, applying pest and vegetation control measures, and completing all work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant requirements of the codes of practice and safeworking requirements and regulations of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to general site maintenance carried out as part of workplace activities across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1  Prepare for work | 1.1 Works order including drawings, sketches and material lists is received/accessed, analysed and confirmed if necessary by site inspection  
1.2 Resources, including equipment and materials, are identified and obtained  
1.3 Liaison and communication issues with other personnel at the site are resolved  
1.4 Hazards are identified prior to commencement of work  
1.5 Site safety requirements are observed |
| 2  Conduct site housekeeping functions | 2.1 Stores, materials and equipment are loaded/off-loaded safely and secured  
2.2 Site, including stores and materials, is laid out to plan  
2.3 Stores and materials are checked for serviceability, cleaned as necessary and prepared for use  
2.4 Minor earthwork maintenance is conducted  
2.5 Excess materials and refuse are disposed of/returned as required by workplace procedures |
| 3  Apply pest and vegetation control measures | 3.1 Pest and vegetation control requirements are identified and appropriate control measure is selected and authorised by the appropriate person  
3.2 Chemical control agents are prepared in accordance with safety requirements and workplace procedures  
3.3 Pest control measures are applied, monitored and varied to maintain effectiveness  
3.4 Control measures are applied and pests and vegetation are removed/neutralised |
| 4  Complete the work | 4.1 Worksite is rehabilitated  
4.2 Work completion details are finalised and recorded/advised to appropriate personnel |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of applicable regulatory requirements
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for general site maintenance
- Problems that may occur during site maintenance activities, and action that can be taken to report or resolve the problems
- Hazards that may exist during site maintenance activities, and ways of controlling the risks involved
- Contents of workplace technical manuals and instructions relating to the work activities concerned
- Characteristics of plant and equipment, transport, structures, hardware and electrical components used in work activities
- Impact on work activities of regulatory requirements
- Workplace documentation and records system management related to the work concerned
- Hazardous chemicals used in general site maintenance, and related precautions and personal protection measures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when carrying out general site maintenance
- Read and interpret instructions, procedures, information, labels and signs relevant to general site maintenance
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to general site maintenance
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when carrying out general site maintenance in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when carrying out general site maintenance
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify and organise resources required for work activities
- Use hand tools and minor plant
- Work at heights and in confined spaces

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations are conducted by day or night in all relevant weather conditions and may involve working:

- from a vehicle/platform
- from a ladder
- from an elevating work platform
- from a tree
- on the ground

Stores, materials and equipment may include:

- those required for erection, maintenance and servicing functions

Minor earthworks may include:

- restoration of backfill to complete excavations
- pole and structure foundations
- basic drainage

Vegetation control measures may include:

- hand clearing
- growth retardants
- machinery assisted cleaning
- herbicidal cleaning
- fire cleaning

Pest control measures may include:

- seals
- chemicals
- baits
- traps
- sprays

Communication equipment may include:

- two-way radios, and/or
- telephones

Depending on the type of organisation concerned and the
RANGE STATEMENT

local terminology used, workplace procedures may include:

- organisational procedures
- established procedures

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:

- relevant state/territory codes of practice and safeworking system requirements
- operational instructions, policies and workplace procedures
- relevant logs or record books
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

**Competency Field**

**Competency Field**

B - Equipment Checking and Maintenance
TLIB1031A Clean up plant, equipment and worksite

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to clean up plant, equipment and worksite in accordance with safeworking and regulatory requirements and workplace procedures, including planning and preparing work, arranging the clear up and disposal/reclamation of material, operating cleaning equipment and mobile plant, finalising the work and restoring the site. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the cleaning up of plant, equipment and worksites as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan and prepare work | 1.1 Details of cleaning requirements are identified by instructions, inspections, work orders and schedules  
1.2 Materials and equipment are identified and obtained  
1.3 Relevant legislative, statutory and workplace requirements and standards are identified, applied and monitored throughout the work procedure  
1.4 Environmental regulatory requirements are identified to ensure site is left in an environmentally sound condition  
1.5 Required materials to be removed and methods of removal are identified to facilitate clean up |
| 2 Arrange clear up and disposal/reclamation of material | 2.1 Storage/disposal areas and quarantine zones are identified and arranged to ensure environmentally sound disposal  
2.2 Reclaimed material is removed to storage areas using appropriate methods  
2.3 Non-required materials/services are removed and disposed of in appropriate manner to ensure clean and environmentally stable site  
2.4 Site is inspected for overlooked materials to minimise wastage and losses |
| 3 Operate cleaning equipment and mobile plant | 3.1 Cleaning and mobile plant is operated to site/manufacturers requirements.  
3.2 Operator maintenance is performed to manufacturers/site standards  
3.3 Cleaning equipment is cleaned and stored |
| 4 Finalise work and restore site | 4.1 Drainage is established/restored as necessary to ensure well drained site  
4.2 Re-vegetation/environmental repair is arranged if required to return site to environmentally sound condition  
4.3 Barriers are removed or checked for integrity to ensure access to correct areas  
4.4 Access roads are closed if required to prevent unauthorised access to closed site  
4.5 Site is left in suitable level and surface condition to ensure environmentally sound, safe and clean site |

# Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the cleaning up of plant, equipment and worksites
- Problems that may occur during the cleaning up of plant, equipment and worksites and action that can be taken to report or resolve the problems
- Hazards that may exist when cleaning up plant, equipment and worksites and ways of controlling the risks involved
- Permit to work system where applicable
- Applications and characteristics of plant and equipment
- Cleaning agents/sealants and their properties and precautions for their use
- Cleaning equipment and related materials and their applications
- Plant and equipment cleaning procedures and instructions
- Relevant recording and documentation requirements
- Manufacturers instructions for the servicing and cleaning of equipment

Required skills:

- Communicate effectively with others when cleaning up plant, equipment and worksites
- Read and interpret instructions, procedures, information and signs relevant to the cleaning up of plant, equipment and worksites
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the cleaning up of plant, equipment and worksites
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when cleaning up plant, equipment and worksites
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment and sites in accordance with standard operating procedures
- Use hand and power tools
- Apply cleaning agents, sealants and chemicals
- Handle hazardous materials
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Level and re-vegetate sites
- Identify and reclaim salvageable materials
- Identify and remove water/waste/surplus materials
- Operate and maintain relevant mobile plant and mobile plant equipment
- Apply cleaning agents, sealants and chemicals
- Use barriers correctly

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Materials may include:
- all purpose garden sprays
- floor stripper
- floor polish
- floor cleaner
- disinfectant
- degreaser
- bleach
- petrochemicals

Tools may include:
- gardening implements
- cleaning tools
- hand tools

Cleaning equipment may include:
- hoses
- lances
RANGE STATEMENT

- pneumatic tube hones
- high speed polishers
- vacuum cleaners
- steam cleaners
- brooms
- buckets
- mops
- shovels
- duster
- internal combustion driven vacuum cleaner

Cleaning operations may also include:
- water lancing
- internal boiler washing

Communication methods may include:
- written
- verbal
- radio

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection and gloves
- sunscreen
- sunglasses and safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Disposal of material may involve:
- the use of a quarantine zone in accordance with environmental regulations and requirements

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant logs or record books
- notices, records and requests
RANGE STATEMENT

- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- environmental regulations and associated requirements
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB1080A Use, clean and maintain towing equipment

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to use, clean and maintain towing equipment in accordance with workplace requirements. It includes carrying out pre-operation checks on equipment, carrying out basic routine servicing of the equipment, using the towing equipment, cleaning the equipment, and recording and reporting the results of checks in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the OH&S legislation and other relevant regulations covering the use, cleaning and basic servicing of the towing vehicle and the equipment concerned.

Work is performed under limited supervision. It involves the application of regulatory requirements and standard operating procedures to the use, cleaning and servicing of a towing vehicle and its equipment.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Visually inspect vehicle and towing equipment** | 1.1 Towing vehicle and equipment are visually inspected prior to operations as per standard pre-operational functional and safety check procedures and manufacturers specifications  
1.2 Aspects of vehicle or equipment found to be faulty or outside manufacturers or workplace specifications are reported to designated persons for appropriate action |
| **2 Check vehicle and towing equipment for operational capability** | 2.1 Towing vehicle and equipment are checked to ensure that they can be operated in accordance with manufacturers specifications and standard operating procedures  
2.2 Safety systems are all checked for operational effectiveness  
2.3 Routine servicing and lubrication checks of the tow truck and its equipment are carried out in accordance with the service schedule for the vehicle and the equipment concerned |
| **3 Identify and assess impact of faults on towing operations** | 3.1 The effect of any identified faults on the operation of the towing vehicle and equipment is assessed  
3.2 Faulty equipment or components that may affect the safe operation of the vehicle and equipment are isolated, tagged and reported to the appropriate personnel for rectification |
| **4 Use towing equipment on vehicle** | 4.1 Towing equipment is operated in accordance with manufacturers specifications and regulatory requirements  
4.2 Attachment points used in the towing operation and the weight of the vehicle being towed or load being carried are checked to ensure that they are consistent with established towing practice, regulatory requirements and the permissible safe working loads for the tow truck and its associated towing equipment  
4.3 Safety precautions are followed when using the towing equipment on a tow truck in accordance with standard operating procedures and occupational health and safety requirements  
4.4 Personal protective equipment is worn in accordance with standard operating procedures and occupational health and safety requirements |
| **5 Clean towing vehicle and its equipment** | 5.1 Appropriate cleaning process is selected for type of towing vehicle and its equipment in accordance with standard operating procedures  
5.2 Cleaning materials are prepared in accordance with manufacturers instructions and standard operating procedures  
5.3 The required personal protective and safety equipment is selected and used in accordance with regulatory requirements and standard operating procedures  
5.4 Towing vehicle is cleaned using appropriate cleaning materials and tools as per standard procedures |
ELEMENT
6 Record and report results of visual inspection and operational checks

PERFORMANCE CRITERIA
6.1 The results of the visual inspection and operational checks are accurately reported in accordance with regulatory requirements, workplace policy and standard procedures
6.2 Records are clear, unambiguous and concisely kept in accordance with workplace policy
6.3 Clear reference is made to any items which may affect the future safety of the towing vehicle or equipment

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and standards relevant to the use, cleaning and servicing of a towing vehicle and its equipment
- Relevant OH&S and environmental protection procedures and guidelines
- Standard operating procedures and policies for the use, cleaning and servicing of a towing vehicle and its equipment
- Focus of operation of work systems, equipment, management and workplace standard operating systems for the use, cleaning and servicing of a towing vehicle and its equipment
- The characteristics, capabilities and limitations of the towing vehicle and its equipment
- Tools, materials and equipment used during the use, cleaning and maintenance of a towing vehicle and its equipment and the precautions and procedures that should be followed in their use
- Problems that may occur when using, cleaning and servicing a towing vehicle and its equipment and appropriate action that can be taken to resolve the problems
- Operational safety requirements for the towing vehicle and equipment concerned
- Documentation and record requirements when using, cleaning and servicing a towing vehicle and its equipment
- Housekeeping standards and procedures required when operating and servicing a tow truck and its equipment
- Hazards that may exist when using, cleaning and servicing a towing vehicle and its equipment and the precautions and action that should be taken to minimise or eliminate the hazards concerned

Required skills:
Required skills:

- Communicate effectively with others when using, cleaning and servicing a towing vehicle and its equipment
- Read and interpret instructions, procedures and labels relevant to the operation, cleaning and servicing of a towing vehicle and its equipment
- Complete documentation related to the operation, cleaning and servicing of a towing vehicle and its equipment
- Work safely and collaboratively with others when using, cleaning and servicing a towing vehicle and its equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Modify activities depending on differing towing contexts, risk situations and environments
- Recognise problems concerning the safety and operational capability of the towing vehicle and its equipment and take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating, cleaning and servicing a towing vehicle and its equipment
- Plan own work including predicting consequences and identifying improvements
- Adapt to changes in towing vehicles and associated equipment and procedures
- Use required personal protective equipment conforming to industry and OH&S standards including the operation of portable fire extinguishers
- Select and use relevant equipment, tools and cleaning agents when using, cleaning and servicing a towing vehicle and its equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of towing situations
- by day or night
- in a range of weather conditions

Customers may be:
- vehicle owners
- operators of expressways, freeways, tollways or tunnels
- police and other emergency services personnel
- local government authorities
- car park operators
- road traffic authorities
- owners and operators of equipment elevating work
RANGE STATEMENT

Towing situations may include:
- vehicle accidents
- vehicle breakdowns
- expressway breakdowns and accidents
- tunnel breakdowns and accidents
- stolen cars
- vehicles illegally parked on clearways
- vehicles illegally parked in car parks
- abandoned vehicles
- carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.

Required towing vehicle may include:
- tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10 tonne capacity)
- tow truck with crane and cradle
- towing vehicle with a detachable self loading table top
- articulated drop-deck low loader
- trailer

Purpose of equipment checking and inspection is to ensure:
- it is free from damage and faults that may prejudice safety or limit operational capability

Safety and operational capability checks may be performed:
- on a range of towing vehicles and their associated equipment

Operational and servicing checks may be performed by:
- operating and checking the functionality of various pieces of safety and component equipment (where applicable)
- completing a service checklist for the towing vehicle and its equipment

Potential problems that may be identified during visual inspections and service checks:
- fluid leaks
- low fluid levels
- damaged or worn cables and ropes
- broken equipment or parts
- cracks, surface or structural faults or other damage
- tightness of bolts, fixtures and fittings within specifications

Records and results of pre-operation and operational checks may include:
- details of faulty equipment or specific components
- action taken
- results of checks
- completion of a service checklist or schedules
- details of repair and maintenance work to be undertaken

Personal protective equipment may include:
- gloves
- safety headwear and footwear
RANGE STATEMENT

- safety glasses
- two-way radios
- high visibility clothing (raincoats and vests)
- portable fire extinguishers

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- mobile phone
- fax
- email
- internet
- RF communications
- oral, aural or signed communications

Information and documents may include:

- standard procedures and policies for the operation, checking and servicing of towing vehicle, equipment and tools
- manufacturers specifications for towing vehicle, equipment and tools
- workplace and client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- industry code of practice
- relevant legislation, regulations and related documentation
- quality assurance standards
- emergency procedures

Applicable legislation, regulations and codes may include:

- relevant standards, codes and regulations pertaining to the towing vehicle and its equipment
- relevant state and territory OH&S legislation
- relevant state and territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB1093A Clean equipment and restore worksite

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to clean up plant, equipment and worksite in accordance with safeworking and regulatory requirements and workplace procedures. It includes planning and preparing work, arranging the clear up and disposal/reclamation of material, operating cleaning equipment and mobile plant, finalising the work and restoring the site. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the cleaning up of plant, equipment and worksites as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Plan and prepare work</td>
<td>1.1 Details of cleaning requirements are identified by instructions, inspections, work orders and schedules</td>
</tr>
<tr>
<td></td>
<td>1.2 Materials and equipment are identified and obtained</td>
</tr>
<tr>
<td></td>
<td>1.3 Required materials to be removed and methods of removal are identified to facilitate clean up</td>
</tr>
<tr>
<td>2 Clear up and dispose of</td>
<td>2.1 Storage/disposal areas and quarantine zones are identified to ensure environmentally sound disposal</td>
</tr>
<tr>
<td>or reclaim material</td>
<td>2.2 Reclaimed material is removed to storage areas using appropriate methods</td>
</tr>
<tr>
<td></td>
<td>2.3 Non-required materials/services are removed and disposed of in appropriate manner to ensure clean and environmentally stable site</td>
</tr>
<tr>
<td></td>
<td>2.4 Site is inspected for overlooked materials to minimise wastage and losses</td>
</tr>
<tr>
<td>3 Operate cleaning</td>
<td>3.1 Cleaning and mobile plant is operated to site/manufacturers requirements</td>
</tr>
<tr>
<td>equipment and mobile</td>
<td>3.2 Operator maintenance is performed to manufacturers/site standards</td>
</tr>
<tr>
<td>plant</td>
<td>3.3 Cleaning equipment is cleaned and stored</td>
</tr>
<tr>
<td>4 Finalise work and</td>
<td>4.1 Where used, barriers are removed or checked for integrity to ensure access to correct areas</td>
</tr>
<tr>
<td>restore site</td>
<td>4.2 Site is left in suitable surface condition to ensure an environmentally sound, safe and clean site</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the cleaning up of plant, equipment and worksites
- Problems that may occur during the cleaning up of plant, equipment and worksites, and action that can be taken to report or resolve the problems
- Hazards that may exist when cleaning up plant, equipment and worksites, and ways of controlling the risks involved
REQUIRED KNOWLEDGE AND SKILLS

- Cleaning agents/sealants and their properties and precautions for their use
- Cleaning equipment and related materials and their applications
- Relevant recording and documentation requirements
- Manufacturers instructions for the cleaning of equipment
- Material safety data sheets (MSDS)

Required skills:

- Read and interpret instructions, procedures, information and signs relevant to the cleaning up of plant, equipment and worksites
- Interpret and follow operational instructions
- Complete documentation related to the cleaning up of plant, equipment and worksites
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems in accordance with workplace procedures
- Apply precautions to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment and sites in accordance with standard operating procedures
- Apply cleaning agents, sealants and chemicals
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify and reclaim salvageable materials
- Identify and remove water/waste/surplus materials
- Operate and maintain relevant cleaning equipment
- Use barriers correctly

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying and obtaining correct materials and equipment
  - operating cleaning equipment correctly
  - disposing of waste materials correctly
  - leaving site in a suitable condition

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Materials may include:
- floor stripper
- floor polish
- floor cleaner
- disinfectant
- degreaser
- bleach
- petrochemicals

Tools may include:
- cleaning tools
- hand tools

Cleaning equipment may include:
- hoses
- lances
- pneumatic tube hones
- high speed polishers
- vacuum cleaners
- steam cleaners
- brooms
- buckets
- mops
- shovels
- duster
- internal combustion driven vacuum cleaner

Cleaning operations may also include:
- water lancing
- internal boiler washing

Communication methods may include:
- written
- verbal
- radio/mobile phone

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection and gloves
- sunscreen
- sunglasses and safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Disposal of material may involve:
- the use of a quarantine zone in accordance with environmental regulations and requirements

Information/documents may include:
- operational instructions, policies and workplace procedures
- relevant logs or record books
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- environmental regulations and associated requirements
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field          B - Equipment Checking and Maintenance
TLIB2001A Check and assess operational capabilities of equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the checking and assessment of the operational capability of equipment.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the checking and assessment of the operational capability of equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
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</table>
| 1 Inspect equipment and work area | 1.1 Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturers specifications  
1.2 Aspects of equipment/work area found to be outside manufacturers and/or workplace specifications are reported to designated persons for appropriate action |
| 2 Check equipment operational capability | 2.1 Equipment and components are tested after start-up in accordance with manufacturers specifications and workplace procedures  
2.2 Warning systems are all checked for operational effectiveness |
| 3 Identify and assess impact of faults on work requirements | 3.1 Faults are identified and assessment made of the potential effect on the operation of the equipment for the required work  
3.2 Faults that may affect the safe operation of the equipment are reported to the appropriate personnel for rectification |
| 4 Record and report results of inspection and testing | 4.1 The results of the inspection and testing are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines  
4.2 Records are clear, unambiguous and concisely kept in accordance with workplace policy  
4.3 Clear reference is made to any items which may affect the future safety of the equipment |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Workplace procedures and policies for the checking and assessing of the operational capability of equipment
- Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of equipment
- The characteristics, capabilities and limitations of the equipment
- Tools and equipment used during the checking and assessing of the operational capability of equipment and the precautions and procedures that should be followed in their use
- Problems that may occur when checking and assessing the operational capability of equipment and appropriate action that can be taken to resolve the problems
REQUIRED KNOWLEDGE AND SKILLS

- Operational safety requirements for the equipment concerned
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when checking and assessing the operational capability of equipment
- Read and interpret instructions, procedures, information, labels and signs relevant to the checking and assessing of the operational capability of equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the checking and assessing of the operational capability of equipment
- Work collaboratively with others when checking and assessing the operational capability of equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:  
- a range of work environments  
- by day or night

Customers may be:  
- internal or external

Workplaces may comprise:  
- large, medium or small worksites

Work may be conducted in:  
- limited or restricted spaces  
- exposed conditions  
- controlled or open environments

Purpose of equipment checking and inspection is to:  
- ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability

Safety and operational capability checks may be performed:  
- on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries

Visual checks may include but are not limited to:  
- pressure over/under specification  
- fluid leaks  
- temperature over/under specifications  
- cracks, surface or structural faults or other damage  
- tightness of bolts, fixtures and fittings within specifications

Records/results of pre-operation tests may include:  
- details of faulty equipment or specific components  
- action taken  
- results of testing  
- details of repair and maintenance work to be undertaken

Operational checks may be performed by:  
- operating/checking the functionality of various pieces of safety and component equipment (where applicable)

Hazards in the work area may include exposure to:  
- chemicals  
- dangerous or hazardous substances  
- movements of equipment, goods and materials  
- a fire or explosion  
- faulty equipment/tools

Consultative processes may involve:  
- workplace personnel  
- supervisors and managers  
- equipment manufacturers  
- site visitors  
- contractors  
- official representatives
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Information/documents may include:
- workplace procedures and policies for the checking and assessment of the equipment concerned
- manufacturers specifications for equipment/tools
- equipment identification labels, barcodes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- export/import/quarantine/bond requirements
- relevant Australian standards and certification
RANGE STATEMENT

- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2003A Carry out vehicle servicing and maintenance

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks and maintenance and to ensure that all specified safety requirements are met, and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to service and maintain a commercial vehicle across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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| 1 Maintain and service the vehicle systems | 1.1 Fluid levels are checked and adjusted following manufacturers specifications and workplace procedures  
1.2 Air levels are checked and adjusted following manufacturers specifications and workplace procedures  
1.3 Routine checks are made of vehicle systems and appropriate action is initiated for maintenance where required in accordance with workplace procedures  
1.4 Appropriate precautions and procedures are followed when servicing/maintaining a vehicle to ensure adequate protection of the environment  
1.5 OH&S procedures are followed when carrying out routine servicing and maintenance of a vehicle |
| 2 Carry out minor repairs to a vehicle | 2.1 Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturers instructions and workplace procedures  
2.2 Tyres on vehicle are repaired or replaced following workplace procedures and manufacturers instructions  
2.3 Worn brakes are identified and action taken in accordance with workplace procedures and manufacturers specifications  
2.4 The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures |
| 3 Diagnose minor vehicle faults and undertake repairs for the safe operation of a vehicle | 3.1 Minor faults in the vehicle systems are identified, diagnosed and repaired following manufacturers specifications and workplace procedures  
3.2 Identified faults which create a safety hazard are reported and appropriate action is taken to remove the vehicle from operation pending repair |
| 4 Complete documentation | 4.1 Records of routine servicing, maintenance and repairs are kept in accordance with workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Relevant 'duty of care' requirements for the routine servicing and maintenance of vehicles
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and pollution control procedures
- Procedures for the checking and routine service and maintenance of a commercial vehicle in accordance with workplace and the manufacturer's requirements and established safety rules and regulations
- Problems that may occur during the routine servicing and maintenance of a vehicle and appropriate action and solutions
- Recognition and diagnosis of faults and vehicle irregularities
- Basic principles of operation of systems on commercial vehicles, including: electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres and brakes
- Basic fault finding procedures required during routine servicing and maintenance of vehicles
- Procedures required to minimise waste during routine servicing and maintenance
- Housekeeping standards required for routine servicing and maintenance
- Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance
- Reporting and documentation requirements

Required skills:

- Communicate effectively with others when carrying out vehicle servicing and maintenance
- Read and interpret instructions, procedures, information and signs relevant to vehicle servicing and maintenance
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to vehicle servicing and maintenance
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions identified when carrying out vehicle servicing and maintenance in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during vehicle servicing and maintenance
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to vehicle or equipment
Required skills:

- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of vehicle servicing and maintenance

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
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EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- in tight or confined spaces, exposed conditions and controlled or open environments
- while in a depot, base or warehouse
- while in the vehicle on the road
- while at a client's workplace

Type of vehicle may include any commercial road transport vehicle including:
- light vehicle
- heavy vehicle
- combination vehicle

Maintenance checks may include:
- routine inspections of vehicle systems
- checks prior to operations
- checks on completion of operations
- checks on completion of maintenance activities

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
RANGE STATEMENT

Minor routine servicing may include:
- topping-up of water levels
- replacement of oils
- replacement of air in tyres

Environmental hazards may include:
- leaking oil and fuel
- defective or inappropriately adjusted exhaust systems
- inappropriate disposal of vehicle fluids in drains or sewerage systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:
- workplace routine servicing and maintenance procedures, checklists and instructions
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- maintenance checklists and records
- vehicle manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles
- OH&S procedures to be followed when servicing and maintaining vehicles

Applicable regulations and legislation may include:
- relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2004A Carry out vehicle inspection

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks, to clean the vehicle, and to ensure that all specified safety requirements are met and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial vehicles.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine inspection principles and procedures to check the safety and operation of a commercial vehicle across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
**Employability Skills Information**

**Employability Skills**

This unit contains employability skills.

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**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
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| 1 Check the vehicle | 1.1 A visual check of the internal and external condition of the vehicle is carried out following workplace procedures  
|                 | 1.2 Pre-operational inspections and checks of the vehicle’s tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with the requirements of the relevant roads and traffic authority  
|                 | 1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specifications  
|                 | 1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems  
|                 | 1.5 Warning systems (instruments and gauges) are checked to ensure they are operational  
|                 | 1.6 Where relevant, vehicle monitoring device is logged on/off in accordance with manufacturers instructions and workplace policy |
| 2 Clean vehicle | 2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation |
| 3 Complete documentation | 3.1 Basic faults are identified and/or diagnosed and appropriate action is taken to report or remedy them as required by workplace procedures and legislation  
|                 | 3.2 Records of inspection are updated and recommended repairs are documented in accordance with workplace policies |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant duty of care requirements for the routine inspection of vehicles
- Relevant OH&S and pollution control procedures
- Procedures for the routine inspection of a commercial vehicle in accordance with workplace and manufacturers requirements and established safety rules and regulations, including pre-operational checking procedures, visual inspection procedures and warning systems checking procedures
- Problems that may occur during the routine inspection of a vehicle and appropriate actions and solutions
REQUIRED KNOWLEDGE AND SKILLS

- Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres, brakes
- Reporting and documentation requirements

Required skills:

- Communicate effectively with others during the routine inspection of a vehicle
- Read and interpret instructions, procedures, information and manuals relevant to the routine inspection of a vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the routine inspection of a vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others during the routine inspection of a vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that are identified during the routine inspection of a vehicle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur during the routine inspection of a vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Use cleaning equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

Environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in a depot, base or warehouse
- while in the vehicle on the road
- while at a client's workplace

Type of vehicle may include any commercial road transport vehicles including:

- light vehicles
- heavy vehicles
- combination vehicles

Inspection may include:

- visual checks of vehicle
- routine checks of vehicle systems
- checks in accordance with a detailed inspection schedule

Routine checks may include:

- water levels
- oil levels
- air pressure in tyres
- brakes
- lights
- condition of tyres
- battery
- exhaust system
- suspension

Environmental hazards may include:

- leaking oil and fuel
- defective or inappropriately adjusted exhaust systems
- inappropriate disposal of vehicle fluids in drains or sewerage systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:

- workplace routine inspection procedures, checklists and instructions
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- vehicle manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining vehicles
RANGE STATEMENT

- OH&S procedures to be followed when inspecting vehicles
- relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2008A Carry out inspection of trailers

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to carry out an inspection of a commercial trailer, including action to implement trailer manufacturers specifications for routine checks, to clean the trailer, and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial trailers.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine inspection principles and procedures to check a commercial trailer across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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</table>
| 1 Check the trailer | 1.1 A visual check of the internal and external condition of the trailer is carried out following workplace procedures  
1.2 Pre-operational inspections and checks of the trailer's brake systems, suspension and axles, electrical systems and wheels and tyres are carried out to ensure conformance with road safety standards  
1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specification |
| 2 Clean trailer | 2.1 Trailer and associated equipment is cleaned in accordance with workplace procedures and legislation |
| 3 Complete documentation | 3.1 Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation  
3.2 Records of inspection are updated and recommended repairs documented in accordance with workplace policies |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant duty of care requirements for the routine inspection of trailers
- Relevant OH&S and pollution control procedures
- Procedures for the routine inspection of a commercial trailer in accordance with workplace and manufacturers requirements and established safety rules and regulations including visual inspection procedures and pre-operational checking procedures
- Problems that may occur during the routine inspection of a trailer and appropriate actions and solutions
- Basic principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems
- Reporting and documentation requirements

Required skills:

- Communicate effectively with others during the routine inspection of a trailer
- Read and interpret instructions, procedures and other information relevant to the routine
Required skills:

- Inspection of a trailer
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the routine inspection of a trailer
- Work collaboratively with others during the routine inspection of a trailer
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified during the routine inspection of a trailer in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor and check condition of trailer and its equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE

for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:
  - operations conducted at day or night
  - typical weather conditions
  - in confined spaces, exposed conditions and controlled or open environment
  - while in a depot, base or warehouse
  - while in the trailer on the road
  - while at a client's workplace

Trailers may include:
  - any commercial trailers attached to vehicles used in the Australian transport industry
RANGE STATEMENT

Inspection may include:
- visual checks of trailer
- routine checks of trailer systems
- checks in accordance with a trailer inspection schedule

Routine checks may include:
- air pressure in tyres
- brakes
- lights
- condition of tyres
- suspension
- coupling systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:
- workplace routine inspection procedures, checklists and instructions
- relevant state/territory roads and traffic authority trailer maintenance regulations
- trailer manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining trailers
- OH&S procedures to be followed when inspecting trailers

Applicable regulations and legislation may include:
- relevant state/territory roads and traffic authority trailer maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2009A Check conveyor operational status

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to check conveyor operational status in accordance with workplace requirements, including inspecting conveyor system and work area, checking equipment operational capability, and identifying and assessing faults and reporting results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the checking and assessment of the operational capability of equipment.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the checking and assessment of the operational capability of equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Inspect conveyor system and work area | 1.1 The conveyor equipment is checked prior to start-up in accordance with workplace procedures, manufacturers safety checks and specifications to ensure it is free from damage and obstructions that may limit operational capability  
1.2 Work area is checked to ensure that it is safe and appropriate for the required task |
| 2 Check equipment operational capability | 2.1 Conveyors are inspected after start-up in accordance with manufacturers specifications and workplace inspection specifications and procedures  
2.2 Warning systems are checked for operational effectiveness  
2.3 Records are checked to determine maintenance history and requirements and goods carried |
| 3 Identify, assess faults and report results of inspection and testing | 3.1 Faults are identified and assessments made of the potential effect on the operation of the equipment for the required work, and details forwarded to relevant personnel in accordance with workplace procedures  
3.2 Accurate reporting of the results of the inspection and testing is kept in accordance with regulatory requirements, workplace policy and industry guidelines  
3.3 Clear reference is made to any items which may affect the future safety/operation of the equipment  
3.4 Conveyor system is continually monitored for safe and efficient operation |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the checking and assessing of the operational capability of conveyor, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the checking and assessing of the operational capability of conveyor
- Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of conveyor
REQUIRED KNOWLEDGE AND SKILLS

- The purpose, characteristics, capabilities, requirements and limitations of the conveyor
- Conveyed materials' potential for toxicity, reactivity, material grade, type and purpose including information from relevant material data safety sheets and ADG Code documentation (where applicable)
- Function and principles of operation of belt cleaning systems
- Tools and equipment used during the checking and assessing of the operational capability of conveyor and the precautions and procedures that should be followed in their use
- Problems that may occur when checking and assessing the operational capability of conveyor and appropriate action that can be taken to resolve the problems
- Operational safety requirements for the conveyor concerned
- Documentation and record requirements
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when checking and assessing the operational capability of a conveyor
- Read and interpret instructions, procedures, information and labels relevant to the checking and assessment of the operational status of a conveyor
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the checking and assessment of the operational status of a conveyor
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when checking and assessing the operational capability of a conveyor
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when checking and assessing the operational capability of a conveyor in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of conveyor equipment
- Service conveyor equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
EVIDENCE GUIDE

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Purposes of conveyor checks/inspections are:
- to ensure that the conveyor and its safety devices and warning systems are operational, are in accordance with specifications, and are free from faults that may prejudice safety or limit operational capability

Conveyor may be enclosed or exposed, above or underground. Conveyor belt construction and materials may vary. Types of conveyors may include:
- buckets
- rollers
- air slides
- drag chains
- gravity systems

Aspects of conveyor equipment covered by workplace inspection specifications and procedures may include but is not limited to:
- belt surface and edges
- frame
- idlers
- motive power source
- tensions
- tracking
- speed
- guides

Checks may include but are not
RANGE STATEMENT

limited to:

- instructions
- monitoring of operational performance
- service checks in accordance with manufacturers instructions
- tests and checks of safety devices and warning indicators in accordance with workplace and regulatory requirements
- checks on adjustments against specifications
- checks of readings on gauges and monitors against specifications

Records/results of checks may include:

- details of out-of-performance indications
- details of faulty equipment or specific components
- details of action taken
- results of checks/tests
- details of repair and maintenance work to be undertaken

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Hazards in the work area may include exposure to:

- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving machinery, goods, materials and vehicular traffic
- contamination of, or from, materials being handled
- a fire or explosion
- service lines
- spills, leakages and ruptures
- dust/vapours
- faulty equipment/tools

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- equipment manufacturers
- site visitors
- contractors
- official representatives

Dependent of the type of
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- respirators and fume masks
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Information/documents may include:

- workplace procedures and policies for the checking and assessment of the equipment concerned
- manufacturers specifications for equipment/tools
- equipment identification labels, barcodes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the checking and operation of the conveyor system concerned including the ADG Code where applicable
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification
RANGE STATEMENT

- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2022A Diagnose and rectify minor faults

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to identify, diagnose and rectify minor faults in accordance with workplace requirements, including identifying maintenance and/or repair requirements, conducting minor maintenance and routine repairs, checking and reporting minor repairs and/or maintenance, and providing support in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with workplace procedures and the regulations and safeworking codes of practice relevant to fault diagnosis and rectification.

Work is performed without supervision, generally within a team environment.

Work involves the application of routine minor fault diagnosis and rectification procedures to maintain the safety and operation of equipment across a variety of operational transport contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
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</table>
| 1 Identify maintenance/repair requirements | 1.1 Condition of rolling stock and/or motive power unit ancillary equipment is assessed  
1.2 Faulty or damaged components or equipment are identified and assessed for component exchange or minor repair  
1.3 Equipment and tools required are identified and obtained  
1.4 Work areas and equipment are prepared and made safe for repair/maintenance/component exchange activities |
| 2 Conduct minor maintenance and routine repairs | 2.1 Minor repair/maintenance/component exchange are carried out to comply with the manufacturers specifications and workplace procedures  
2.2 Equipment, tools and materials required are operated, applied and handled to conform to OH&S requirements and manufacturers specifications to prevent injury and damage |
| 3 Check and report minor repairs/maintenance | 3.1 Minor repair/maintenance/component exchange activities are checked for compliance with safety requirements and workplace procedures  
3.2 Equipment is checked to confirm that it has been restored to operational standards  
3.3 Repair/maintenance/component exchange activities are documented in appropriate records or log books |
| 4 Provide support | 4.1 Repairs/maintenance/component exchange activities requiring support are identified and level of support established  
4.2 Assistance to repair/maintenance/component exchange activities is provided where required  
4.3 Repair/maintenance/component exchange work not able to be undertaken or completed is reported to appropriate personnel for follow-up action  
4.4 Work site is checked for cleanliness and operational safety and appropriate action taken to restore site and equipment |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state/territory regulations, codes of practice and safeworking system requirements
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental protection requirements
- Workplace procedures and policies for the diagnosis and repair of minor faults
- Typical minor repair problems that can occur and related action that should be taken
- Tools and equipment used when diagnosing and rectifying minor faults and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency
- Workplace component and material supply system

Required skills:

- Communicate effectively with others when diagnosing and rectifying minor faults
- Read and interpret instructions, procedures, information and signs relevant to the diagnosis and rectification of minor faults
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when diagnosing and rectifying minor faults
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when diagnosing and rectifying minor faults in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when diagnosing and rectifying minor faults
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying rolling stock and equipment checks required for a range of rolling stock in the workplace
  - identifying typical faults or defects that may occur on rolling stock and equipment
  - correct workplace requirements for reporting identified rolling stock or equipment defects

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

- environment, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment, motive power units and rolling stock to be checked and maintained may include:
- all classes of locomotives, motive power units, passenger carriages, rail cars and types of wagons in service within Australian rail systems

Operations may be conducted:
- by day or night
- in all weather conditions.
- in confined spaces
- in exposed conditions
- in controlled or open environments

Minor maintenance/repair component exchange may include:
- minor component change out
- diagnosing minor faults
- identifying correct lubricants
- identifying correct fuel and carrying out refuelling
- identifying correct solvents and cleaning fluids
- maintaining fluid and air pressures
- replacing faulty/damaged/worn equipment
- servicing and cleaning batteries
- inspecting bogies, running gear and ancillary equipment in cabin or on rolling stock

Safety equipment may include:
- high visibility clothing
- end of train markers
- sunscreen and sun glasses
- insect repellent
- gloves, safety headwear, mask and footwear
- portable radios/mobile phones
- flags and hand lamps
- safety glasses and hearing protection
- safety devices

Environmental hazards may include:
- leaking oil and fuel
RANGE STATEMENT

include:

- defective or inappropriately adjusted exhaust systems
- gases emitted from battery charging system
- inappropriate disposal of fluids in drains or sewerage systems
- inappropriate disposal of waste and rubbish

Consultative processes may involve:

- workplace personnel including supervisors and managers
- equipment manufacturers representatives and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Contingency processes may relate to:

- personal injury
- tool malfunctions

Operators of mechanised equipment must have:

- undertaken training and, where appropriate, hold the relevant license, permit or certificate
- be recognised as competent for the class of machinery being used

Information/records may include:

- workplace operational and technical instructions and procedures for the diagnosis and rectification of minor faults
- relevant regulations including state/territory safety codes of practice and safeworking regulations
- maintenance checklists and records for the diagnosis and rectification of minor faults
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when diagnosing and rectifying minor faults
- OH&S procedures
- QA plans and procedures
- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and

- relevant state/territory regulations, codes of practice and safeworking system requirements
RANGE STATEMENT

legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2023A Provide sanitation and water services support to passenger transportation units

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to provide sanitation and water services support to passenger transportation units in accordance with workplace and regulatory requirements, including planning the decanting and watering of passenger vehicles, carriages or vessels; providing a decanting and water service; and completing all decanting and watering operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures to the provision of sanitation and water services support to passenger transportation units in the transport and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</thead>
</table>
| **1 Plan decanting and watering of passenger vehicles/carriages/vessels** | 1.1 Transport systems vehicles, carriages or vessel type are identified to assess the nature and extent of the servicing required  
1.2 Sanitary waste removal and water system refill are planned to ensure minimal inconvenience and delay to customers and services |
| **2 Provide decanting service** | 2.1 Decanting unit is connected to transport units waste tanks in accordance operational requirements  
2.2 Transport units waste is removed to holding tanks in accordance with workplace procedures  
2.3 Decanting unit is disconnected from transport unit and unit is cleaned to meet workplace and health and hygiene regulations |
| **3 Provide water service** | 3.1 Water supply is connected to transport units water storage tanks in accordance with operational requirements  
3.2 Transport units water storage tanks are filled in accordance with occupational health and safety regulations  
3.3 Water supply is disconnected from transport unit and unit cleaned to meet workplace and health and hygiene regulations |
| **4 Complete decanting and watering** | 4.1 Documentation is completed concerning the removal of waste and the supply of water |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of sanitation and water services support to passenger transportation units, including the discharging of waste and the charging of water containers
- Focus of operation of work systems, equipment, management and site operating systems for the provision of sanitation and water services support to passenger transportation units
- Equipment, chemicals and materials used during the provision of sanitation and water services support to passenger transportation units, and the precautions and procedures that should be
REQUIRED KNOWLEDGE AND SKILLS

followed in their use

- Problems that may occur when providing sanitation and water services support to passenger transportation units and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication requirements when providing sanitation and water services support to passenger transportation units, including radio operation
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when providing sanitation and water services support to passenger transportation units
- Read and interpret instructions, procedures, information, labels and signs relevant to the provision of sanitation and water services support to passenger transportation units
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of sanitation and water services support to passenger transportation units
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing sanitation and water services support to passenger transportation units
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing sanitation and water services support to passenger transportation units in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing sanitation and water services support to passenger transportation units
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and safely use relevant equipment and materials when providing sanitation and water services support to passenger transportation units
**Required skills:**
- Select, mix and apply appropriate cleaning materials
- Handle and store hazardous substances and materials
- Store cleaning materials and equipment

**Evidence Guide**

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

environment at the registered training organisation, and/or
• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
• a range of work environments
• by day or night

Transportation units may include:
• rail carriages, buses, coaches, ferries and other transport units incorporating water and sanitation services

Cleaning and decanting equipment may include:
• mops
• buckets
• hoses
• pumps
• waste tanks

Reporting may include:
• verbal communication
• written communication

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• high visibility clothing

Consultative processes may involve:
• other workplace personnel
• supervisors and managers

Communication in the work area may include:
• phone
• radio
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information/documents may include:
• applicable legislated rail safety requirements including acts and regulations from each state and territory together
RANGE STATEMENT
include: with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- manufacturers specifications for equipment/materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the ADG Code
- relevant health and hygiene legislation, regulations and related documentation
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2029B Use and maintain minor mechanical equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to use and maintain minor mechanical equipment in accordance with organisational and regulatory requirements. Minor mechanical equipment may encompass both hand and power tools.

It includes carrying out pre-operational checks on equipment, operating mechanical equipment in accordance with workplace requirements, conducting routine maintenance, and securing and storing equipment in accordance with workplace procedures.

Licensing and certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with workplace procedures and the regulations and safe-working codes of practice relevant to the use and maintenance of minor mechanical equipment.

Work is performed under some supervision, generally in a team environment. It involves the application of routine procedures to use and maintain minor mechanical equipment across a variety of operational contexts.

Where required to operate a particular piece of minor mechanical equipment, the operator must hold the relevant licence, permit or certificate to be recognised for the class of equipment being operated.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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| 1 Carry out pre-operational checks | 1.1 Pre-operational checks are conducted to manufacturer specifications to ensure optimum functionality of equipment  
1.2 Necessary adjustments to equipment are made according to manufacturer instructions to ensure efficient operation  
1.3 Faulty equipment is reported to relevant person to ensure equipment is safe and effective to use |
| 2 Operate mechanical equipment | 2.1 Equipment is operated in accordance with manufacturer and workplace operating instructions to ensure safe and effective operation  
2.2 Appropriate personal safety protection is used to minimise the risk of injury to operator  
2.3 Work operational hazards are eliminated or controlled appropriately when using equipment to ensure safe working conditions  
2.4 If required, assisting personnel are given clear instructions about their duties to ensure safe and effective working conditions |
| 3 Conduct routine maintenance | 3.1 Equipment is cleaned and maintained in accordance with manufacturer specifications to ensure optimum functionality  
3.2 Detailed and accurate records are maintained according to workplace procedures |
| 4 Secure and store | 4.1 Equipment is handled and transported in a safe, secure and efficient manner to minimise risk of injury to personnel and damage to equipment  
4.2 Equipment is stored and secured according to manufacturer and workplace procedures to prevent damage to and loss of equipment |

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the use and maintenance of minor mechanical equipment
- Problems that can occur when using and maintaining minor mechanical equipment and related action that should be taken to resolve them
- Tools and equipment for using and maintaining minor mechanical equipment and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when using and maintaining minor mechanical equipment
- Work collaboratively with others when using and maintaining minor mechanical equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interaction with others
- Report identified problems, faults and malfunctions that may arise when using and maintaining minor mechanical equipment in accordance with organisational procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment (PPE)
- Monitor performance of equipment

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - completing a pre-operational check on one piece of equipment used in the job function
  - operating mechanical equipment to manufacturer and workplace requirements
  - carrying out one routine maintenance in a safe manner

Context of and specific resources for assessment

- Access is required to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Practical assessment must occur:
  - in three different activities of the job function in the workplace
  - if in a simulated work environment, using industry-standard equipment
  - A simulator is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment may include:
- mechanical handling and lifting equipment
- motorised borers
- PT8 borers
- rail saws
- racket restraints
- side curtains
- portable drills
- rail drills
- rail sheers
- mechanical load restraints
- clipping machines
- dog knockers
- hand trucks
- dog pullers
- vibrating plates
- rattle guns
- generators
- pumps
- compressors
- winches

Equipment operations may be carried out in various situations, including:
- operations conducted at day or night
- all weather conditions
- in confined spaces, exposed conditions and controlled or open environments
- refuelling

Materials may include:
- servicing materials, such as lubricants
- related materials and consumables needed when using tools, such as nails, screws and grease

Safety equipment may include:
- high visibility clothing
- sunscreen and sunglasses
- insect repellent
- gloves, safety headwear, mask and footwear
- portable radios
- flags and hand lamps
- safety glasses and hearing protection
Environmental hazards may include:
- safety devices
- leaking oil and fuel
- inappropriate disposal of fluids in drains or sewerage systems
- inappropriate disposal of waste and rubbish

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information and records may include:
- workplace operational and technical instructions and procedures for the use and maintenance of minor mechanical equipment
- relevant regulations, including state and territory safety codes of practice and safe-working regulations
- maintenance checklists and records for the use and maintenance of minor mechanical equipment
- manufacturer’s instructions, specifications and recommended procedures relating to tools and equipment
- precautions and procedures to be adopted to protect the environment when using and maintaining minor mechanical equipment
- OH&S procedures
- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement and other industrial arrangements

Applicable regulations and legislation may include:
- relevant state and territory regulations, codes of practice and safe-working system requirements
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  B - Equipment Checking and Maintenance
TLIB2034A Maintain poles and associated hardware

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to maintain poles and associated hardware in accordance with safeworking and regulatory requirements and workplace procedures, including planning for the maintenance of poles and associated hardware, preparing the worksite, conducting the maintenance of poles and associated hardware, and completing all of the work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of poles and associated hardware as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan for maintenance of poles and associated hardware | 1.1 Works order is received/accessed, analysed and confirmed, if necessary by site inspection  
1.2 Resources required for the job are identified and scheduled  
1.3 Replacement or additional poles, associated hardware and plant/equipment are transported to the worksite  
1.4 Liaison and communication issues are resolved |
| 2 Prepare the worksite | 2.1 Personnel participating in task, including plant operators and contractors, are fully briefed  
2.2 Road signs, barriers and warning devices are positioned, and worksite protection is provided  
2.3 Safeworking practices are observed on or about the running line/track  
2.4 Replacement or additional poles and associated hardware are placed in planned assembly and/or pre-lift location  
2.5 Excavation/foundation is inspected and confirmed as being in accordance with the works order or specification |
| 3 Conduct maintenance of poles and associated hardware | 3.1 Actual maintenance requirement is confirmed by site inspection  
3.2 Pole and associated hardware to be maintained is stabilised if necessary  
3.3 Maintenance of pole and associated hardware is carried out in accordance with the work order and workplace standing requirements |
| 4 Complete the work | 4.1 Worksite is rehabilitated, and work is completed in an agreed time and with minimum waste  
4.2 System data and pole records are updated according to workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including OH&S instructions related to pole erection, site safety and rescue techniques
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures for the maintenance of poles and associated hardware
- Hazards that may exist when maintaining poles and associated hardware and ways of controlling the risks involved
- Mechanical principles related to structures
- Pole maintenance techniques and processes
- Characteristics, capabilities, uses, limitations and location standards of the types of poles
- Switching or de-energising procedures during maintenance operations
- Workplace technical manuals and instructions which relate to the assembly, erection and lift/transfer of poles and association hardware
- Pole treatment chemicals and HAZCHEM requirements
- Soil types and stabilisation processes
- Responsibilities in relation to other authorities, clients and landowners
- Regulations for rigging, traffic control and guidance signals
- Documentation and records systems related to pole management
- Procedures for identifying and using support plant and equipment

Required skills:

- Communicate effectively with others when maintaining poles and associated hardware
- Read and interpret instructions, procedures, information and signs relevant to the maintenance of poles and associated hardware
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining poles and associated hardware
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when maintaining poles and associated hardware in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Adapt to differences in tools and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Perform basic welding and oxy cutting
- Guide, by convention and signals, operators of plant/equipment during lift/transfer operations
- Work at heights or in confined spaces
- Operate minor plant and equipment
- Use hand tools
- Rig/sling loads for lifting

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted:
- in restricted spaces or exposed conditions
- in controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Pole types may include:
- wood
- concrete
- steel
- composite

Associated hardware may include:
- insulators
- crossarms
- stays
- earth down leads and bond wires
- crossarm braces
- pole steps
- shackle straps
- associated bolts and clamps

Maintenance requirements may be obtained from:
- site inspection
- works orders
RANGE STATEMENT

Maintenance may include:
- removal, repair and replacement of poles
- welding
- chemical treatment
- pole staking and rebutting
- repair and cleaning of associated hardware
- servicing
- reinstatement

Pole stabilisation techniques may include:
- back-fill consolidation
- concreting
- baulking
- reinforcement nailing
- approved steel reinforcing
- temporary and permanent staywires

Methods of erection may include:
- crane
- auger/erector
- winch A frame

Works orders may include:
- drawings
- plans
- resource and materials lists

Resources may include:
- personnel
- plant
- equipment
- transport

Liaison may involve:
- clients
- authorities
- landowners
- personnel

Communication equipment may include:
- two-way radio, and/or
- telephones

Information may be provided:
- electronically
- in writing, via forms/documents
- orally, via face-to-face communications

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
RANGE STATEMENT

- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant log or record book
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

B - Equipment Checking and Maintenance
TLIB2073A Clean road tankers

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to clean road tankers in accordance with workplace procedures and OH&S and environmental protection regulations, including preparing for cleaning operations, steam cleaning a tanker, cleaning a tanker using water and detergent, finalising cleaning operations, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with OH&S and environmental protection regulations and workplace procedures. Work is performed under some supervision, usually in a team environment. Work involves the application of routine principles and procedures to clean commercial tankers across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
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| 1 Prepare for cleaning operations | 1.1 Vehicle is positioned under gantry in accordance with workplace procedures  
1.2 Documentation is obtained from the vehicle driver to determine the product which has been previously carried in the tanker  
1.3 The vehicle keys are taken from the driver to prevent 'accidental drive off' before the cleaning process is completed  
1.4 Appropriate cleaning process is selected for type of tanker/load in accordance with workplace procedures  
1.5 Cleaning materials are prepared in accordance with manufacturers instructions and workplace procedures  
1.6 The required personal protection and safety equipment is selected and used in accordance with regulatory requirements and workplace procedures |
| 2 Steam clean a tanker | 2.1 The vehicle is earthed to prevent sparks and explosions  
2.2 Valves are opened to allow draining of the wash materials and hoses attached in accordance with manufacturers instructions and workplace procedures  
2.3 All access points, including vents and washing points, are opened and heat-sensitive auto fill probes removed in accordance with workplace procedures  
2.4 Where the tank has held oil/diesel, a wash consisting of detergent wash and hot water rinse is carried out followed by the application of steam  
2.5 Where the tank has only held petrol, a steam clean only is carried out in accordance with workplace procedures  
2.6 After the wash, the unit is left to drain until liquid ceases to drain from the outlet valves and steam stops leaving the vents on the top of the tank  
2.7 All vents and valves are closed and the auto fill probes reconnected  
2.8 Plastic seals are placed on valves to signify the completed cleaning of the tanker where required in accordance with workplace procedures |
| 3 Clean a tanker using water and detergent | 3.1 High pressure water and detergent is used to clean around the top of the tanker vents and hatches to remove dirt and they are rinsed clean with water  
3.2 Valves on the outlet manifold are opened and connected with flexible pipes to the waste storage facility or recycling tanks for the tank cleaner  
3.3 All hatches are opened and spray balls are placed into the tanks after checking visually for the condition of the tank. Where |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
solid materials are present these are washed out with high pressure water prior to starting the cleaning cycle
3.4 Tank is rinsed then washed with tank wash until waste is clear and then it is recycled into a holding tank for reuse leaving the tankers tank to drain
3.5 Water in the holding tank is topped up and ph tested and solution is replaced if necessary in accordance with workplace procedures
3.6 Tank is rinsed with water in short bursts until the liquid leaving the tank is clear
3.7 Top of tank is hosed off again with water, and spray balls are removed
3.8 The tank is visually checked, through the hatches with the aid of a torch, for cleanliness
3.9 If cleanliness standards have not been achieved, the tanker is re Washed or re-rinsed as required. Hatches are closed
3.10 At the conclusion of cleaning operations drainage hoses are removed, manifold checked for cleanliness, and drainage valves closed and sealed to indicate completed process in accordance with workplace procedures

4 Complete cleaning operations

4.1 Due care is taken to ensure that the disposal of used cleaning materials is in accordance with environmental protection regulations and workplace procedures
4.2 Wash water is suitably treated using available water cleaning and separation processes before draining into the sewerage system
4.3 Cleaning equipment is cleaned, dried, checked and stored in accordance with workplace procedures
4.4 Documentation on the cleaning operations is completed in accordance with workplace procedures and is returned to the driver along with the keys to the vehicle

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant duty of care requirements for the routine cleaning of tankers
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and pollution control procedures
- Procedures for the cleaning of a commercial tanker in accordance with workplace and manufacturers requirements and established safety rules and regulations
- Problems that may occur during the routine cleaning of a commercial road tanker and its associated ancillary equipment, and appropriate action and solutions
- Processes for the recognition and diagnosis of faults and vehicle/ancillary system irregularities
- Hazards that may exist during the cleaning of road tankers and ways of controlling the risks involved
- Basic technical knowledge relevant to the cleaning of road tankers
- Emergency procedures
- Materials identification, handling and storage
- Hazardous situations and related personal protection measures
- Relevant recording and documentation procedures
- Precautions and procedures to dispose of or reprocess cleaning wastes in accordance with environmental protection requirements
- Housekeeping standards required for cleaning operations

Required skills:

- Communicate effectively with others when cleaning road tankers
- Read and interpret instructions, procedures, labels and manuals relevant to the cleaning of road tankers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the cleaning of road tankers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cleaning road tankers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when cleaning road tankers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating
Required skills:

- Carry out required cleaning operations
- Select and use appropriate cleaning equipment and materials
- Minimise waste during cleaning operations
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include:
- all tankers including those carrying petrol, diesel, oil, milk, wine and other liquid products

Cleaning operations may be carried out in appropriate facilities:
- by day or night
- in typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in the a depot, base or warehouse
- while at a client's workplace

Cleaning operations may include:
- steam cleaning
- water and detergent cleaning

Equipment and materials may include:
- detergents and cleaning chemicals
- hoses and spray balls
- steam cleaning equipment
- waste recycling tanks/equipment
- cleaning tools

Safety hazards may include but are not limited to:
- fire/ignition risk
- vapours and noxious gases
- working at heights
- slippery, wet surfaces
- steam burns

Environmental hazards may include:
- leaking oil and fuel
- inappropriate disposal of washing fluids in drains or sewerage systems

Depending on work context, safety and protective equipment
- high visibility waterproof clothing
- hearing protection
RANGE STATEMENT

may include:

- gloves
- safety glasses, headwear and footwear
- safety harness for working on top of tankers

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:

- workplace tanker cleaning procedures, checklists and instructions for the vehicle, tanks and related ancillary equipment
- relevant state/territory roads and traffic authority regulations
- ADG Code as it applies to tanker cleaning
- material safety data sheets
- tanker cleaning checklists and records
- tanker manufacturers specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when cleaning tankers
- OH&S procedures to be followed when cleaning tankers
- emergency procedure manuals
- QA plans and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code as it applies to the cleaning of tankers

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB2079A Set up and secure a towing situation

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to plan a towing job and set up towing situation, including obtaining and confirming job instructions, assessing towing requirements, determining a plan of action, and carrying out all required action to set up and secure a towing situation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable OH&S legislation and other relevant regulations covering the setting up and securing of a towing situation.

Work is performed under limited supervision. It involves the application of regulatory requirements and standard operating procedures to the setting up and securing of a towing situation.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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</table>
| **1 Obtain information on towing job** | 1.1 Information on the towing job is obtained from base or depot as per procedures  
1.2 Further information on towing requirements is obtained at the scene of the job |
| **2 Assess towing requirements** | 2.1 Equipment requirements and techniques to carry out the towing job are assessed  
2.2 Potential hazards that may be experienced at the towing site and during the towing operation are identified and appropriate precautions and strategies are adopted to manage and control the risks involved  
2.3 Type of vehicle to be towed is identified and critical aspects of vehicle design determined as they relate to allowable towing arrangements and configurations |
| **3 Determine appropriate plan of action** | 3.1 Sequence of action and plan for the towing activity and the safety and security of persons, vehicles and property are determined as per regulatory requirements and standard operating procedures  
3.2 Towing vehicle and associated equipment to carry out the job are organised to be available for the work |
| **4 Set up and secure the towing situation** | 4.1 The setting up and securing of a towing situation are carried out in accordance with the established action plan  
4.2 Safety equipment, witch's hats and safety signs are deployed as per standard operating procedures and regulatory requirements  
4.3 Onlookers and other personnel in the vicinity of the towing situation are managed as per applicable safety management procedures and security requirements  
4.4 Vehicle or equipment to be towed is manoeuvred into position using relevant equipment as per standard operating procedures and regulatory requirements  
4.5 Vehicle or equipment to be towed is secured using appropriate winches, ropes and cables as per relevant load restraint regulations and standard operating procedures |
| **5 Record and report results of inspection and testing** | 5.1 The assessment of the towing situation and action taken are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines  
5.2 Records are clear, unambiguous and concisely kept in accordance with workplace procedures  
5.3 Clear reference is made to any issues, hazards or incidents that may have arisen when attending the towing situation and any related action taken |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and standards relevant to the setting up and securing of a towing situation
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the checking and assessing of the operational capability of equipment
- Focus of operation of work systems, equipment, management and workplace standard operating systems for the checking and assessing of the operational capability of equipment
- The characteristics, applications, capabilities and limitations of the towing equipment
- Tools and equipment used when setting up and securing a towing situation and the precautions and procedures that should be followed in their use
- Problems that may occur when setting up and securing of a towing situation and appropriate action that can be taken to resolve the problems
- Operational safety requirements for the equipment concerned
- Hazards that may exist when setting up and securing of a towing situation and precautions and action that should be taken to minimise or eliminate the hazards concerned
- Documentation and record requirements when checking and assessing the operational capability of equipment
- Housekeeping standards and procedures required when setting up and securing a towing situation

Required skills:

- Communicate effectively with others when setting up and securing a towing situation
- Read and interpret instructions, procedures and information relevant to the setting up and securing of a towing situation
- Read and comprehend simple statements in English
- Complete documentation related to the setting up and securing of a towing situation
- Work safely and collaboratively with others when setting up and securing a towing situation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Modify activities depending on differing workplace contexts, risk situations and towing situations
- Recognise problems concerning the setting up and securing of a towing situation and take
Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Prioritise work activities when setting up and securing a towing situation
- Select and use personal protective equipment as per OH&S requirements
- Select and use equipment and tools required when setting up and securing a towing situation

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of towing situations
- by day or night
- in a range of weather conditions

Customers may be:
- vehicle owners
- operators of expressways, freeways, tollways or tunnels
- police and other emergency services personnel
- local government authorities
- car park operators
- road traffic authorities
- owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.

Towing situations may include:
- vehicle accidents
- vehicle breakdowns
- expressway breakdowns and accidents
- tunnel breakdowns and accidents
- stolen cars
- vehicles illegally parked on clearways
- vehicles illegally parked in car parks
- abandoned vehicles
- carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.

Required towing vehicle may include:
- tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10 tonne capacity)
- tow truck with crane and cradle
- towing vehicle with a detachable self loading table top
RANGE STATEMENT

Potential hazards that may occur in various towing situations may include:

- articulated drop-deck low loader
- trailer
- vehicular traffic at the scene
- live electrical wires
- contaminated blood at scene
- weather conditions
- oil on vehicle trays (slippery surfaces)
- unsafe or damaged equipment
- unsafe procedures in the use of towing equipment
- fire at the scene
- spilt or leaking fuel or dangerous or hazardous goods or substances
- unsafe manual lifting procedures
- sharps that may be contaminated with transmittable diseases

Hazard control strategies may include:

- use of flashing lights on vehicles
- deployment of safety equipment such as warning signs or witch’s hats
- strategic positioning of towing vehicle
- use of appropriate personal protective equipment, including reflective vests and raincoats
- use of safe procedures in the use of towing equipment
- checking equipment and isolating, rectifying or reporting any defective equipment
- following correct safety procedures in the event of live fallen electrical wires at an accident scene
- following correct procedures in the event of spilt or leaking fuel or dangerous or hazardous goods or substances as per the Australian Dangerous Goods Code
- using correct portable firefighting equipment to control a fire at the scene
- correct manual lifting strategies
- cleaning of vehicles (including removal of oil from vehicle trays)

Depending on the organisation concerned, operating procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
RANGE STATEMENT

- safety glasses
- two-way radios
- high visibility clothing (raincoats and vests)
- portable fire extinguishers

Communication at towing sites and in the work area may include:

- mobile phone
- fax
- email
- internet
- RF communications
- oral, aural or signed communications

Information and documents may include:

- standard procedures and policies for the setting up and securing a towing situation
- manufacturers specifications for towing vehicle, equipment and tools
- workplace and client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- quality assurance standards
- emergency procedures

Applicable legislation, regulations and codes may include:

- relevant standards and codes pertaining to the setting up and securing of a towing situation
- relevant state/territory regulations and licence/permit requirements pertaining to the operation of tow trucks
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

B - Equipment Checking and Maintenance
TLIB2081A Repair timber structures

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to repair timber structures and their components in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing and maintaining components, performing repairs, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair of structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine job requirements | 1.1 Structures are inspected as necessary to locate defects  
1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required |
| 2 Prepare component for repair | 2.1 Components requiring replacement are checked against standards and are measured for preparation of replacement component  
2.2 Materials required for job are identified and organised as required to enable appropriate replacement of components  
2.3 Replacement components are cut and shaped to the required standard in accordance with workplace procedures  
2.4 Surfaces of components are treated using appropriate methods and materials as required |
| 3 Perform repairs | 3.1 Component is replaced to required standard in accordance with workplace procedures  
3.2 Connections between timber members are tightened, repaired or replaced using approved material and techniques  
3.3 External timber deficiencies in components are treated with suitable materials as required to minimise degradation of components |
| 4 Clean up site | 4.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards |
| 5 Complete documentation | 5.1 Work as executed documentation is completed as required in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the repair of timber structures and/or components
- Problems that may occur during the repair of structures and/or components, and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing structures and/or components, and ways of controlling
REQUIRED KNOWLEDGE AND SKILLS

- the risks involved
- Functions of different types of timber structures
- Timber structures repair methods and techniques
- Types of timber and their characteristics and features
- Carpentry principles
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when repairing timber structures
- Read and interpret plans and specifications relevant to the repair of timber structures
- Follow operational instructions and work sequences when undertaking timber structures repair
- Complete documentation related to the repair of timber structures
- Operate communication equipment to required protocol
- Work collaboratively with others when repairing timber structures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing timber structures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise during the repair of timber structures
- Apply precautions to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use relevant tools and equipment
- Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify defects

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - replacing timber components
  - repairing existing timber structures using a range of repair techniques
  - repairing a range of defect types

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  • by day or night  • in all weather conditions

Work may be conducted in:  • restricted spaces  • exposed conditions  • controlled or open environments

Work may involve:  • exposure to chemicals, and dangerous or hazardous substances  • movements of equipment, goods and vehicles

Structures may include:  • underbridges, overbridges, footbridges  • culverts  • retaining walls  • platforms

Equipment may include:  • welding, oxy and cutting equipment  • temporary supports  • manual tools  • small power tools  • air tools and compressor  • scaffolding  • ladders  • elevated work platform (EWP)  • boat/barge

Materials may include:  • timber  • structural steel  • epoxy grouts  • paint (protective treatment)  • bolts and fasteners  • carbon fibre  • concrete

Maintenance methods may include:  • replacing  • repairing  • splicing  • bolting  • bonding  • screwing up  • painting (protective treatment)  • temporarily supporting  • shoring
RANGE STATEMENT

Liaison may include:
- formwork
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- safety harness
- torch
- safety devices
- respirator

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
RANGE STATEMENT

- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable procedures and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

| Competency Field | B - Equipment Checking and Maintenance |
TLIB2082A Repair steel structures

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to repair steel structures and their components in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing and maintaining components, performing repairs, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair of structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine job requirements | 1.1 Structures are inspected as necessary to locate defects  
1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required |
| 2 Prepare component for repair | 2.1 Components requiring repair are prepared according to requirements  
2.2 Materials required for job are identified and organised as required to enable appropriate repair of components  
2.3 Surfaces of components are treated using appropriate methods and materials as required  
2.4 Components are assembled using appropriate lifting methods to ensure safety  
2.5 Connection locations are checked for clearances and tolerances to allow smooth fitting of components  
2.6 Fastening of components is performed to specification as required |
| 3 Perform repairs | 3.1 Steel members are accurately marked, drilled and cut in accordance with workplace procedures  
3.2 Component is replaced or repaired to required standard in accordance with workplace procedures  
3.3 Replaced or repaired components are connected to the structure by approved methods in accordance with workplace procedures  
3.4 Connections between steel members are tightened, repaired or replaced using approved material and techniques  
3.5 External steel deficiencies in components are treated with suitable materials as required to minimise degradation of components |
| 4 Clean up site | 4.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards |
| 5 Complete documentation | 5.1 Work as executed documentation is completed as required in accordance with workplace procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the repair of steel structures
- Problems that may occur during the repair of steel structures, and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing structures and/or components, and ways of controlling the risks involved
- Functions of different types of steel structures
- Steel structures repair methods and techniques
- Information on the use of epoxy and grouts for mortar pads
- Basic steel components assembly techniques
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when repairing steel structures
- Read and interpret plans and specifications relevant to the repair of steel structures
- Follow operational instructions and work sequences when undertaking steel structures repair
- Complete documentation related to the repair of steel structures
- Operate communication equipment to required protocol
- Work collaboratively with others when repairing steel structures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing steel structures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise during the repair of steel structures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use relevant tools and equipment
- Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify defects
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - replacing steel components
  - repairing existing steel structures using a range of repair techniques
  - repairing a range of defect types

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night
- in all weather conditions

Work may be conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:  
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Structures and components may include:  
- underbridges, overbridges, footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries

Equipment may include:  
- welding, oxy and cutting equipment
- temporary supports
- manual tools
- small power tools
- air tools and compressor
- scaffolding
- ladders
- elevated work platform (EWP)
- boat/barge

Materials may include:  
- structural steel
- epoxy grouts
- cement grouts
- paint (protective treatment)
- bolts and fasteners
- carbon fibre

Structures maintenance methods may include:  
- replacing
- repairing
- bolting
- bonding
RANGE STATEMENT

- welding
- painting (protective treatment)

Liaison may include:
- internal/external personnel from other work areas (e.g., train controllers)
- road authorities
- local councils
- landowners

Communication equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- safety harness and ropes
- torch
- safety devices
- respirator

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
RANGE STATEMENT

- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB2083A Maintain bridge bearings

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to maintain bridge bearings in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, maintaining bridge bearings, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of bridge bearings as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Determine job</td>
</tr>
<tr>
<td></td>
<td>requirements</td>
</tr>
<tr>
<td>1.1</td>
<td>Bridges are inspected as necessary to locate bearings requiring maintenance</td>
</tr>
<tr>
<td>1.2</td>
<td>Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required</td>
</tr>
<tr>
<td>2</td>
<td>Perform bearing</td>
</tr>
<tr>
<td></td>
<td>maintenance</td>
</tr>
<tr>
<td>2.1</td>
<td>Components requiring maintenance are cleaned and prepared in accordance with workplace procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>Bearing components are maintained to standard in accordance with workplace procedures</td>
</tr>
<tr>
<td>3</td>
<td>Clean up site</td>
</tr>
<tr>
<td>3.1</td>
<td>Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards</td>
</tr>
<tr>
<td>4</td>
<td>Complete documentation</td>
</tr>
<tr>
<td>4.1</td>
<td>Work report documentation is completed as required in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the maintenance of bridge bearings
- Problems that may occur during the maintenance of bridge bearings, and action that can be taken to report or resolve the problems
- Hazards that may exist when maintaining bridge bearings, and ways of controlling the risks involved
- Functions of different types of bridge bearings
- Routine maintenance methods and techniques
- Relevant recording and documentation procedures

**Required skills:**

- Communicate effectively with others when maintaining bridge bearings
- Read and interpret plans and specifications relevant to the maintenance of bridge bearings
- Follow operational instructions and work sequences when undertaking the maintenance of
Required skills:

- Bridge bearings
- Complete documentation related to the maintenance of bridge bearings
- Operate communication equipment to required protocol
- Work collaboratively with others when doing the maintenance of bridge bearings
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when doing the maintenance of bridge bearings in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise during the maintenance of bridge bearings
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use relevant tools and equipment
- Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify minor defects

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - inspecting bearings and determining work
EVIDENCE GUIDE

requirements
• routine cleaning and servicing of bridge bearings
• cleaning up worksite
• completing workplace documentation

Context of and specific resources for assessment
• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all weather conditions

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Structures may include:
• underbridges
• overbridges
RANGE STATEMENT

Bearing types may include:
- footbridges
- fixed
- sliding
- floating

Equipment may include:
- manual tools
- small power tools
- jacks
- scaffolding
- ladders
- elevated work platform (EWP)
- boat/barge

Materials may include:
- cleaning products
- oil and grease
- bolts and fasteners

Structures maintenance methods may include:
- cleaning housings
- clearing vegetation
- tightening bolts
- removing corrosion
- resetting
- oiling and/or greasing

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
RANGE STATEMENT

- safety headwear
- safety footwear
- portable radio/mobile phone
- hand lamps
- flags
- respirators
- safety devices

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authorities procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB2084A Carry out routine maintenance of structures

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to carry out routine maintenance of structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, performing routine maintenance, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine job requirements</td>
<td>1.1 Structures are inspected to locate and evaluate defects&lt;br&gt;1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required</td>
</tr>
<tr>
<td>2 Perform routine maintenance</td>
<td>2.1 Components are cleaned and cleared in accordance with workplace procedures&lt;br&gt;2.2 Fastenings are tightened to required standard in accordance with workplace procedures&lt;br&gt;2.3 Where minor defects cannot be rectified they are reported in accordance with workplace procedures</td>
</tr>
<tr>
<td>3 Clean up site</td>
<td>3.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards</td>
</tr>
<tr>
<td>4 Complete documentation</td>
<td>4.1 Work report documentation is completed as required in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the maintenance of structures
- Problems that may occur during the routine maintenance of structures, and action that can be taken to report or resolve the problems
- Hazards that may exist when completing routine maintenance of structures, and ways of controlling the risks involved
- Routine maintenance methods and techniques
- Relevant recording and documentation procedures

#### Required skills:

- Communicate effectively with others during the routine maintenance of structures
- Follow operational instructions and work sequences when undertaking routine structures maintenance
Required skills:

- Complete documentation related to the routine maintenance of structures
- Operate communication equipment to required protocol
- Work collaboratively with others when completing routine maintenance of structures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when doing routine maintenance of structures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise during the routine maintenance of structures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use required tools and equipment
- Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify defects and remedies

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - routine cleaning of structures and components
  - tightening a range of fastener types
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night
- in all relevant weather conditions

Work may be conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:  
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Structures may include:  
- underbridges
- overbridges
- footbridges
RANGE STATEMENT

- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries
- noise barriers
- service crossings
- buffer stops
- lighting towers
- water towers
- turntables
- elevated roads

Equipment may include:
- manual tools
- small power tools
- scaffolding
- ladders
- elevated work platform (EWP)
- boat/barge

Structures maintenance methods may include:
- clearing debris
- clearing vegetation
- clearing drainage
- cleaning weepholes
- steel repairs and painting
- concrete repairs

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication equipment may include:
- two-way radios
- computers
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Depending on the type of organisation concerned and the
RANGE STATEMENT

local terminology used, workplace procedures may include:
- organisational procedures
- established procedures

Depending on the work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radio/mobile phone
- hand lamps
- flags
- safety harness and ropes
- respirators and gas monitors
- safety devices

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authorities procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2085A Apply track fundamentals

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to understand fundamentals of track maintenance and construction and carry out basic track measurement, in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes identifying track terminology, track components and track tools and equipment; and undertaking basic track measurement. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the understanding of fundamentals of track maintenance and construction as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify track and structures terminology | 1.1 Basic terminology for track and structures infrastructure is identified  
1.2 Features of track geometry are identified |
| 2 Identify track components | 2.1 Principal track components are identified and their purpose is understood  
2.2 Principal turnout components are identified and their purpose is understood |
| 3 Identify track tools and equipment | 3.1 Tools and equipment for track installation and maintenance are identified  
3.2 Track machines for track installation and maintenance are identified |
| 4 Undertake basic track measurement | 4.1 Basic terminology for track measurement is identified and defined  
4.2 Measuring equipment is identified and relevant equipment is selected for taking basic track measurements  
4.3 Measuring equipment is checked for accuracy  
4.4 Measurements are taken accurately and recorded in accordance with workplace requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the basic measurement of track
- Problems that may occur during the basic measurement of track, and action that can be taken to report or resolve the problems
- Hazards that may exist when taking basic track measurements, and ways of controlling the risks involved
- Track terms
- Fundamentals of track structures
- Fundamentals of track layout and geometry
- Track components
- Tools and equipment used in track construction and repair
REQUIRED KNOWLEDGE AND SKILLS

- Relevant communication systems and procedures
- Authorisation/approval processes and procedures

Required skills:

- Communicate effectively with others when taking basic track measurements
- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to taking basic track measurements
- Interpret and follow operational instructions
- Complete documentation related to basic track measurement
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when taking basic track measurements in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when taking basic track measurements
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select equipment used for basic track measurement
- Undertake basic track measurement
- Identify basic track tools and equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:

  - identifying a range of track terminology
  - identifying a number of different track components
  - identifying track tools and equipment relevant to their job role
  - undertaking basic track measurements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:

  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:

  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:

  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Basic track measurements may include:
- length, depth, width, diameter
- gauge, foot gauge
- alignment, superelevation, track centres
- rail gaps, rail temperature

Measuring equipment may include:
- tape measures
- gauge boards
- stringline
- plumb bob
- gap gauge
- rail thermometer

Tools and equipment may include:
- mechanical handling/lifting equipment
- track machines
- hand tools including impact and tension wrenches, grinders, friction rail saws, rail borers, tie tampers, track jacks, spiking hammers and bars
- rail tensors
- cutting and boring equipment
- fastening equipment
- on-track equipment including sleeper spacers
- rail heaters
- rail threaders
- dog pullers

Track components may include:
- rails, rail fastenings and welds
- sleepers and sleeper fastenings
- ballast
- formation and earthworks

Track layout may include:
- plain track
- turnouts
- special trackwork including catchpoints, expansion
### RANGE STATEMENT

Basic track geometry may include:
- tangent track
- curves
- transitions
- superelevation

Track maintenance and construction methods may include:
- basic fettling
- resleepering
- rerailing
- ballasting
- track resurfacing
- ballast cleaning
- rail grinding
- concrete sleeper laying

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers)

Communication equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- works orders
- information provided by other workplace personnel
RANGE STATEMENT

- rail inspections and timekeeping records
- trackworker standard manual
- bridge workers manual
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- local authority regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2086A Apply awareness of structures fundamentals

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to understand and apply awareness of structures fundamentals in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes identifying types of structures, structures terminology and conventions, and defect categories; and locating and identifying defects in structures. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the awareness of structures fundamentals as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify types of bridges and structures | 1.1 Principal bridge types and their purpose are identified  
|                           | 1.2 Other principal structure types and their purpose are identified                |
| 2 Identify structures terminology and conventions | 2.1 Basic terminology for structures infrastructure is defined  
|                           | 2.2 Principal components of structures and their purpose are identified             |
|                           | 2.3 Conventions for numbering structures and their components are identified         |
| 3 Identify defect categories | 3.1 Types of defect are identified  
|                           | 3.2 Conventions for categorising defects are identified                             |
| 4 Locate structures defects | 4.1 Tools and equipment for visual inspection of structures are identified and selected |
|                           | 4.2 Defects in structures are located and identified                                |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for locating defects in structures
- Problems that may occur locating defects in structures, and action that can be taken to report or resolve the problems
- Hazards that may exist when locating defects in structures, and ways of controlling the risks involved
- Structures terms and conventions
- Fundamentals of structure types
- Types of structures defects
- Structures components
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures

Required skills:

- Communicate effectively with others when locating defects in structures
Required skills:

- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to locating defects in structures
- Follow operational instructions and work sequences when locating defects in structures
- Operate electronic communication equipment to required protocols
- Work collaboratively with others when locating defects in structures
- Select and use required personal protective equipment
- Select equipment used for basic structures inspection
- Locate previously identified defects

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying different types of structures and components
  - undertaking basic inspection of structures
  - locating defects in structures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Structures may include:
- underbridges
- overbridges
- footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
RANGE STATEMENT

- signal gantries
- noise barriers
- service crossings
- buffer stops
- lighting towers
- water towers
- turntables
- elevated roads
- track slabs

Materials may include:
- timber
- steel
- concrete/masonry

Equipment may include:
- torch
- geologists hammer
- scaffolding
- extension ladder
- elevated work platforms (EWP)
- boat or barge

Structures components may include:
- girders, corbels, headstocks
- piers, abutments, trestles, piles
- bolts, fasteners
- protective coatings

Methods for locating defects may include:
- visual inspection

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
RANGE STATEMENT

- safety headwear
- safety footwear
- portable radio/mobile phones
- hand lamps
- flags
- safety harness and ropes
- breathing apparatus
- safety mask
- air monitors
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- previous reports
- works orders
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2090A Use communication systems in a taxicab

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to use communication systems in a taxicab. It includes identifying features of the taxicab communication system and operating it effectively; using appropriate communication protocols and communicating with a base; and identifying faulty operation of communication equipment and taking appropriate action. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the use of taxicab communication systems in the taxi industry.

Safety checks and equipment tests are performed under limited supervision.

This unit involves the application of established communication principles and practice for taxi drivers and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify features of taxi communication system</td>
</tr>
<tr>
<td>1.1</td>
<td>The features and functions of the taxi radio system are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>The features and functions of the taxi computer dispatch system are identified</td>
</tr>
<tr>
<td>1.3</td>
<td>The features and functions of the taxi duress alarm system are identified (if fitted)</td>
</tr>
<tr>
<td>2</td>
<td>Operate taxi communication system</td>
</tr>
<tr>
<td>2.1</td>
<td>Checks are carried out to confirm communication system is operational in accordance with the manufacturers instructions and workplace procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>Communication system is used in a manner consistent with road laws and safe driving practices</td>
</tr>
<tr>
<td>2.3</td>
<td>Communication security is maintained in accordance with workplace procedures</td>
</tr>
<tr>
<td>3</td>
<td>Use appropriate communication protocols</td>
</tr>
<tr>
<td>3.1</td>
<td>Received messages are interpreted and recorded where required in accordance with workplace procedures</td>
</tr>
<tr>
<td>3.2</td>
<td>Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users</td>
</tr>
<tr>
<td>3.3</td>
<td>Incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements</td>
</tr>
<tr>
<td>3.4</td>
<td>Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes</td>
</tr>
<tr>
<td>3.5</td>
<td>Appropriate protocols and procedures are followed when using communications systems during emergencies</td>
</tr>
<tr>
<td>4</td>
<td>Maintain communication equipment operational status</td>
</tr>
<tr>
<td>4.1</td>
<td>Equipment is checked and maintained in working order in accordance with workplace procedures</td>
</tr>
<tr>
<td>4.2</td>
<td>Minor faults in the communications systems are promptly identified, diagnosed and repaired or reported in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant codes of practice and legislative requirements including local regulations
- Relevant OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures and policies for the use of communication systems in a taxicab
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communication systems
- Basic communication techniques including the phonetic alphabet
- Basic principles of effective communication
- Basic barriers to effective communication and how to overcome them

Required skills:

- Communicate effectively with others when using communication systems in a taxicab, including both during transmission and receipt of information
- Communicate effectively with multilingual persons or persons with limited ability to speak or understand English
- Read and interpret operating instructions, procedures, information and signs relevant to the use of communication systems in a taxicab
- Apply relevant codes of practice
- Complete documentation related to the use of communication systems in a taxicab
- Operate electronic communication equipment to required protocol
- Interpret and follow operational instructions and prioritise work
- Work collaboratively with others when using communication systems in a taxicab
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Identify, report and/or rectify any problems that may arise when using communication systems in a taxicab in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may occur when using communication systems in a taxicab
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Undertake pre-operational checks for communications systems and equipment
- Carry out minor routine maintenance procedures for communications equipment
Required skills:

- Plan own work including predicting consequences, identifying improvements and interpreting information from the communication systems to increase opportunities for fares

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - operating a taxicab communication system effectively
  - communicating effectively using communication systems
  - maintaining communication equipment operational status
  - using communication system during emergencies
  - identifying communication system problems or faults and taking appropriate action
  - maintaining workplace records and documentation
  - completing work systematically with the required attention to detail without damage to goods or equipment
  - showing evidence of application of relevant workplace procedures
  - showing evidence of an understanding of relevant regulations and codes
  - showing evidence of an understanding of OH&S regulations and hazard prevention policies and procedures
  - showing evidence of an understanding of workplace procedures and work instructions relating to the use of communication equipment

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- Assessment of this unit must be undertaken on actual taxi radio equipment

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication system may include:

- computer dispatch
- mobile phone, both on person or hands-free
- vehicle mounted radio
- security equipment, including duress alarm and camera (if fitted)

Equipment and technology may include:

- taxicab
- taxi meter
- radio/computer dispatch
- street directory
- mobile phone
RANGE STATEMENT

Messages are interpreted by:
- toll tags
- active listening
- two-way conversation
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting

Communication may involve:
- English speaking people
- people with limited ability to communicate in English
- people with communication disabilities
- use of phonetic alphabet

Communication problems may include:
- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communication channels
- illegible writing or print
- use of non-standard vocabulary
- incorrect assumption that message has been received and/or correctly understood
- not following correct communication protocols and procedures

Workplace procedures may include:
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal opportunity legislation and related policies

Information/documentation may include:
- workplace communication procedures, protocols, checklists and instructions
- manufacturers specifications for communications equipment
- communication records
- legislation, regulations and related documentation
- emergency procedures

Worksite environment may include:
- customers
- depot personnel
- other drivers
- managers
- police and other emergency service personnel

Unit Sector(s)
Not Applicable
Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB2091A Measure and record track geometry

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to measure and record track geometry in accordance with safeworking and regulatory requirements and workplace procedures. It includes measuring and recording track geometry, and reporting results. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to measure and record track geometry across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Measure geometry  | 1.1 Equipment appropriate to task is selected and checked for correct operation in accordance with manufacturers instructions and workplace procedures  
|                     | 1.2 Equipment is operated in accordance with manufacturers or work instructions to provide appropriate data for analysis                                                                                              |
| 2 Record results    | 2.1 Data is recorded in a complete and accurate manner  
|                     | 2.2 Required documentation is completed in accordance with workplace procedures                                                                                                                                     |
| 3 Use/report data   | 3.1 Data is compared to maintenance/construction tolerances in accordance with workplace procedures  
|                     | 3.2 Results are reported in accordance with workplace procedures                                                                                                                                                   |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Track geometry parameters e.g. alignment, top, line, twist, superelevation associated with maintenance and/or construction
- Workplace procedures for the measuring and recording of track parameters
- Problems that may occur during the measurement and recording of track geometry, and action that can be taken to report or resolve the problems
- Hazards that may exist when measuring and recording track geometry, and ways of controlling the risks involved
- Relevant records procedures
- Details of local authority procedures

**Required skills:**

- Communicate effectively with others when measuring and recording track parameters
- Read and interpret instructions, procedures, information, plans, drawings and specifications relevant to the measurement and recording of track parameters
- Read recorded track geometry data
- Interpret and follow operational instructions
Required skills:

- Complete documentation related to the measurement and recording of track geometry
- Work collaboratively with others
- Promptly report and/or rectify any identified problems when measuring and recording track geometry in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment in accordance with workplace procedures
- Identify, select and use tools and equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - using appropriate measurement tools to measure the range of geometry elements
  - accurately recording and reporting results

Context of and specific resources

Performance is demonstrated consistently over a period
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted:
- by day or night
- in all weather conditions

Recording of track geometry may include measurement of:
- top, surface
- line, alignment
- twist, superelevation
- gauge
- track centres, lateral or vertical clearances

Measurement equipment may include:
- stringline and measuring rules
- gauge and superelevation boards
RANGE STATEMENT

Recording equipment may include:
- tape measures
- measuring trolleys
- electronic measurement devices

Recording equipment may include:
- paper forms, notes
- electronic data entry devices
- paper data capture devices
- electronic data capture devices

Liaison may include:
- internal or external personnel from other work areas (e.g. work teams)

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and
- legislated rail safety requirements including acts and regulations from each applicable state and territory
RANGE STATEMENT

legislation may include: together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2092A Operate minor mechanical equipment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate and maintain minor mechanical equipment in accordance with safeworking and regulatory requirements and workplace procedures. It includes carrying out pre-operation checks on equipment, operating mechanical equipment, conducting routine maintenance, and securing and storing equipment. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures to operate and maintain minor mechanical equipment across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Carry out pre-operation checks | 1.1 Pre-operational checks are conducted to manufacturers specifications to ensure optimum functionality of equipment  
1.2 Necessary adjustments to equipment are made to ensure efficient operation, according to manufacturers instructions  
1.3 Faulty equipment is reported to relevant person to ensure equipment is safe and effective to use |
| 2 Operate mechanical equipment | 2.1 Equipment is operated in accordance with manufacturers or workplace operating instructions to ensure safe and effective operation  
2.2 Appropriate personal safety protection is used to minimise the risk of injury to operator  
2.3 Work operational hazards are eliminated or controlled appropriately when using equipment to ensure safeworking conditions  
2.4 Assisting personnel are given clear instructions about their duties if required to ensure safe and effective working conditions |
| 3 Conduct routine maintenance | 3.1 Equipment is cleaned and maintained in accordance with manufacturers specifications to ensure optimum functionality  
3.2 Records are maintained according to workplace procedures |
| 4 Secure and store | 4.1 Equipment is handled and transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment  
4.2 Equipment is stored and secured according to manufacturers or workplace procedures to prevent damage and losses of equipment |

# Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures and policies for the operation and maintenance of minor mechanical equipment
- Problems that can occur when operating and maintaining minor mechanical equipment, and
REQUIRED KNOWLEDGE AND SKILLS
related action that should be taken
- Tools and equipment used when operating and maintaining minor mechanical equipment, and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency

Required skills:
- Communicate effectively with others when operating and maintaining minor mechanical equipment
- Read and interpret instructions, procedures, information and signs relevant to operating and maintaining minor mechanical equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating and maintaining minor mechanical equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating and maintaining minor mechanical equipment
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when operating and maintaining minor mechanical equipment in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and efficiently and effectively use relevant tools and equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - carrying out pre-operation checks
  - operating mechanical equipment correctly
  - performing routine maintenance on mechanical equipment
  - storing mechanical equipment appropriately

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night  
- in any weather conditions

Work may be conducted in:  
- restricted spaces  
- exposed conditions  
- controlled or open environments

Minor mechanical equipment may include:  
- mechanical handling/lifting equipment  
- compressors  
- small plant such as motorised borers and saws  
- generators

Materials may include:  
- servicing materials such as lubricants  
- related materials and consumables needed when using tools, e.g. nails, screws, grease, saw blades, grinding wheels, drill bits, etc.

Safety and personal protective equipment may include:  
- high visibility clothing  
- sunscreen and sun glasses  
- insect repellent  
- gloves  
- safety headwear  
- mask  
- footwear  
- safety glasses and hearing protection  
- portable radios/mobile phones  
- flags and hand lamps  
- safety devices

Environmental hazards may include:  
- leaking oil and fuel  
- inappropriate disposal of fluids in drains or sewerage systems  
- inappropriate disposal of waste and rubbish

Liaison may include:  
- internal or external personnel from other work areas
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Contingency processes may relate to:

- personal injury
- tool malfunctions

Information/records may include:

- workplace operational and technical instructions and procedures for the use and maintenance of minor mechanical equipment
- relevant regulations including state/territory safety codes of practice and safeworking regulations
- maintenance checklists and records for the use and maintenance of minor mechanical equipment
- work orders
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when operating and maintaining minor mechanical equipment
- OH&S procedures
- QA plans, data and document control
- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- two-way radios
RANGE STATEMENT

systems may include:

- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2096A Repair concrete/masonry structures

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to repair concrete/masonry structures and their components in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing components, performing repairs, and cleaning up the site after maintenance activities. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair of concrete/masonry structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine job requirements | 1.1 Structures are inspected as necessary to locate defects  
1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required |
| 2 Prepare components for repair | 2.1 Components requiring repair are prepared in accordance with workplace procedures  
2.2 Materials required for job are identified and organised as required to enable appropriate repair of components |
| 3 Perform repairs | 3.1 Defective area is removed in accordance with workplace procedures  
3.2 Repairs are carried out to required standard in accordance with workplace procedures |
| 4 Clean up site | 4.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards |
| 5 Complete documentation | 5.1 Documentation is completed as required in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the repair of concrete/masonry structures
- Problems that may occur during the repair of structures, and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing concrete/masonry structures, and ways of controlling the risks involved
- Functions of different types of concrete/masonry structures
- Concrete/masonry structures repair methods and techniques
- Information on the use of epoxy and grouts for mortar pads and cracks
- Basic concrete construction techniques
- Relevant recording and documentation procedures
Required skills:

- Communicate effectively with others when repairing concrete/masonry structures
- Read and interpret plans and specifications relevant to the repair of concrete/masonry structures
- Follow operational instructions and work sequences when undertaking concrete/masonry structures repair
- Complete documentation related to the repair of concrete/masonry structures
- Operate communication equipment to required protocol
- Work collaboratively with others when repairing concrete/masonry structures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing concrete/masonry structures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise during the repair of concrete/masonry structures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use relevant tools and equipment
- Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify defects

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

- other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - preparing components to be repaired
  - repairing existing concrete/masonry structures using a range of repair techniques
  - repairing a range of defect types

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in dry weather conditions
RANGE STATEMENT

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Structures and components may include:
- concrete structures
- masonry structures
- underbridges, overbridges, footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries

Equipment may include:
- welding, oxy and cutting equipment
- temporary supports
- manual tools
- air tools and compressor
- small power tools
- scaffolding
- ladders
- elevated work platforms (EWP)
- boat/barge

Materials may include:
- epoxy grouts
- cement grouts
- paint (protective treatment)
- carbon fibre
- bolts and fasteners
- reinforcement

Maintenance methods may include:
- repairing
- painting (protective treatment)
- cathodic protection
- bonding

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners
RANGE STATEMENT

Communication systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- safety harness
- torch
- safety devices
- respirator

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- material safety data sheets (MSDS)
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes
- legislated rail safety requirements including acts and regulations from each applicable state and territory
RANGE STATEMENT

may include: together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB2097A Install and maintain guard rails

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to install and maintain guard rails in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, installing guard rails, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the installation and maintenance of guard rails as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

**Elements describe the essential outcomes of a unit of competency.**

**Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.**
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Determine job requirements | 1.1 Worksite is identified  
1.2 Obstructions are cleared from gangways/flangeways to ensure safe passage of trains  
1.3 Installation, replacement or repair method is selected to meet work requirements in accordance with worksite standards and procedures  
1.4 Plant, equipment and materials are prepared for work |
| **2** Install guard rail | 2.1 Existing rail is removed, if required, to enable fitting of new rail  
2.2 New or replacement guard rail is installed to standards using suitable equipment and fastening system to restore functionality of guard rail  
2.3 Final job is checked for compliance to standards to enable services to be restored safely |
| **3** Complete documentation | 3.1 Documentation on work undertaken is completed in accordance with workplace requirements |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and maintenance of guard rails
- Problems that may occur during the installation and maintenance of guard rails, and action that can be taken to report or resolve the problems
- Hazards that may exist when carrying out the installation and maintenance of guard rails, and ways of controlling the risks involved
- Principles of guard rail function
- Guard rail installation and maintenance techniques and processes
- Technical manuals and instructions which relate to the installation and maintenance of guard rails
- Standards applicable to use of guard rails
- Emergency procedures
Required skills:

- Read and interpret instructions, procedures, information and signs relevant to the installation and maintenance of guard rails
- Interpret and follow operational instructions
- Complete documentation related to the installation and maintenance of guard rails
- Operate communication systems to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when carrying out the installation and maintenance of guard rails in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to materials or equipment
- Select appropriate material for guard rails
- Install and remove guard rails
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - installing or maintaining the guard rails on
EVIDENCE GUIDE

underbridges, level crossings in open track
- ensuring completed work meets track geometry requirements

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles
RANGE STATEMENT

Guard rails include:
- guard rails installed on level crossings and sharp curves to prevent derailment
- guard rails installed on underbridges and near vulnerable structures to limit lateral movement of derailed wagons

Types of guard rail may vary according to:
- rail mass
- rail type
- bearer type
- location of guard rail (between the running rails or outside the running rails)

Tools may include:
- rail tongs
- mechanical lifting and handling devices
- hand tools
- small plant
- on-track equipment (e.g. dog puller)

Materials may include:
- fastening components
- new or part worn rail for guard rails
- special steel section guard rails
- splay rails
- specially fabricated 'vee'

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Work may involve:
- exposure to chemicals, dangerous or hazardous substances
- movements of equipment, materials and vehicles

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
RANGE STATEMENT

Information/documents may include:
- hand lamps
- flags
- safety devices
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- notices, records and requests
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2104A Identify, diagnose and rectify faults on electric passenger trains

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to identify, diagnose and rectify faults on electric passenger trains in accordance with safeworking and regulatory requirements and workplace procedures. It includes identifying maintenance and/or repair requirements, conducting minor maintenance and routine repairs, and checking and reporting minor repairs and/or maintenance in accordance with workplace procedures. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work must be carried out in compliance with workplace procedures and the regulations and safeworking codes of practice relevant to fault diagnosis and rectification.

Work is generally performed without supervision and within a team environment. It involves the application of routine fault identification, diagnosis and rectification procedures to maintain the safety and operation of equipment on electric passenger trains operating within Australian rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify/diagnose faults | 1.1 Electric passenger train and equipment is monitored for potential faults  
1.2 Faulty or damaged components or equipment are identified and assessed  
1.3 Where fault can be rectified, equipment and/or tools required are identified and obtained  
1.4 Where fault or component is to be repaired/replaced, work area and equipment are prepared and made safe for repair/component exchange activities |
| 2 Carry out fault rectification/repairs | 2.1 Rectification/repair/component exchange is carried out to comply with workplace procedures  
2.2 Where used, equipment, tools and materials required are operated, applied and handled to conform to OH&S requirements and manufacturers specifications to prevent injury and damage  
2.3 Activities are carried out in accordance with OH&S and workplace procedures |
| 3 Check and report rectification/repairs | 3.1 Rectification/repair/component exchange activities are checked for compliance with safety requirements and workplace procedures  
3.2 Equipment is checked to confirm that it has been restored to operational standards  
3.3 Rectification/repair/component exchange activities are reported and accurately documented in appropriate records or log books |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant state regulations, codes of practice and safeworking system requirements
- Relevant OH&S and environmental protection requirements
- Workplace procedures and policies for the identification, diagnosis and repair of faults
- Typical repair problems that can occur and related action that should be taken
- Tools/equipment used when identifying, diagnosing and rectifying faults, and the procedures and precautions for their care, use and storage
REQUIRED KNOWLEDGE AND SKILLS

- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when identifying, diagnosing and rectifying faults
- Read and interpret instructions, procedures, information and signs relevant to the identification, diagnosis and rectification of faults
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to identifying, diagnosing and rectifying faults
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when identifying, diagnosing and rectifying faults
- Promptly report when identifying, diagnosing and rectifying faults in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when identifying, diagnosing and rectifying faults
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying typical faults that may occur on electric passenger trains
  - correctly rectifying a range of faults on an electric passenger train
  - explaining and/or demonstrating procedures for reporting faults and inoperative equipment

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Types of trains may include: any electric passenger trains in service within Australian rail systems

Operations may be conducted: by day or night
in all weather conditions.
in exposed conditions and controlled or open environment

Fault rectification/repair component exchange may include: minor component change out

Fault rectification/repair component exchange may include: diagnosing faults
replacing faulty/damaged/worn equipment
resetting circuit breakers
operating isolating taps/cock
resetting safety apparatus
isolating faulty components
tying up loose equipment
operating diagnostic equipment

Safety equipment may include: high visibility clothing
sunscreen and sun glasses
insect repellent
gloves and footwear
portable radios
flags and hand lamps
safety glasses
safety devices

Environmental hazards may include: leaking oil or gases
noise from defective or inappropriately adjusted equipment

Consultative processes may include: supervisors and managers
union representatives
fitters/maintenance staff
train examiners

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: company procedures
enterprise procedures
organisational procedures
established or standard procedures

Contingency processes may relate to: personal injury
tool malfunctions or loss

Information/records may include: workplace operational and technical instructions and procedures for the identification, diagnosis and
RANGE STATEMENT

- rectification of faults
- records for the identification, diagnosis and rectification of faults
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when identifying, diagnosing and rectifying minor faults
- OH&S procedures
- relevant Australian standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and legislation may include:

- relevant state regulations, codes of practice and safeworking system requirements
- relevant state OH&S legislation
- relevant state environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2111A Assist with testing train braking system on electric passenger train

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to assist with testing the train braking system on electric passenger trains in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for train brake inspection and testing, inspecting and testing train brake operation, dealing with identified faults, and recording/reporting the results of a brake test in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated state and territory rail safety requirements together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the testing of a train braking system as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 **Prepare for train brake inspection and testing** | 1.1 OH&S legislation, codes of practice, policies and procedures are identified and followed
| 1.2 Isolation or securing of train is confirmed in accordance with workplace procedures to make the work area safe for the inspection and test
| 1.3 Ensure the brake system is ready for inspection and testing
2 **Test train brake operation** | 2.1 Brake tests are conducted to ensure compliance to required standards
| 2.2 Where required, modified brake tests are conducted to workplace procedures to meet required standard
| 2.3 Continuity tests are conducted to conform with workplace procedures to ensure train braking system meets functional specifications
| 2.4 Where faults are identified, appropriate corrective action is taken to ensure operational safety
3 **Record / report brake test faults or defects** | 3.1 Faults or defects found during brake tests are reported and/or recorded as per workplace procedures

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable minimum standards and approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Brake systems, their components and their operation
- Types of brake tests and their purpose
- Diagnostic techniques
- Communication protocols
- Documentation requirements relating to brake testing
- Procedures to be followed in the event of an emergency

**Required skills:**

---
Required skills:

- Communicate effectively with others when testing train braking system
- Read and interpret instructions, procedures, information and signs relevant to the testing of train braking system
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the testing of train braking system
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when testing train braking system
- Promptly report and/or rectify any identified problems, faults or malfunctions when testing train braking system in accordance with regulatory requirements and workplace procedures
- Apply rail safety practices and regulations
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Assess brake system defects
- Operate and adapt to differences in brakes and related equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
EVIDENCE GUIDE

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly performing all types of brake tests applicable to workplace
  - identifying different types of failures/defects that could occur
  - correctly identifying procedures to be followed in the event of a failed brake test

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
**RANGE STATEMENT**

Operations may be conducted:
- in all weather conditions
- by day or night

Locations for tests may include:
- depots
- sidings
- platforms

Brake tests may include:
- brake leakage test
- air continuity test
- modified brake test
- train brake test
- power against the brake test

Safety and protective equipment may include:
- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection

Relevant personnel can include:
- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and instructions and job specification
- induction and training materials
- brake instruction documentation
- safeworking documentation
RANGE STATEMENT

- brake test certification
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable state/territory legislated rail safety requirements together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2119A Carry out maintenance of trailers

Modification History
Not applicable.

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial trailer, including action to implement trailer manufacturer's specifications for routine checks and maintenance, and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine checking and maintenance principles and procedures to maintain a commercial trailer across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify faults and perform routine maintenance | 1.1 Trailer faults are identified and diagnosed in accordance with workplace procedures  
1.2 Trailer components are lubricated in accordance with manufacturers instructions and workplace procedures |
| 2 Carry out repairs on trailers | 2.1 Trailer's air/hydraulic brake system is inspected and adjusted, and any required minor maintenance or repairs carried out  
2.2 Trailer's electrical system is checked for correct operation and any required minor maintenance or repairs carried out  
2.3 Trailer's suspension and axles are inspected and identified faults repaired and/or reported in accordance with workplace procedures  
2.4 Trailer's wheels and tyres are inspected, removed, repaired and refitted, as required, in accordance with workplace policy |
| 3 Complete documentation | 3.1 Records of routine maintenance and repairs are kept in accordance with workplace procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant duty of care requirements for the routine servicing and maintenance of trailers
- Relevant OH&S and pollution control procedures
- Procedures for the checking, and routine service and maintenance of a commercial trailer in accordance with workplace and manufacturers requirements and established safety rules and regulations
- Problems that may occur during the routine servicing and maintenance of a trailer and appropriate actions and solutions
- Recognition and diagnosis of faults and trailer irregularities
- Basic principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems
- Basic fault finding procedures required during routine servicing and maintenance of trailers
- Housekeeping standards required for routine servicing and maintenance
- Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance
REQUIRED KNOWLEDGE AND SKILLS

- Reporting and documentation requirements

Required skills:

- Communicate effectively with others during the routine servicing and maintenance of a trailer
- Read and interpret instructions, procedures, information and signs relevant to the routine servicing and maintenance of a trailer
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the routine servicing and maintenance of a trailer
- Operate electronic communication equipment to required protocol
- Work collaboratively with others during the routine servicing and maintenance of a trailer
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified during the routine servicing and maintenance of a trailer in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Service trailer and equipment in terms of maintenance schedule and standard operating procedures
- Carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Maintenance may be carried out in operations conducted at day or night
**RANGE STATEMENT**

typical road transport situations, including:

- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in a depot, base or warehouse
- while in the vehicle on the road
- while at a client's workplace

Trailers may include:

- any commercial trailers attached to vehicles used in the Australian transport industry

Maintenance checks may include:

- routine inspections of trailer and its systems
- checks prior to operations
- checks on completion of operations
- checks on completion of maintenance activities

Minor routine repairs may include:

- the replacement of blown globes in trailer lights
- minor repairs to couplings
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures

Minor routine servicing may include:

- topping up of water levels
- lubrication of trailer components
- checking of air in tyres
- checking of air/hydraulic brake systems
- checking of suspension and axles

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:

- workplace routine servicing and maintenance procedures, checklists and instructions
- relevant state/territory roads and traffic authority trailer maintenance regulations
- maintenance checklists and records
- trailer manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when servicing and maintaining trailers
- OH&S procedures to be followed when servicing and maintaining trailers

Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB2121B Maintain rail joints

Modification History
Release 1 - Revised unit.
This unit replaces and is equivalent to TLIB2121A Maintain rail joints.

Unit Descriptor
This unit involves the skills and knowledge required to maintain rail joints in accordance with approved standards, safeworking and regulatory requirements, and workplace procedures. It includes identifying and determining parameters or components that require repair, cutting and boring rail, maintaining rail joints, and completing required documentation. Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work is performed under minimal supervision, generally in a team environment. It involves the application of routine operational principles and procedures to maintain rail joints as part of workplace activities across a variety of operational contexts within the Australian rail system. Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Determine parameters or components that require adjustment</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Rail joint condition, component, fastening and anchoring defects affecting rail joints are identified in accordance with organisational procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Appropriate repair method is selected to ensure rail joint meets specifications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scope of work is determined and resources are arranged</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Check and maintain rail joint</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Surfaces and component parts are checked in accordance with specifications and organisational procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rail joint is maintained to specifications following organisational procedures</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Complete documentation</th>
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<tbody>
<tr>
<td>3</td>
<td>Required documentation is completed in accordance with organisational procedures</td>
<td></td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Authorisation/approval processes and procedures
- Documentation requirements
- Fundamentals of track structures relating to rail joints
- Hazards that may exist when maintaining rail joints, and ways of controlling the risks involved
- Problems that may occur when maintaining rail joints, and action that can be taken to report or resolve them
- Rail joint components
- Rail joint defects
- Relevant communication systems and procedures
- Relevant safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Track standards relating to rail joints
- Workplace procedures for maintaining rail joints

**Required skills:**

- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Communicate effectively with others when maintaining rail joints
- Complete documentation related to maintaining rail joints
- Determine specifications using appropriate numeric functions
- Identify and locate parameters or components of rail joints requiring adjustment or replacement
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocols
- Read and interpret instructions, procedures, information, technical data, standards and drawings relating to maintaining rail joints
- Report and rectify within limits of own role, problems, faults and malfunctions identified when maintaining rail joints in accordance with regulatory requirements and workplace procedures
- Select and use hand tools, power tools and equipment
- Select and use required personal protective equipment (PPE) conforming to industry and OH&S standards
- Use relevant plant and mechanised equipment
- Work collaboratively with others when maintaining rail joints
- Work systematically with required attention to detail without injury to self or others, or
damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - examining rail joints to determine defects and selecting appropriate repair methods
  - checking component parts and carrying out appropriate maintenance activities
  - completing documentation to organisational requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment may include:
- mechanical handling and lifting equipment
- track machines
- hand tools, including impact or tension wrenches, grinders, friction rail saws, rail punches, rail borers, tie tampers, gauges, track jacks, spiking hammers and bars
- rail tensors
- fastening equipment
- oxy-acetylene equipment

Materials may include:
- resilient and static fastenings
- sleeper plates or pads
- anchors
- bolts
- nuts
- washer clips
- shims
- fishplates
- swage fastenings

Rail joint parts and surroundings to be checked may include:
- joint insulation
- expansion gap
- fishplates
- fish bolts
- sleepers
- sleeper fastening
- rail anchoring and rail bonds
- track geometry

Fastenings may include:
- pandrol clips, fist fastenings, Trac Lok or Rex Lock
- dog spikes and dog screws
- bolts, spring washers and nuts
- double shouldered sleeper plates
- insulated sleeper pads

Types of rail joint may include:
- mechanical joints
- mechanical junction joints
- insulated mechanical joints
- insulated plate joints
- bow plates
- bonded insulated joints

Rail ends on curves may require:
- bending (also known as pressing or crowing)
Special transitional rail joints may be:

- required between changes of mass/wear

Liaison may include:

- internal or external personnel from other work areas, such as train controllers and electricians

Communication systems may include:

- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and PPE may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:

- company procedures
- enterprise procedures
- workplace procedures
- established procedure

**Unit Sector(s)**

Not applicable.

**Competency Field**

B – Equipment Checking and Maintenance
TLIB2122A Apply awareness of fundamentals of rail operations in yards or sidings

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves applying an awareness of the fundamentals of rail operations in yards or sidings.
It includes fixed structures, rail vehicles and rolling stock, signals, safety devices, primary activities and safety systems.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit is intended as an introduction to rail yards or sidings for people entering the rail industry who will be working on or around them.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

1. **Identify basic yard/siding structures, layout and terminology**
   - 1.1 Basic terminology for track, trackside equipment and fixed structures is identified
   - 1.2 Features of track, including geography and geometry are identified
   - 1.3 Infrastructure categories and their purpose are identified
   - 1.4 Other principal structure types and their purpose are identified
   - 1.5 Relevant stakeholders for reporting structural faults or anomalies are identified

2. **Identify above and below ground services**
   - 2.1 Principal overhead and/or electrical components and their purpose are identified and explained
   - 2.2 Power supply voltages are identified
   - 2.3 Methods of isolation are identified and their purpose is explained

3. **Identify rail track vehicles and rolling stock**
   - 3.1 Types of trains and rolling stock are identified
   - 3.2 Types of rail track vehicles are identified
   - 3.3 Relevant stakeholders for reporting rolling stock faults or anomalies are identified

4. **Identify signals and safety devices**
   - 4.1 Types, location and purpose of signals are identified
   - 4.2 Types, location and purpose of safety devices are identified
   - 4.3 Relevant stakeholders for reporting signal or safety device faults or anomalies are identified

5. **Identify primary rail activities and safety systems**
   - 5.1 Primary rail activities and, where applicable, other operators are identified
   - 5.2 Types and purpose of safety systems are identified
   - 5.3 Relevant stakeholders for reporting safety events are identified
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Relevant communication systems and procedures

Required skills:

- Communicate effectively with others
- Interpret and follow operational instructions
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying layout, main features and equipment in a rail yard or siding
  - identifying all activities carried out in the rail yard or siding
  - identifying possible safety events and appropriate responses

Context of and specific resources for assessment

- Resources for assessment may include:
  - a range of relevant exercises, case studies and/or other knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Assessment may occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Track components may include:
- rails, rail fastenings and welds
- sleepers and sleeper fastenings
- ballast
- formation and earthworks
- drainage pits
- cess

Track layout may include:
- plain track
- gauge
- turnouts
- special track including catchpoints/derails, expansion switches, diamond crossings and slips

Yard layouts may include:
- road identification
- walkways
- road crossings
- mainline/network connections
- orientation
- through roads

Overhead and/or electrical components may include:
- catenary
- stanchions
- drop wire
- contact
- steady arm
- feeder
- spark gaps
- earth straps
- tension weights
- pantographs
- high voltage cables
- power supplies
- isolation points

Rail track vehicles may include:
- road/rail vehicles
- maintenance vehicles
- track machines
- trolleys
- elevated platforms
- cherry pickers

Safety events may include:
- incidents
- accidents
• near misses

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB2125A Apply awareness of tram or light rail track fundamentals

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to apply an awareness of tram or light rail fundamentals. It includes identifying tram/light rail track terminology, track and system components and the tools and equipment used on or around tram/light rail track. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including state acts and regulations together with any nationally approved compliance codes and/or guidelines.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify tram/light rail track and structures terminology and components
   1.1 Basic terminology related to tram/light rail track and structures infrastructure is identified
   1.2 Main components of tram/light rail track and structures are identified

2 Identify tram/light rail track components
   2.1 Track components and their purpose are identified and explained
   2.2 Tram crossing types and components and their purpose are identified and explained
   2.3 Manual, electrical and spring-operated points are identified and their use is explained

3 Identify tram/light rail electrical system features
   3.1 Overhead trolley system components, voltages and exclusion zones are identified and explained
   3.2 Below ground electrical system is identified and explained
   3.3 Reporting procedures and protocols for identified electrical system faults and defects are explained

4 Identify tram/light rail tools and equipment
   4.1 Tools and equipment for tram/light rail track installation and maintenance are identified
   4.2 Track machines for tram/light rail track installation and maintenance are identified

5 Identify tram/light rail track and system faults or problems
   5.1 Possible faults for tram/light rail track and system are identified
   5.2 Reporting procedures and protocols for identified track and system faults are explained
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable safety, occupational health and safety (OH&S) and environmental procedures and regulations related to tram/light rail
- Authorisation/approval processes and procedures
- Fundamentals of tram/light rail track and structures
- Fundamentals of tram/light rail track layout and geometry
- Relevant communication systems and procedures
- Tools and equipment used in tram/light rail track construction and repair
- Traffic management requirements
- Tram/light rail track and overhead trolley components
- Tram/light rail track terminology

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others
- Interpret and follow operational instructions
- Modify activities depending on operational contingencies, risk situations and environments
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying a range of tram/light rail terminology
  - identifying a number of different tram/light rail components
  - identifying tools and equipment relevant to their job role

Context of and specific resources for assessment

- Performance is demonstrated in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Measuring equipment may include:**
- tape measures
- gauge boards

**Tools and equipment may include:**
- mechanical handling/lifting equipment
- track machines
- hand tools including grinders, friction rail saws, track jacks, sledge hammers, jack hammers, shovels, pick axes and bars
- cutting equipment
- fastening equipment
- on-track equipment

**Track components may include:**
- rails and rail fastenings
- sleepers and sleeper fastenings
- ballast
- formation and earthworks
- temporary crossover

**Track layout may include:**
- plain track
- turnouts
- special trackwork, including catchpoints, spring loaded points, manual points, automatic points
- H crossing
- scissor crossing
- crossover
- grand union
- terminus
- sidings

**Basic track geometry may include:**
- tangent track
- curves
- transitions
- super-elevation

**Track maintenance and construction methods may include:**
- closures
- track repairs
- ballasting
- rail grinding
- welding
- point adjusting
- track cleaning
- drain cleaning
- re-sleepering
Liaison may include:

Communication equipment may include:

Depending on work context, safety and personal protective equipment may include:

Information/documents may include:

Applicable regulations and legislation may include:

- re-timbering
- internal or external personnel from other work areas (e.g. signalman/controller)
- two-way radios
- telephones/mobile phones
- high visibility clothing
- flame retardant clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- whistle
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- works orders
- material safety data sheets (MSDS)
- timekeeping records
- traffic management plans
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- two-way radio/mobile phone operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- local authority regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB2130A Diagnose and rectify minor faults on on-track vehicles

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to diagnose and rectify minor faults on on-track vehicles in accordance with organisational requirements. Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit
Work involves the application of routine minor fault diagnosis and rectification procedures to maintain the safety and operation of on-track vehicles. This unit only covers minor repairs as defined by organisational policies.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify repair and maintenance requirements

1.1 Faulty or damaged components or equipment are identified and assessed for component exchange or minor repair

1.2 Identified faulty or damaged components outside own scope, as determined by organisational policies, are reported in accordance with organisational procedures

1.3 Where repair/maintenance/component exchange is appropriate, equipment and tools required are identified and obtained

1.4 Work areas and equipment are prepared and made safe for repair/maintenance/component exchange activities

2 Conduct repairs and minor maintenance

2.1 Routine repair/maintenance/component exchange is carried out in accordance with manufacturer specifications and organisational procedures

2.2 Equipment, tools and materials are operated, applied and handled in conformance to occupational health and safety (OH&S) requirements and manufacturer specifications to prevent injury and damage

3 Check and report minor repairs and/or maintenance

3.1 Minor repair/maintenance/component exchange activities are checked for compliance with manufacturer specifications and workplace procedures

3.2 Equipment is checked to confirm it has been restored to operational standards

3.3 Worksite is checked for cleanliness and operational safety, and appropriate action is taken to restore site and equipment

3.4 Repair/maintenance/component exchange activities are documented in accordance with organisational requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Hazards that may exist when diagnosing and rectifying minor faults with on-track vehicle/s and ways of controlling the risks involved
- Organisational procedures for diagnosing and rectifying minor faults with on-track vehicle/s
- Problems that may occur when diagnosing and rectifying minor faults with on-track vehicle/s and action that can be taken to report or resolve the problems
- Relevant rail safety, OH&S and environmental procedures and regulations
- Tools and equipment used when diagnosing and rectifying minor faults and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements

**Required skills:**

- Adapt to differences in track vehicles and associated equipment and procedures
- Communicate effectively with others
- Modify activities depending on operational contingencies, risk situations and environments
- Read and interpret instructions, procedures, information and signs relevant to diagnosing and rectifying minor faults with on-track vehicle/s
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying equipment checks required for a range of on-track vehicles in the workplace
  - identifying typical faults or defects that may occur on on-track vehicles
  - carrying out minor repairs, maintenance and component exchange on different on-track vehicles
  - following correct workplace requirements for reporting identified defects
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - demonstrating correct procedure for identifying minor faults
  - correctly changing out faulty component
  - reporting minor faults and complete organisational documentation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including organisational procedures, regulations, codes of practice and operation
Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Minor repair/maintenance/ component exchange may include:
- minor component change out
- diagnosing minor faults
- identifying correct lubricants
- identifying correct fuel and carrying out refuelling
- identifying correct solvents and cleaning fluids
- maintaining fluid and air pressures
- replacing faulty/damaged/worn equipment
- servicing and cleaning batteries

On-track vehicles may include:
- rail crane
- spot tamper
- ballast regulator
- inserter/ remover (TR10)
- track recorder
- tamper
- dynamic stabiliser
- rail grinder
- ballast cleaner
- track layer
- tie inserter
- scarifier
- tie cranes
- track jack

Safety equipment may include:
- high visibility clothing
- gloves
- safety headwear
- respiratory protection
- safety footwear
- safety glasses
- hearing protection
- safety devices

Unit Sector(s)

Not applicable.
Competency Field

B – Equipment Checking and Maintenance
TLIB2131A Prepare train

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to prepare a train for operation in accordance with organisational policies and procedures. It includes conducting pre-departure checks and confirming the required train documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and/or territory together with any nationally approved compliance codes and/or guidelines.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Identify pre-departure checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Required checks, and relevant procedures and standards are identified in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>1.2</td>
<td>Constraints and special instructions that may apply for the journey are identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Where necessary, compliance with the Australian Dangerous Goods (ADG) Code and relevant regulatory requirements are identified</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Implement pre-departure checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Locomotive control systems are set up and checked in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>Train is checked to ensure that rolling stock is coupled and sequenced correctly</td>
</tr>
<tr>
<td>2.3</td>
<td>Train braking systems are tested to ensure they are operating effectively in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>2.4</td>
<td>Action is taken to rectify any identified faults to ensure minimum delay to planned running schedule</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Confirm train can proceed</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Relevant personnel are advised of the result of completed checks</td>
</tr>
<tr>
<td>3.2</td>
<td>Authority to proceed relevant to the operational situation is obtained and followed in accordance with organisational policies and procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable sections of legislated rail safety requirements including acts and regulations from each applicable state and/or territory together with any nationally approved compliance codes and/or guidelines
- Communication procedures and protocols
- Maintenance and servicing procedures
- Procedures to be followed in an emergency
- Relevant occupational health and safety (OH&S) and environmental procedures and regulations
- Relevant sections of the ADG Code and any other dangerous goods regulations (for freight operations only)
- Train preparation documentation procedures

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when preparing a train for operation
- Complete documentation related to preparing a train for operation
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to preparing a train for operation
- Report and/or rectify any identified problems, faults or malfunctions when preparing a train for operation in accordance with regulatory requirements and workplace procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others when preparing a train for operation
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Constraints and special instructions may include:
- speed restrictions
- shunt requirements
- ADG separation
- locomotive marshalling
- network owner requirements

Safety and protective equipment may include:
- high visibility clothing
- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- portable radios
- mobile/satellite phones
- hand lamps
- flags
- safety devices
- hearing protection

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information/documents may include:
- train consists
- train notices
- out-of-gauge notices
- dangerous goods documentation
- brake certification
- load/passenger manifests
- OH&S and environmental protection legislation, codes of practice, policies and procedures
- local instructions
- emergency procedure documentation
- manufacturer specifications
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and
- legislated rail safety requirements including acts and regulations from each applicable state and territory together
legislation may include: with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards including AS 4292 Railway safety management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB2133A Test medium/heavy track vehicle braking system

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to test the braking system on medium/heavy track vehicle/s in accordance with manufacturer specifications and/or organisational procedures. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit applies to people involved in testing a track vehicle braking system as part of workplace activities within the rail industry.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Elements</th>
<th>Performance Criteria</th>
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</thead>
</table>
| **1 Plan and prepare for track vehicle brake inspection and testing** | 1.1 Logbooks and any other documentation are checked for existing defects  
1.2 Track vehicle is isolated or secured, in accordance with workplace procedures, to make the work area safe prior to inspection |
| **2 Inspect and test track vehicle brake operation** | 2.1 Visual and audible inspection is conducted to identify faults or defects  
2.2 Brakes are applied and released to ensure track vehicle braking system meets functional specifications  
2.3 Identified defects and faults are rectified and/or reported in accordance with manufacturer specifications and/or organisational procedures |
| **3 Complete documentation** | 3.1 Documentation concerning inspecting and testing the braking system is completed in accordance with organisational procedures  
3.2 Logbook and other service records on the track vehicle are completed in accordance with organisational procedures |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Hazards that may exist during the start up and shut down of medium/heavy self-propelled track vehicles and ways of controlling the risks involved
- Organisational procedures for conducting brake tests on medium/heavy self-propelled track vehicles
- Problems that may occur during testing of brakes on medium/heavy self-propelled track vehicles and action that can be taken to report or resolve the problems
- Relevant rail safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Types of brake tests and their purpose

Required skills:

- Adapt to differences in track vehicles and associated equipment and procedures
- Communicate effectively with others
- Modify activities depending on differing operational contingencies, risk situations and environments
- Read and interpret instructions, procedures, information and signs relevant to testing brakes on a track vehicle
- Work collaboratively with others
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identify correct procedure for testing braking system
  - correctly conduct brake test
  - complete brake test documentation
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - conducting inspections and testing of different types of brakes on medium/heavy track vehicle/s
  - identifying defects and faults in track vehicle braking systems
  - implementing workplace procedures to deal with identified defects and faults
  - completing records of test results in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Types of brakes and tests may include:
- hand/park brake
- service brake
- train brake
- emergency brake

Safety and protective equipment may include:
- high visibility clothing
- gloves
- safety glasses
- safety headwear
- safety footwear
- hearing protection

Information/documents may include:
- workplace procedures and instructions and job specification
- manufacturer specifications and standards

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB3002A Test equipment and isolate faults

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to test equipment and isolate faults in accordance with workplace requirements, including identifying scope of the operational test; planning operational tests; checking the equipment through full operating range; and isolating faults and/or formulating recommendations for adjustment, repair or replacement in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the testing of equipment and the isolation of faults.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the testing and the isolation of faults in equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

## ELEMENT

### PERFORMANCE CRITERIA

1. **Identify scope of operational check**
   1.1 Physical condition of equipment is observed
   1.2 Test procedures and parameters are identified in accordance with workplace procedures and manufacturers specifications
   1.3 Preliminary observations are recorded
   1.4 Test procedures are discussed with appropriate staff and necessary permission obtained

2. **Plan operational checks**
   2.1 Specifications and notes from preliminary observations are checked and areas to be clarified are identified
   2.2 Sequence of tests is planned noting areas where results and observations should be recorded
   2.3 Safe area for testing is identified
   2.4 Arrangements are made for any additional resources (including staff)

3. **Check unit through full operating range**
   3.1 Test is undertaken observing relevant safety and operational requirements
   3.2 Results are recorded and findings confirmed

4. **Isolate fault and/or formulate recommendations**
   4.1 Proposals for equipment repair are recorded based on faults found, cost/time implications and workplace approval systems
   4.2 Report is explained to relevant workplace personnel including any options and recommendations
   4.3 Parts are procured and/or repairs undertaken in accordance with enterprise procedures

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant sections of regulatory requirements applicable to the testing of equipment and the isolation of faults
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the testing of equipment and the isolation of faults, including the tagging and reporting of faulty equipment and components
- Focus of operation of work systems, equipment, management and site operating systems for the testing of equipment and the isolation of faults
REQUIRED KNOWLEDGE AND SKILLS

- Fault-finding techniques including identification of cost/time effective rectification procedures
- Tools, meters, gauges and equipment used during the testing of equipment and the isolation of faults and the precautions and procedures that should be followed in their use
- Guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items
- Faults that may occur with equipment, and appropriate action that can be taken to report and/or rectify the identified faults in the equipment or its components
- The characteristics, capabilities and limitations of the equipment
- Operational safety requirements for the equipment concerned
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
- Documentation and record requirements

Required skills:

- Communicate effectively with others when testing equipment and isolating faults
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information and signs relevant to the testing of equipment and the isolation of faults
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the testing of equipment and the isolation of faults
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when testing equipment and isolating faults
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when testing equipment and isolating faults in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant meters, gauges, equipment and tools when testing equipment and isolating faults
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Apply basic mechanical, hydraulic, electrical and electronic principles to testing and fault identification activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Tests and the isolation of faults may be performed:
- on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Tests may include but are not limited to:
- tests of operational performance
- tests as part of routine servicing
- identification of causes of poor or out-of-specification performance
- tests following servicing and/or adjustment of equipment

Records/results of tests may include:
- details of faulty equipment or specific components
- details of action taken
- results of testing and associated recommendations
- details of repair and maintenance work to be undertaken

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
RANGE STATEMENT

- movements of equipment, goods and materials
- a fire or explosion
- faulty equipment/tools

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- equipment manufacturers
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Information/documents may include:
- workplace procedures and policies for the checking and assessment of the equipment concerned
- manufacturers specifications for equipment/tools
- equipment identification labels, barcodes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to the checking and operation of the equipment concerned
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB3005A Carry out maintenance of vehicles designed to carry special loads

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic servicing and routine maintenance of a commercial vehicle designed to carry a special load, including action to implement manufacturers specifications for routine checks and maintenance of the vehicle and its associated ancillary equipment, and to ensure that all specified safety requirements are met and that the vehicle and its ancillary equipment are operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority and workplace procedures and policy concerning vehicle maintenance.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to maintain the safety and operation of a commercial vehicle designed to carry special loads across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Diagnose vehicle faults and undertake repairs for the safe operation of a vehicle | 1.1 Faults in the vehicle and/or ancillary equipment electrical system are identified, diagnosed and repaired following manufacturers specifications and workplace procedures  
1.2 Faults in the fuel system are identified, diagnosed and repaired following manufacturers specifications and workplace procedures |
| 2 Maintain the vehicle systems | 2.1 Fluid levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturers specifications and workplace procedures  
2.2 Air/hydraulic fluid levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturers specifications and workplace procedures  
2.3 Safety equipment is inspected in accordance with regulatory requirements and workplace procedures |
| 3 Carry out minor repairs to a vehicle | 3.1 Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturers instructions and workplace procedures  
3.2 Tyres are repaired or replaced on vehicle following workplace procedures and manufacturers instructions  
3.3 The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures  
3.4 OH&S procedures are followed throughout maintenance activities |
| 4 Complete documentation | 4.1 Records of routine maintenance and repairs are kept in accordance with workplace procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant duty of care requirements for the routine servicing and maintenance of vehicles designed to carry special loads
- Relevant OH&S and pollution control procedures
- Procedures for the checking and routine servicing and maintenance of a commercial vehicle designed to carry special loads in accordance with workplace and manufacturers requirements
REQUIRED KNOWLEDGE AND SKILLS

and established safety rules and regulations

- Problems that may occur during the routine servicing and maintenance of a vehicle and its associated ancillary equipment, and appropriate action and solutions
- Recognition and diagnosis of faults and vehicle/ancillary system irregularities
- Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust system, tyres, brakes, and relevant ancillary systems
- Basic fault finding procedures required during routine servicing and maintenance of vehicles designed to carry special loads
- Procedures required to minimise waste during routine servicing and maintenance
- Housekeeping standards required for routine servicing and maintenance
- Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance
- Reporting and documentation requirements

Required skills:

- Communicate effectively with others when carrying out the routine servicing and maintenance of a commercial vehicle designed to carry special loads
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out the routine servicing and maintenance of a commercial vehicle designed to carry special loads
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when carrying out the routine servicing of a vehicle designed to carry special loads in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:

- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of servicing activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include all vehicles designed to carry special loads, for example:
- concrete agitator
- livestock transporter
- armoured car
- tanker
- refrigerated vehicle
- waste vehicle
- fresh produce vehicle
- car carrier
- container carrier
- recovery vehicle

Maintenance may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in a depot, base or warehouse
- while in the vehicle on the road
- while at a client's workplace
- refrigeration systems
- concrete agitation systems
- car transporter systems
- livestock transporter systems
- waste loading/discharge systems
- recovery systems
- tanker pumping and related systems
- on-board cranes and hoists
- armoured car systems

Ancillary equipment will be dependent on type of special load carried and may include:

Maintenance checks may include:
- routine inspections of vehicle systems
RANGE STATEMENT

- routine inspections of ancillary systems
- checks prior to operations
- checks on completion of operations
- checks on completion of maintenance activities

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
- minor repairs to ancillary systems in accordance with instructions

Minor routine servicing may include:
- topping up of water levels
- replacement of oils
- replacement of air in tyres
- topping up of fluid levels in ancillary systems where relevant

Environmental hazards may include:
- leaking oil and fuel
- defective or inappropriately adjusted exhaust systems
- inappropriate disposal of vehicle fluids in drains or sewerage systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:
- workplace routine servicing and maintenance procedures, checklists and instructions for both the vehicle and associated ancillary equipment
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- maintenance checklists and records
- vehicle manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles designed to carry special loads
- OH&S procedures to be followed when servicing and maintaining vehicles designed to carry special loads
- relevant state/territory roads and traffic authority vehicle
RANGE STATEMENT

legislation may include:
- maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field: B - Equipment Checking and Maintenance
TLIB3006A Carry out inspection of vehicles designed to carry special loads

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle designed to carry a special load, including action to implement manufacturers specifications for routine checks of the vehicle and its associated equipment, to clean the vehicle and its associated equipment, and to ensure that all specified safety requirements are met and that the vehicle and equipment are operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority and workplace procedures and policy concerning vehicle inspection.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to inspect a commercial vehicle designed to carry special loads across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Check vehicle</td>
</tr>
<tr>
<td>1.1 A visual check of the internal and external condition of the vehicle is carried out in accordance with workplace procedures</td>
</tr>
<tr>
<td>1.2 Pre-operational inspections and checks of the vehicle’s tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with road safety standards</td>
</tr>
<tr>
<td>1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specifications</td>
</tr>
<tr>
<td>1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems</td>
</tr>
<tr>
<td>1.5 Warning systems (instruments and gauges) are checked to ensure they are operational</td>
</tr>
<tr>
<td>1.6 Where relevant, vehicle-monitoring device is logged on/off in accordance with manufacturers instructions and workplace policy</td>
</tr>
<tr>
<td><strong>2</strong> Clean vehicle and ancillary equipment</td>
</tr>
<tr>
<td>2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation</td>
</tr>
<tr>
<td>2.2 Special purpose ancillary equipment is cleaned in accordance with any relevant government regulations and workplace procedures</td>
</tr>
<tr>
<td><strong>3</strong> Complete documentation</td>
</tr>
<tr>
<td>3.1 Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation</td>
</tr>
<tr>
<td>3.2 Records of inspection are updated and recommended repairs documented in accordance with workplace polices</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant duty of care requirements for the routine inspection of vehicles designed to carry special loads
- Relevant OH&S and environmental procedures and regulations
- Procedures for the checking and routine inspection of a commercial vehicle designed to carry special loads in accordance with workplace and manufacturers requirements and established safety rules and regulations including visual inspection procedures, pre-operational checking procedures and warning systems checking procedures
REQUIRED KNOWLEDGE AND SKILLS

- Problems that may occur during the routine inspection of a vehicle and its associated ancillary equipment, and appropriate actions and solutions
- Techniques for the recognition of faults and vehicle/ancillary system irregularities
- Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres, brakes, and relevant ancillary systems
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when carrying out the routine inspection of a vehicle and its associated ancillary equipment
- Read and interpret instructions, procedures, information, technical data and drawings relevant to the routine inspection of a vehicle and its associated ancillary equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the routine inspection of a vehicle and its associated ancillary equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out the routine inspection of a vehicle and its associated ancillary equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when carrying out the routine inspection of a vehicle and its associated ancillary equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when carrying out the routine inspection of a vehicle and its associated ancillary equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include all vehicles designed to carry special loads, for example:
- concrete agitator
- livestock transporter
- armoured car
- tanker
- refrigerated vehicle
- waste vehicle
- fresh produce vehicle
- car carrier
- container carrier
- recovery vehicle

Inspection may be carried out in typical road transport situations, including:
- at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in a workplace, depot, base or warehouse
- while in the vehicle on the road
- while at a client's worksite

Ancillary equipment will be dependent on type of special load carried and may include:
- refrigeration systems
- concrete agitation systems
- car transporter systems
- livestock transporter systems
- waste loading/discharge systems
- recovery systems
- tanker pumping and related systems
- on-board cranes and hoists
- armoured car systems

Inspection may include:
- visual checks of vehicle
- routine checks of vehicle systems
- checks in accordance with a detailed inspection schedule

Routine checks may include:
- water levels
- oil levels
- air pressure in tyres
- brakes
- lights
- condition of tyres
- battery
- exhaust system
RANGE STATEMENT

Environmental hazards may include:
- suspension
- functions of associated ancillary equipment
- leaking oil and fuel
- defective or inappropriately adjusted exhaust systems
- inappropriate disposal of vehicle fluids in drains or sewerage systems

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:
- workplace routine inspection procedures, checklists and instructions for both the vehicle and associated ancillary equipment
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- inspection checklists and records
- manufacturers instructions, specifications and recommended procedures for both the vehicle and any associated ancillary equipment
- precautions and procedures to be adopted to protect the environment when inspecting and servicing vehicles designed to carry special loads
- OH&S procedures to be followed when inspecting and servicing vehicles designed to carry special loads
- applicable regulations and legislation may include:
- relevant state/territory roads and traffic authority regulations and requirements pertaining to the inspection of vehicles designed to carry special loads
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3011A Set up and rig crane for lift

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to set up and rig a mobile crane for a lift, including the systematic positioning and stabilisation of the crane and its assembly. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the setting up and rigging of a crane prior to lift in a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Position and stabilise crane | 1.1 Crane is directed to position as per job plan to ensure safe operation in accordance with applicable Australian Standards, codes of practice and manufacturers specifications  
1.2 Ground is checked to ensure it is firm enough to bear the load  
1.3 Appropriate plates or packing are correctly used to adequately distribute the load  
1.4 Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturers instructions and the appropriate Australian Standard and other relevant statutory regulations  
1.5 Outrigger packing is checked for adequacy prior to and after lift is taken |
| 2 Assemble crane | 2.1 The block is reeved in accordance with manufacturers instructions  
2.2 Any counterweights are installed to manufacturers specifications  
2.3 Any attachments are set up in accordance with manufacturers instructions  
2.4 A qualified rigger is consulted and other personnel are assisted as necessary to ensure efficient and safe assembly and set-up of crane  
2.5 Straight fly jibs and luffing fly jibs are assembled and fitted in accordance with manufacturers instructions |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation and rigging of mobile cranes
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Procedures for prioritising and multi-tasking work
- Procedures for fitting attachments and fly jibs
REQUIRED KNOWLEDGE AND SKILLS

- Company work procedures concerning the setting up and rigging of a mobile crane at a worksite
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements
- Procedures for the identification and correct use of equipment, processes and procedures

Required skills:

- Communicate effectively with others when setting up and rigging a crane for a lift
- Read and interpret instructions, procedures, information and signs relevant to the setting up and rigging of a crane for a lift
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the setting up and rigging of a crane for a lift
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when setting up and rigging a crane for a lift
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when setting up and rigging a crane for a lift
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor condition of equipment
- Fit fly jibs and attachments

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - applying procedures for fitting attachments and fly jibs
  - demonstrating an understanding of the consultation processes

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in a variety of weather conditions
- using a workcage/workbox
- using a superlift attachment (300t and over cranes)

Environment may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff
RANGE STATEMENT

Requirements for access and/or lift may include:
- dogman/rigger
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Documentation/records may include:
- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:
- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
RANGE STATEMENT

- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB3012A Plan job and set up work areas

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to plan a lifting job and set up work areas prior to the positioning and setting up of a mobile crane, including obtaining and confirming job instructions and work specifications, coordinating the loading of gear and equipment, assessing job requirements work areas, designing the job plan and setting up the work area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the planning of a mobile crane job and setting up of work areas prior to lift in a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Obtain and confirm job instructions/work specifications | 1.1 Job instructions are obtained and checked to ensure specifications include all necessary information  
1.2 Lift plan and other work specifications are interpreted and clarification sought if necessary  |
| 2 Coordinate loading of gear and equipment | 2.1 Specific gear necessary for job is identified and obtained  
2.2 Equipment is properly packed and secured according to company procedures to ensure injury and damage are avoided during transportation  |
| 3 Assess job requirements and work area | 3.1 Adequate site access and egress is identified  
3.2 Potential hazards are identified and appropriate elimination or control measures selected  
3.3 Weight and dimensions of load are estimated or confirmed in consultation with customer and relevant personnel to ensure job is within limits of crane capacity  
3.4 Site information is interpreted and requirements confirmed with site supervisor  
3.5 Area is assessed to ensure there is sufficient space to establish crane and conduct lift  
3.6 Need to move mobile crane is assessed and, where applicable, route to be travelled is planned to ensure crane traverses firm surfaces and slopes are avoided where possible  
3.7 Any concerns about the safety or feasibility of the lift are discussed with the customer and if not resolved, reported to supervisor  
3.8 Payment arrangements are confirmed with customer where required  
3.9 Customer requirements are anticipated and suggestions made which will maximise safety and efficiency and minimise inconvenience  |
| 4 Design job plan | 4.1 The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian Standards, codes of practice and equipment manufacturers specifications  
4.2 Cranes load chart is consulted and information on permissible loads, radii, weights, boom and jib configurations taken into account in planning the job  
4.3 The job plan takes into account job requirements and customer priorities, and workplace rules and procedures  
4.4 Job plan is discussed and confirmed with relevant personnel  
4.5 Job plan details are documented as required  |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
5 Set up work area | 5.1 Site personnel and public are advised of any danger and site/work area is isolated as necessary in line with legislative, regulatory and customer requirements
 | 5.2 Site safety procedures are followed
 | 5.3 Required protective equipment is identified and fitted in accordance with manufacturers guidelines and customer requirements
 | 5.4 Ancillary equipment is assembled and erected where appropriate
 | 5.5 Load destination and travel route where applicable are prepared to accept load

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Prioritising and multi-tasking work
- Company work procedures for the planning of mobile crane jobs and the setting up of work areas
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements
- Identification and correct use of equipment, processes and procedures

**Required skills:**

- Communicate effectively with others when planning job and setting up work area
- Read and interpret instructions, procedures, information and signs relevant to the planning of a lifting job and the setting up of the work area
- Interpret and follow operational instructions and prioritise work
Required skills:

- Complete documentation related to the planning of a lifting job and the setting up of the work area
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning a lifting job and setting up the work area
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when planning a lifting job and setting up the work area in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor condition of equipment during setting up processes and take appropriate action

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
RANGE STATEMENT

- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is:

- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
RANGE STATEMENT

- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

B - Equipment Checking and Maintenance
TLIB3013A Maintain mobile cranes

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to carry out routine maintenance of a mobile crane, including obtaining and confirming job instructions and work specifications, coordinating the loading of gear and equipment, assessing job requirements and work areas, designing the job plan and setting up the work area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations and maintenance.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine maintenance principles and procedures to servicing and maintenance of mobile cranes in a variety of operational contexts.

This unit applies to maintenance activity on equipment used by the operator and is limited to lubrication, fluid, filter and accessory changing and checks for cracks, surface or structural faults or other damage.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 Plan maintenance operations | 1.1 Tags, service records, log books and crane manufacturers information are read prior to commencing maintenance, noting previously identified and manufacturers recommendations
1.2 Maintenance schedules are read and maintenance tasks noted to match the schedule
1.3 A step by step procedure is worked out to minimise time delays and to sequence maintenance processes consistent with manufacturers recommendations

2 Complete pre-maintenance checks | 2.1 Appropriate safe work area is selected for conduct of maintenance
2.2 Required tools, consumables and equipment are identified and assembled
2.3 Equipment is inspected for visible faults and loose or damaged components

3 Identify and assess any faults found | 3.1 Conditions found are compared with manufacturers information and intended use of crane
3.2 Conditions noticed which may cause difficulties in the future are identified and the potential effect on the safe and efficient operation of the mobile crane is documented
3.3 Potential fault conditions are reported to the appropriate personnel

4 Conduct maintenance operations and safety check | 4.1 Fluid replacements and lubrication operations are completed
4.2 Fluid levels are checked and adjusted
4.3 Mechanical components are checked for secure attachments and tensions
4.4 Mechanical adjustments are made
4.5 The maintenance plan is followed and appropriate adjustments are made to the plan to deal with unexpected events
4.6 Own work and crane system operations are checked to ensure that the crane's operational condition is to the required specifications
4.7 Tools, equipment and unused consumables are returned to the appropriate locations and waste is disposed of within workplace policy and procedures

5 Complete maintenance records | 5.1 Accurate reporting of the results of the safety check and the maintenance conducted is completed and filed in accordance with procedures, industry guidelines and any statutory requirements
5.2 Clear reference in reports is made to any items which may not yet require maintenance but may affect the future working
ELEMENT | PERFORMANCE CRITERIA
--- | ---
condition or safety of the mobile crane

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulations, permit and licence requirements pertaining to mobile crane operational safety and maintenance
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational safety and maintenance procedures for crane crews
- Use, characteristics, capabilities and limitations of the lubrication and adjustment tools and equipment
- Workplace procedures for the planning of mobile crane jobs and the setting up of work areas
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of crane systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements

**Required skills:**

- Communicate effectively with others when maintaining a mobile crane
- Read and interpret instructions, procedures, information and signs relevant to the maintenance of a mobile crane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the maintenance of a mobile crane
- Work collaboratively with others when maintaining a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Identify non-conformities which may compromise operational capability
- Implement contingency plans for unexpected maintenance issues
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
Required skills:

- Prioritise and multi-task work when maintaining a mobile crane
- Monitor work activities in terms of planned maintenance schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self, others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify and correctly use crane equipment and related maintenance processes and procedures
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes when maintaining a mobile crane

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Maintenance may include:
- routine inspections of crane and its associated equipment
- checks prior to operations
- checks on completion of operations
RANGE STATEMENT

Routine checks/servicing may include:

- checks on completion of repairs
- checking and topping up of water levels
- replacement of oils
- replacement of air in tyres
- checking pressure, fluid leaks, temperature
- checking tightness of bolts, fixtures, attachments and fittings to ensure they are within specifications
- checking for cracks, surface or structural faults or other damage

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety checks may include:

- warning devices
- operating lights or audible cues
- braking and transmissions
- lifting devices
- steering and suspension
- windscreen wipers
- isolation switches and shut down devices
- mechanical, electrical, electronic, hydraulic or pneumatic components

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is:

- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
RANGE STATEMENT

- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Documentation/records may include:
- codes of practice and regulatory requirements concerning crane maintenance and safety
- operations manuals including load charts and crane and rigging manuals
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- personal and work area procedures and practices
- induction documentation
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures
RANGE STATEMENT

Applicable regulations and legislation may include:
- relevant state/territory regulations pertaining to the maintenance and safety of mobile cranes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB3014A Load and unload wheeled or tracked crane

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to unload and load a wheeled or tracked mobile crane from and onto a float, including inspecting the worksite, unloading and loading crane from and onto float and securing the crane prior to travel. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the loading and unloading of a tracked crane prior to lift in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
--- | ---
1. Inspect site | 1.1 Site access and exit routes are identified  
                    1.2 Site hazards are identified  
                    1.3 Loading and unloading area is selected based on assessment of work site requirements, physical conditions, proximity to job and safety of operations

2. Unload/load crane from/onto float | 2.1 Vehicle is inspected and checked prior to unloading  
                                            2.2 Pre-operational checks are conducted in accordance with manufacturers instructions and workplace requirements  
                                            2.3 Float is positioned on site in designated loading/unloading area noting ground conditions and potential site hazards  
                                            2.4 Lashings, chains, stabilisers and chocks are safely removed and correctly stowed and secured in designated areas  
                                            2.5 Loading ramps are secured  
                                            2.6 Crane is driven on/off float ensuring no injury to personnel or damage to equipment and site  
                                            2.7 Crane is stabilised, shut down and secured

3. Secure crane for travel | 3.1 Weight and dimensions of crane are established and compared to carrying capacity of vehicle  
                                 3.2 Crane is correctly positioned on float  
                                 3.3 Crane is secured using appropriate securing equipment and shackled to anchorage points in accordance with workplace/float securing system and manufacturers specifications  
                                 3.4 Securing equipment is tightened to ensure security during travel  
                                 3.5 Ramps are loaded and secured

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Application of relevant agreements, codes of practice or other legislative requirements
- Relevant OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Identification and correct use of equipment, processes and procedures related to the loading and unloading of wheeled or tracked cranes
- Focus of operation of work systems and equipment
- Operational procedures for crane crews
- Procedures for prioritising and multi-tasking work
- Wheeled or tracked mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Workplace procedures for the planning of mobile crane jobs and the setting up of work areas
- Workplace procedures for the loading and unloading of wheeled or tracked cranes
- Guidelines relating to the safe use of machinery and equipment

Required skills:

- Communicate effectively with others when loading and unloading wheeled or tracked cranes
- Read and interpret instructions, procedures, information and signs relevant to the loading and unloading of wheeled or tracked cranes
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading and unloading of wheeled or tracked cranes
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when loading and unloading wheeled or tracked cranes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur during the loading and unloading of wheeled or tracked cranes in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that could occur during the loading and unloading of wheeled or tracked cranes
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:
  standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
  - The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
    - the underpinning knowledge and skills
    - relevant legislation and workplace procedures
    - other relevant aspects of the range statement

Context of and specific resources for assessment
  - Performance is demonstrated consistently over a period of time and in a suitable range of contexts
  - Resources for assessment include:
    - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
    - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
  - Assessment of this unit must be undertaken by a registered training organisation
  - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
  - Practical assessment must occur:
    - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may include:
- any wheeled or tracked unit

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and
RANGE STATEMENT

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction processes
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
RANGE STATEMENT

- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3015A Undertake site inspection

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to undertake a site inspection in preparation for a lift requiring a mobile crane, including arranging the site inspection, clarifying customer requirements, defining job requirements and completing necessary records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations and safety.

Work is performed with general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to conduct of site inspections prior to mobile crane lifts in a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Arrange site inspection** | 1.1 Available information about customer requirements is obtained from relevant personnel  
1.2 Need for site inspection is confirmed through appropriate questioning and discussion  
1.3 Mutually acceptable meeting time is arranged with customer  
1.4 Full customer details are recorded according to workplace procedures |
| **2 Clarify customer requirements** | 2.1 Customer needs and perception of job are clearly established through appropriate questioning and discussion  
2.2 Alternative job methods are suggested where applicable and a safe and cost effective method negotiated with the customer  
2.3 Clients ability to provide any necessary competent personnel is ascertained |
| **3 Define job requirements** | 3.1 Information regarding load and movement requirements is accessed and any necessary measurements are taken to enable accurate estimation of job requirements  
3.2 Specific scheduling needs are ascertained taking into account legislative and customer requirements  
3.3 Information from site inspection and customer is used to identify hazards and contingencies  
3.4 Specific site and job requirements are identified  
3.5 Lift study is arranged as required to provide additional information or meet customer expectations  
3.6 Necessity to be on site during lift is assessed in line with workplace policy taking into consideration complexity of job, potential hazards and expertise of available personnel  
3.7 Need for permits/authorisations is determined |
| **4 Complete records** | 4.1 Required records are updated accurately, legibly and promptly according to workplace procedures  
4.2 Records include all relevant information about the job |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation and safety
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Site inspection procedures and protocols
- Operational procedures for crane crews for the conduct of a site inspection for a lift using a mobile crane
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements

Required skills:

- Communicate effectively with others when conducting a site inspection for a lift using a mobile crane
- Read and interpret instructions, procedures, information and signs relevant to a site inspection for a lift using a mobile crane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a site inspection for a lift using a mobile crane
- Work collaboratively with others when conducting a site inspection for a lift using a mobile crane
- Plan own work including predicting consequences and identifying improvements
- Prioritise and multi-task work
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may be identified when conducting a site inspection for a lift using a mobile crane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when conducting a site inspection for a lift using a mobile crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Identify and correctly use equipment, processes and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

environment at the registered training organisation, and/or
• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• day or night
• in a variety of weather conditions

Environment may include:
• movement of equipment, goods, materials and vehicular traffic

Customers may be:
• internal or external

Mobile crane may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying

Sites may include:
• building and construction sites
• demolition sites
• wharves
• tree lopping/removal sites
• mining sites

Hazards may include:
• power lines
• noise, light, energy sources
• overhead service lines
• surrounding buildings, structures, facilities
• underground services
• obstructions
• uneven or unstable ground and recently filled trenches
• stationary and moving machinery and equipment
RANGE STATEMENT

- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction processes
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- site plan
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
RANGE STATEMENT

- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3016A De-rig, pack and store tools and equipment

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor

This unit involves the skills and knowledge required to de-rig a mobile crane and to pack and store tools and equipment, including inspecting tools and equipment, securing outriggers, packing and storing tools and equipment and completing necessary records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit

Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the de-rigging of a mobile crane and the packing and storage of tools and equipment in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Inspect tools and equipment | 1.1 Rigging gear is removed and inspected for damage and defects  
1.2 Damaged and defective gear is tagged and segregated for testing/repair/disposal by a qualified person |
| 2 Secure outriggers | 2.1 Any outriggers, stabilisers, counterweights and attachments are secured and stowed in accordance with manufacturers instructions  
2.2 Outrigger packing is dismantled and stowed securely |
| 3 Pack and store tools and equipment | 3.1 Gear is cleaned as required and stored appropriately  
3.2 Additional gear is returned to depot, marked off and stored according to workplace procedures  
3.3 Other personnel are assisted as necessary to ensure efficient pack up |
| 4 Complete records | 4.1 Required workplace records are updated and processed accurately and promptly |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews concerning the de-rigging of cranes and the packing and storing of tools and equipment
- Defects that may be identified when de-rigging a crane and appropriate action that should be taken
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements

Required skills:

- Communicate effectively with others when de-rigging a mobile crane
Required skills:

- Read and interpret instructions, procedures, information and signs relevant to the de-rigging of a mobile crane
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when de-rigging a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when de-rigging a mobile crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Prioritise and multi-task work
- Plan own work including predicting consequences and identifying improvements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Check condition of equipment when de-rigging a mobile crane
- Identify and correctly use equipment, processes and procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit:

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- day or night
- in a variety of weather conditions

Environment may include:

- movement of equipment, goods, materials and vehicular traffic
RANGE STATEMENT

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace may include:
- company procedures
- enterprise procedures
- organisational procedures
RANGE STATEMENT

procedures may include:

- established procedures

Documentation/information may include:

- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3017A Assemble and dismantle boom or jib

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to assemble and dismantle a boom and jib on a lattice boom mobile crane, including planning the assembly/dismantling and following correct procedures for the boom/jib assembly and disassembly. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to assembly and dismantling of booms and jibs on lattice boom mobile cranes in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan assembly/dismantling** | 1.1 Site selected to assemble/dismantle the boom and/or jib is as level as possible and unobstructed  
1.2 A plan for the assembly and dismantling of the crane is developed in accordance with the appropriate Australian Standard, other statutory regulations, licensing requirements and manufacturers specifications including any licensing requirements |
| **2 Assemble/dismantle boom or jib** | 2.1 Equipment, including personal protective equipment, is assembled and used as appropriate for the requirements of the task  
2.2 The plan for assembly or dismantling of the boom/jib is carried out in accordance with manufacturers specifications, appropriate Australian Standards and other relevant statutory regulations and guides  
2.3 All connections on boom and jib pendants and rope anchorages are checked before boom is raised to ensure they are in good order, tight and secure |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane assembly and dismantling
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews concerning the assembling and dismantling of booms and jibs on lattice boom mobile cranes
- Defects that may be identified when assembling and dismantling a boom/jib and appropriate action that should be taken
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements
Required skills:

- Communicate effectively with others when assembling and dismantling mobile crane booms and jibs
- Read and interpret instructions, procedures, information and signs relevant to the assembling and dismantling of mobile crane booms and jibs
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others during the assembly and dismantling of mobile crane booms and jibs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur during the assembly and dismantling of mobile crane booms and jibs in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur during the assembly and dismantling of mobile crane booms and jibs
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor condition of equipment during the assembly and dismantling of mobile crane booms and jibs and take appropriate action if required

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- day or night
- in a variety of weather conditions
RANGE STATEMENT

Environment may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may be any lattice boom mobile crane involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for assembly may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- slings, chains, nets, brackets and other specialised lifting equipment
- personal protective equipment
- support trucks
RANGE STATEMENT

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Documentation/information may include:

- relevant state/territory regulations and licence/permit requirements pertaining to the assembly of mobile cranes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable
Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3018A Conduct full train examination

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor  This unit involves the skills and knowledge required to conduct a full train examination in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for the examination of the train, preparing the train for examination, examining the rolling stock, examining the loads, and documenting and actioning the examination results. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit  Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the conduct of a full train examination as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for examination** | 1.1 Train consist and information on load detail is established for examination purposes  
1.2 Location for full train examination is confirmed and other relevant personnel notified of examination  
1.3 Customer defect notices/carded wagon information is established for examination purposes  
1.4 Materials and equipment required to conduct the full train examination are prepared  
1.5 OH&S requirements applicable to the examination are confirmed  
1.6 Other relevant train documentation is accessed and reviewed to establish key information on rolling stock required for examination |
| **2 Prepare train for examination** | 2.1 Applicable safety device or system is used to ensure train is isolated or secured for examination  
2.2 Road is locked out using appropriate techniques to ensure safety during examination  
2.3 Flags, banners, signs and other relevant safety equipment is positioned before and during examination to ensure safety is maintained |
| **3 Examine rolling stock** | 3.1 Types of rolling stock and capacities are confirmed as appropriate for the safe transportation of passengers or freight  
3.2 Brake systems are checked and all brake tests are conducted and certificates issued as appropriate  
3.3 Structure of rolling stock and major components are checked and tested to ensure operational safety  
3.4 Rolling stock is carded and information is recorded within enterprise system  
3.5 Train irregularities are noted and corrective action initiated in accordance with operational requirements  
3.6 End-of-train monitor is attached and correct operation is confirmed  
3.7 OH&S legislation, codes of practice, policies and procedures are observed during the examination to prevent injury and damage  
3.8 Communication is maintained with other personnel involved to ensure safe, efficient and complete examination |
| **4 Examine loads** | 4.1 Load security is checked and confirmed to meet operational safety requirements  
4.2 Load contamination is identified and rectified in accordance
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | with OH&S and dangerous goods requirements
 | 4.3 Load dimensions are confirmed appropriate to wagon type and checked against documentation for accuracy
 | 5.1 Required documentation is completed and forwarded for recording examination results and initiating any required corrective actions
 | 5.2 Other relevant personnel are informed of remedial or appropriate action required prior to resumption of train service

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for the conduct of a full train examination
- Train movement documentation procedures
- Communication protocols
- Procedures to be followed in the event of an emergency
- Standards and specifications for all items requiring examination during a train examination
- Signals and signalling systems
- Contingency management processes for unplanned events

**Required skills:**

- Communicate effectively with others when conducting a full train examination
- Read and interpret instructions, procedures, information and signs relevant to the conduct of a full train examination
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a full train examination
- Operate electronic communication equipment to required protocol
- Work both individually and as part of a team when conducting a full train examination
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

interactions with others

- Promptly report and/or rectify any identified problems, faults or malfunctions identified during a full train examination in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur during a full train examination
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Assess rolling stock defects when conducting a full train examination
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational...
EVIDENCE GUIDE

situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted by day or night in:

- the full range of weather conditions
- the full range of light conditions
- typical running temperatures of trains

Locations for examinations may include:

- heavy traffic
- high volume city freight terminals
- remote regional yard and siding locations

Persons involved in examination may include:

- self only or self in conjunction with other personnel

Train under examination may be:

- loaded or unloaded

Items examined may include:

- brake equipment
- draw gear
- superstructures
- out-of-gauge conditions
- wheels and axles
RANGE STATEMENT

- bearings
- locking and securing devices
- dangerous goods condition and separation
- air and electrical connections
- load condition (damage, leaks etc.)
- load securing devices (chains, ropes, pins etc.)
- steps, handrails and handbrakes
- rolling stock sequence
- trailing items (ropes, hoses etc.)
- bogies and brake rigging

Communication methods may include:
- written
- verbal
- line-of-sight signals
- radio

Relevant personnel can include:
- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals

Safety and protective equipment may include:
- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection

Corrective action may include:
- notification of others who will deal with problem
- detachment and replacement of defective rolling stock

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and instructions and job specification
- induction and training materials
- repair cards and books
- inspection reports
- consist forms
- wagon cards
- transport instructions
- incident reports
- safeworking forms
- out-of-gauge documents
- load and weight records
- dangerous goods manifest
- drivers advice (train load)
- mechanical condition advice forms
- brake test certification
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3019B Test train braking system

Modification History
Release 1. Revised unit.
This unit replaces and is equivalent to TLIB3019A Test train braking system.

Unit Descriptor
This unit involves the skills and knowledge required to test a train braking system in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes planning and preparing for, and testing train brake operation; dealing with identified faults; and recording the results of a brake test in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines. Work is performed without supervision, generally within a team environment. It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the testing of a train braking system as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Plan and prepare for train brake inspection and testing

1.1 Brake test documentation, rolling stock data and other relevant reports are read to confirm required action

1.2 If required, appropriate tools and equipment are obtained and checked prior to inspection

1.3 OH&S legislation, codes of practice, policies and procedures are identified and followed

1.4 Train is isolated or secured in accordance with workplace procedures to make the work area safe for the inspection

2 Inspect and test train brake operation

2.1 Brake leakage test is conducted to ensure compliance with required standards

2.2 Modified brake tests are conducted to ensure compliance with required standards

2.3 Air continuity test is conducted to ensure train braking system meets functional specifications

2.4 Brakes are applied and released to ensure train braking system meets functional specifications

2.5 Hoses and pipe components are inspected for defects requiring repair or replacement

2.6 Defects and faults are identified and rolling stock is carded

3 Deal with identified faults

3.1 Plans and/or procedures for replacement or repair of identified defective components are implemented in accordance with workplace procedures and manufacturers specifications

3.2 Confirmation/verification of minor repairs or replacements is obtained

3.3 Defective rolling stock not fit to run is identified and detachment arrangements are made in compliance with workplace procedures
4 Record test results

4.1 Brake test records are completed to reflect inspection results in accordance with workplace policies and procedures

4.2 Records are filed in accordance with workplace policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Brake systems, their components and their operation
- Types of brake tests and their purpose
- Tools and equipment applications
- Diagnostic techniques
- Communication protocols
- Documentation requirements relating to brake testing
- Procedures for completing relevant documentation

**Required skills:**

- Communicate effectively with others when testing a train braking system
- Read and interpret instructions, procedures, information and signs relevant to the testing of a train braking system
- Interpret and follow operational instructions and prioritise work
- Work collaboratively with others when testing a train braking system
- Report any identified problems, faults or malfunctions when testing a train braking system in accordance with regulatory requirements and workplace procedures
- Apply rail safety practices and regulations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in brakes and related equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Assessment must include exercises which demonstrate competent performance of the following in a range of situations:

- conducting inspections and testing of brake operations on all relevant types of passenger train, freight train or railcar
- identifying defects and faults in train braking systems
- implementing workplace procedures to deal with identified defects and faults
- completing records of test results in accordance with workplace procedures

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organization.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted by day or night in:
- all weather conditions
- the full range of light conditions
- typical running temperatures of trains

Locations for tests may include:
- heavy traffic
- high volume city freight terminals
- passenger yards or sidings
- station platforms
- remote regional yard and siding locations

Movement status of rolling stock to be tested may include:
- arriving
- departing
- stationary

Load status of train during brake testing may be:
- loaded or unloaded

Tests may include:
- brake leakage test
- air continuity test
- modified brake test
- train brake test
- hose and pipe components repair or replacement

Safety and protective equipment may include:
- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace procedures and instructions and job specification
- manufacturers specifications and standards
- brake inspection and testing documentation
- safeworking documentation
- brake test certification
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking and Maintenance
TLIB3020A Visually inspect stationary train

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to visually inspect a stationary train in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for the visual inspection, inspecting the train, and documenting and actioning the inspection results. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment. It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the visual inspection of a stationary train as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare for a visual inspection of a stationary train</td>
<td>1.1 Inspection location and requirements are obtained and inspection activities planned</td>
</tr>
<tr>
<td></td>
<td>1.2 Materials, documents and equipment required for the inspection are identified, obtained, and prepared for use</td>
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<td></td>
<td>1.3 Visual inspection is started at planned time and location to minimise delays to train availability</td>
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<tr>
<td></td>
<td>1.4 Train identification and status is confirmed and required actions are taken to ensure train remains safe for duration of inspection</td>
</tr>
<tr>
<td></td>
<td>1.5 Individual responsibilities required to complete inspection are agreed with relevant personnel</td>
</tr>
<tr>
<td></td>
<td>1.6 Conditions are assessed and necessary actions taken to ensure inspection is effective</td>
</tr>
<tr>
<td>2 Carry out a visual inspection of a stationary train</td>
<td>2.1 Visual inspection is undertaken in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Communication is maintained with relevant personnel to ensure safe, efficient and complete inspection</td>
</tr>
<tr>
<td></td>
<td>2.3 Condition of rolling stock, couplings and, if applicable, load are visually inspected</td>
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<tr>
<td></td>
<td>2.4 Obvious faults with wagons or carriages and their locations are documented</td>
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<td></td>
<td>2.5 Where required by inspection result, wagons or carriages are carded, in accordance with workplace policies and procedures</td>
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<td></td>
<td>2.6 Apparent problems are investigated further and corrected, where possible</td>
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<td></td>
<td>2.7 Conditions requiring urgent action are noted and appropriate action is taken to initiate immediate response</td>
</tr>
<tr>
<td>3 Document and action inspection results</td>
<td>3.1 All required documentation is completed and forwarded to record inspection results and initiate corrective actions</td>
</tr>
<tr>
<td></td>
<td>3.2 Appropriate personnel are informed of actions required prior to movement of train</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Procedures for planning a visual inspection of a stationary train
- Security procedures
- Standards and specifications for all items requiring examination
- Contingency management processes for unexpected events that may arise when carrying out a visual inspection of a stationary train
- Communication protocols related to the visual inspection of a stationary train
- Documentation requirements relating to visual examination
- Procedures for completing relevant documentation
- Guidelines relating to equipment capability and limitations

Required skills:

- Communicate effectively with others when carrying out a visual inspection of a stationary train
- Read and interpret instructions, procedures, information and signs relevant to carrying out a visual inspection of a stationary train
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a visual inspection of a stationary train
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out a visual inspection of a stationary train
- Promptly report and/or rectify any identified problems, faults or malfunctions when carrying out a visual inspection of a stationary train in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may arise when carrying out a visual inspection of a stationary train
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in rolling stock and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Assess rolling stock defects
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying possible problems/issues that a visual inspection may find
  - carrying out visual inspection of a number of trains correctly
  - completing documentation/reporting requirements correctly and in accordance with organisational procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

- conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted by day or night in:
- the full range of weather conditions
- the full range of light conditions
- typical running temperatures of trains

Locations for examinations may include:
- heavy traffic
- high volume city freight or passenger terminals
- remote regional yard and siding locations

Persons involved in examination may include:
- self only or self in conjunction with other personnel

Train under examination may be:
- loaded or unloaded

Items examined may include:
- brake equipment
- draw gear
- superstructures
- out-of-gauge conditions
- wheels
- load and discharge doors
- locking and securing devices
- dangerous goods condition and separation
- air and electrical connections
- load condition (damage, leaks etc.)
- load securing devices (chains, ropes, pins etc.)
- trailing items (ropes, hoses etc.)

Communication methods may include:
- written
- verbal
- line-of-sight signals
- radio/telephone
RANGE STATEMENT

Relevant personnel may include:

- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals

Safety and protective equipment may include:

- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone/satellite phone
- hand lamps
- flags
- safety devices
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- passenger train preparation docket
- workplace procedures and instructions and job specification
- induction and training materials
- repair cards and books
- inspection reports
- consist forms
- wagon cards
- transport instructions
- incident reports
- safeworking forms
- out-of-gauge documents
- load and weight records
- dangerous goods manifest and declarations
- drivers advice (train load)
- mechanical condition advice forms
RANGE STATEMENT

- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3021A Conduct train roll-by inspection

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to conduct a train roll-by inspection in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing to carry out a roll-by inspection of a moving train from the ground or on-train when crossing/passing trains, inspecting a moving train in accordance with workplace procedures, and reporting and/or actioning the inspection results. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment. It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the conduct of a roll-by inspection of a moving train as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Prepare for an on-ground or on-train roll-by inspection | 1.1 Documentation and other relevant reports are read to confirm inspection requirements  
1.2 Individual responsibilities required to complete the roll-by inspection are agreed, where necessary, with relevant personnel  
1.3 Position is taken for the roll-by inspection at the planned time to ensure complete observation without personal risk  
1.4 Conditions are assessed and necessary actions are taken to ensure roll-by inspection is effective
2 Conduct a roll-by inspection of a moving train | 2.1 Train identification and status is confirmed  
2.2 Condition of rolling stock and load are systematically observed as the train passes and specific faults are identified and noted  
2.3 Communication is maintained with relevant personnel to ensure safe, efficient and complete roll-by inspection  
2.4 Inspection is conducted in accordance with OH&S workplace policies and procedures to prevent injury and damage  
2.5 Faults requiring urgent action are noted and appropriate action is taken to initiate immediate response to minimise risk from continued movement of train
3 Report and action on-ground roll-by inspection results | 3.1 Reports of on-ground inspections are completed to reflect inspection results  
3.2 Appropriate personnel are informed of any faults or defects requiring rectification  
3.3 Records are circulated and filed in accordance with workplace policies and procedures
4 Report on-train roll-by inspection results | 4.1 Outcomes of on-train roll-by inspections are transmitted to appropriate personnel  
4.2 Records of on-train roll-by inspections are made in accordance with workplace policies and procedures

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for planning a roll-by inspection of a moving train
- Procedures for carrying out a roll-by inspection of a moving train
- Procedures for completing documentation relevant to a roll-by inspection of a moving train
- Security procedures
- Standards and specifications for all items requiring examination
- Contingency management processes for unexpected situations that may arise when carrying out a roll-by inspection of a moving train
- Communication protocols
- Documentation requirements relating to a roll-by inspection

Required skills:

- Communicate effectively with others when carrying out a roll-by inspection of a moving train
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a roll-by inspection of a moving train
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out a roll-by inspection of a moving train
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when carrying out a roll-by inspection of a moving train in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may occur when carrying out a roll-by inspection of a moving train
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - interpreting documentation and reports to confirm roll-by inspection requirements
  - positioning at appropriate location and time to conduct roll-by inspection
  - systematically observing condition of rolling stock and load of moving train
  - identifying faults in rolling stock and load of moving train
  - identifying and actioning urgent faults to minimise risk from continued movement of train
  - preparing actioned reports of inspection results

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted by day or night in:
- all weather conditions
- the full range of light conditions
- typical running temperatures of trains

Locations for examinations may include:
- heavy traffic
- high volume city freight terminals
- crossing loops
- remote regional yard and siding locations

Persons involved in examination may include:
- self only or self in conjunction with other personnel

Load status of train during examination may include:
- loaded or unloaded

Condition of rolling stock and load may include:
- brake equipment
- draw gear
- superstructures
- out-of-gauge conditions
- wheels
- bearings
- locking and securing devices
- dangerous goods condition and separation
- air and electrical connections
- load condition (damage, leaks etc.)
- load securing devices (chains, ropes, pins etc.)
- trailing items (ropes, hoses etc.)

Communication methods may include:
- written
RANGE STATEMENT

include:

- verbal
- line-of-sight signals
- radio
- mobile/satellite phone

Appropriate personnel can include:

- train controllers
- other train examiners/inspectors
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals

Safety and protective equipment may include:

- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and instructions and job specification
- repair cards and books
- inspection reports
- consist forms
- wagon cards
- transport instructions
- incident reports
- safeworking forms
- out-of-gauge documents
- load and weight records
- dangerous goods manifest
RANGE STATEMENT

- drivers advice (train load)
- mechanical condition advice forms
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant sections of ADG Code and regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB3026A Prepare for train operation

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to prepare for train operation in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for and implementing the prescribed pre-departure checks and confirming the required train documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment. It involves the application of routine operational principles and procedures to prepare for train operation as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for pre-departure checks           | 1.1 Required checks and relevant procedures and standards are identified  
                                              | 1.2 Purpose of the journey and activities to be undertaken are identified  
                                              | 1.3 Constraints and special instructions that may apply for the journey are identified  
                                              | 1.4 Documentation is read to identify and confirm consist, attach/detach information, loading information and characteristics of the train  
                                              | 1.5 Where necessary, compliance with relevant regulatory and ADG Code requirements are identified  
                                              | 2 Implement pre-departure checks             | 2.1 Motive power control systems are set up and checked in accordance with workplace policies and procedures  
                                              | 2.2 Train, or relevant portion of the train, is checked to ensure that rolling stock is coupled and sequenced correctly  
                                              | 2.3 Train braking systems are applied and released to ensure they are operating effectively  
                                              | 2.4 Visual inspection is conducted to identify any obvious faults or defects that would prevent safe transit  
                                              | 2.5 Corrective action is taken to rectify faults and ensure minimum delay to planned running schedule  
                                              | 2.6 Relevant OH&S requirements are followed to prevent injury and damage  
                                              | 3 Confirm train is OK to proceed             | 3.1 Relevant personnel are promptly advised of the result of completed checks  
                                              | 3.2 Authority to proceed relevant to the operational situation is obtained and followed  

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
REQUIREd KNOWLEDGE AND SKILLS

- Procedures for preparing a train for operation
- Set-up procedures for equipment used in the control of trains
- Pre-departure train testing procedures
- Train preparation documentation procedures
- Communication procedures and protocols
- Maintenance and servicing procedures
- Procedures to be followed in the event of an emergency
- Train coupling equipment and methods
- Safeworking systems and requirements
- Safeworking procedures in electrified areas
- Train characteristics and specifications
- Relevant sections of the ADG Code and other dangerous goods regulations (for freight operations only)
- Contingency management processes for unexpected events

Required skills:

- Communicate effectively with others when preparing a train for operation
- Read and interpret instructions, procedures, information and signs relevant to preparing a train for operation
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of a train for operation
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing a train for operation
- Promptly report and/or rectify any identified problems, faults or malfunctions when preparing a train for operation in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when preparing a train for operation
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:

standards

- Set up and check train control systems
- Test air continuity and braking systems

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - carrying out all pre-departure checks correctly
  - identifying typical faults or defects for the type of rolling stock being operated
  - applying appropriate methods to overcome identified faults or defects

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted:

- by day or night
- in all relevant weather conditions

Motive power units may include all motive power units in service within Australian rail systems and may include:

- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)

Rolling stock may include:

- all rolling stock in service within Australian rail systems including both passenger cars and freight rolling stock

Train consists may include:

- correct coupling and sequencing of train requires that couplings are locked in place and flexible connections between rolling stock are made
- positioning and set-up of remote control equipment is correct
- the separation of dangerous goods complies with ADG Code and regulatory requirements

Visual inspections to identify obvious faults/defects may include checking:

- wheels and braking equipment for signs of wear or damage
- flexible connections and fittings for signs of wear or damage
- couplings for signs of wear or damage
- fuel, oil, water and coolant levels
- air system for leaks
RANGE STATEMENT

- electrical equipment
- pantographs
- emergency and safety equipment such as vigilance control and deadman relays

Relevant personnel can include:
- maintenance personnel
- yard, station and other operational personnel
- train controllers and signallers
- train crews
- depot coordinators
- hand-over crew

Communication methods may include:
- written, including signed communications, lists and forms
- verbal
- line-of-sight signals
- radio
- fixed and mobile telephones

Safety and protective equipment may include:
- high visibility clothing
- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- portable radios
- mobile/satellite phones
- hand lamps
- flags
- safety devices
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- workplace procedures and instructions and job specification
- induction and training materials
- train consists
- train notices
- out-of-gauge notices
RANGE STATEMENT

- dangerous goods manifests
- brake certification
- load/passenger manifests
- OH&S and environmental protection legislation, codes of practice, policies and procedures
- maintenance specifications
- local instructions
- two-way radio operation procedures
- emergency procedure manuals
- manufacturers specifications
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian standards including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3027A Set up and shut down on-train remote control system

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to set up and shut down an on-train remote control system in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes setting up the remote control system, setting up the lead control system, and shutting down the remote control equipment. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the setting up and shutting down of the on-train remote control system as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1. Set up remote control system | 1.1 Remote control system components are set up in accordance with operational plans and manufacturers instructions  
1.2 Remote motive power units are placed in required operating mode  
1.3 Communication code is entered and air and electrical systems are activated  
1.4 Brake and traction systems are tested using approved personnel to ensure correct operation |
| 2. Set up lead control system | 2.1 Cab console is checked, electrical systems are activated and the system self-test is confirmed  
2.2 Communication code is entered and confirmation obtained that system has entered link mode  
2.3 Full control is obtained and brake tests are conducted, using lead control equipment, to ensure correct braking is operational  
2.4 Procedures to establish total control are repeated where necessary  
2.5 Train is moved using the full range of tests to ensure operational safety and control |
| 3. Shut down remote control equipment | 3.1 Shut-down procedures of lead and remote control equipment are followed to ensure train security and de-activation of the system  
3.2 Equipment indicators or functions are operated to ensure the shut-down process is correct and complete |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Controls, instruments and indicators of an on-train remote control unit and their purpose, location and use
- Procedures for the operation of remote control units
- Set-up and shut-down procedures
REQUIRED KNOWLEDGE AND SKILLS

- Braking and safety system procedures
- Procedures for the control of motive power units
- Procedures for managing hazardous situations involving on-train remote control systems
- Procedures for identifying equipment defects in remote control units and assessing any identified defective units for appropriate action
- Critical on-train remote control information including compatible coupling, braking and drive equipment, ancillary systems, and signalling systems

Required skills:

- Communicate effectively with others when setting up and shutting down an on-train remote control system
- Read and interpret instructions, procedures, information and signs relevant to the setting up and shutting down of an on-train remote control system
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the setting up and shutting down of an on-train remote control system
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when setting up and shutting down an on-train remote control system
- Promptly report and/or rectify any identified problems, faults or malfunctions when setting up and shutting down an on-train remote control system in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Judge speeds and movements when operating unit over short distances

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - setting up remote control system in a range of configurations and/or trains
  - conducting post set-up tests to ensure remote control system is operating correctly
  - shutting down remote control system correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted:
- by day or night
- in all relevant weather conditions

On-train remote control equipment may be:
- any mechanism and operating system to allow the control of one motive power unit which is part of a train from another unit which is part of the same train

Motive power units may include:
- diesel locomotives
- electric locomotives
- railcars
- non-operational units

All motive power units in service within Australian rail systems and may include:
- diesels
- electric locomotives
- railcars
- non-operational units

Remote control operation may be used:
- within a yard for the purpose of marshalling
- shunting or on running lines
- on running lines

Safety and protective equipment may include:
- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- hearing protection

Information/documents may include:
- workplace procedures and instructions and job specifications
- induction and training materials
- relevant log or record books
- maintenance specifications, notices, records and requests
- local instructions
- equipment operation manuals
RANGE STATEMENT

- operational instructions, policies and procedures
- emergency procedure manuals
- two-way radio operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3040A Inspect poles and associated hardware

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to inspect poles and associated hardware in accordance with safeworking and regulatory requirements and workplace procedures, including planning and preparing for the inspection, conducting the inspection of the poles and associated hardware, and completing the inspection in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the inspection of poles and associated hardware as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
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<tr>
<th>ELEMENT</th>
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| 1 Plan and prepare for inspection | 1.1 Inspection program or works order is received/accessed, analysed and confirmed, if necessary by site inspection  
1.2 Resources required for the job are identified and scheduled  
1.3 Liaison and communication issues are resolved  
1.4 Personnel participating in task, including plant operators and contractors, are fully briefed |
| 2 Conduct inspection of poles and associated hardware | 2.1 Worksite requirements are confirmed and hazards identified by site inspection  
2.2 Road signs, barriers and warning devices are positioned, and worksite protection is provided  
2.3 Safeworking practices are observed on or about the running line/track  
2.4 Pole structures, including foundations and hardware, are inspected by test or examination against approved specifications |
| 3 Complete the inspection | 3.1 Worksite is rehabilitated, and work is completed in an agreed time and with minimum waste  
3.2 Inspection reports are completed and pole records are updated according to workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations, including OH&S instructions related to pole erection, site safety and rescue techniques
- Workplace procedures for the inspection of poles and associated hardware
- Problems that may occur during the inspection of poles and associated hardware, and action that can be taken to report or resolve the problems
- Hazards that may exist when inspecting poles and associated hardware and ways of controlling the risks involved
- Workplace and commercial technical manuals, publications and instructions which relate to pole quality and chemical treatment
REQUIRED KNOWLEDGE AND SKILLS

- Characteristics, capabilities, uses, limitations and location standards of the types of poles
- Mechanical principles related to structures
- Pole maintenance techniques and processes
- Soil types and stabilisation processes
- Diagnostic and fault finding techniques relevant to the inspection of poles and associated hardware
- Regulatory and workplace requirements for rigging, traffic control and guidance signals for planned operations
- Workplace documentation and records systems related to pole management
- Procedures for the use of relevant support plant and equipment

Required skills:

- Communicate effectively with others when inspecting poles and associated hardware
- Communicate plans, intentions and safety criteria to others
- Read and interpret technical instructions and manuals, procedures, information and signs relevant to the inspection of poles and associated hardware
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the inspection of poles and associated hardware
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when inspecting poles and associated hardware
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when inspecting poles and associated hardware in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when inspecting poles and associated hardware
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use appropriate pole testing equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
Required skills:

- Use hand tools
- Operate relevant minor plant and equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation,
EVIDENCE GUIDE

and/or

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals, dangerous or hazardous substances
- movements of equipment, materials and vehicles

Pole types may include:
- wood
- concrete
- steel
- composite

Associated hardware may include:
- insulators
- crossarms
- stays
- earth down leads and bond wires
- crossarm braces
- pole steps
- shackle straps
- associated bolts and clamps

Maintenance requirements may be obtained from:
- site inspection
- works orders
- workplace personnel
- client requests

Inspection/testing devices may include:
- electronic data capture devices
- computers
- sonic testing devices
- shigometer
- X-ray
- CAT-scanner
- proof load tester
RANGE STATEMENT

Works orders may include:
- drills
- drawings
- plans
- resource and materials lists.
- materials lists

Resources may include:
- personnel
- plant
- equipment
- transport

Liaison may involve:
- clients
- authorities
- landowners
- personnel

Communication equipment may include:
- two-way radios
- telephones

Information may be provided:
- electronically
- in writing, via forms/documents
- orally, via face-to-face communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
RANGE STATEMENT

- relevant log or record book
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3046A Service and clean mechanical signalling equipment and infrastructure

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to service and clean mechanical signalling equipment and infrastructure in accordance with safeworking and regulatory requirements and workplace standards and procedures. It includes cleaning and servicing the equipment/infrastructure, and checking/testing the operation and functionality of the equipment/infrastructure after cleaning. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and/or territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the servicing and cleaning of mechanical infrastructure signalling equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
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</table>
| **1 Clean and service equipment** | 1.1 All necessary cleaning and servicing equipment, resources and consumables are confirmed ready for use  
1.2 All rubbish, weeds and obstructions are removed from equipment and housings  
1.3 Initial visual check of operational equipment is performed to identify any equipment faults  
1.4 External surfaces are inspected and where necessary are prepared/painted to organisational standards to protect the equipment  
1.5 All internal and external surfaces and operational components are cleaned and lubricated to ensure operational effectiveness  
1.6 All chemicals, lubricants and consumables are used and disposed of in compliance with material safety data sheets and OH&S codes and practices and environmental procedures |
| **2 Check equipment operation** | 2.1 Approval to conduct a check of equipment operation is obtained in accordance with relevant operational rules and procedures  
2.2 Track clearance check is made before conducting equipment operation check to ensure safe train movement  
2.3 Authorised equipment operation check is carried out in accordance with operating procedures to identify any equipment faults  
2.4 Operational effectiveness of equipment is confirmed through observation during train movements if required  
2.5 Equipment faults are identified, reported and appropriate corrective action is taken  
2.6 Serviced equipment is locked and secured to prevent unauthorised access |

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each applicable state and/or territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Workplace standards and procedures for the servicing and cleaning of mechanical signalling equipment and infrastructure
- Problems that may occur during the servicing and cleaning of mechanical signalling equipment and infrastructure, and action that can be taken to report or resolve the problems
- Hazards that may exist when servicing and cleaning mechanical signalling equipment and infrastructure, and ways of controlling the risks involved
- Fundamentals of signalling and operations of mechanical signalling equipment
- Rail/train movement systems
- Fault detection techniques
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements
- Recording procedures
- Track/turnout layout

Required skills:

- Communicate effectively with others when servicing and cleaning mechanical signalling equipment and infrastructure
- Read and interpret instructions, procedures, information, diagrams and signs relevant to the servicing and cleaning of mechanical signalling equipment and infrastructure
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the servicing and cleaning of mechanical signalling equipment and infrastructure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when servicing and cleaning mechanical signalling equipment and infrastructure
- Promptly report any identified problems, faults or malfunctions that may be identified when servicing and cleaning mechanical signalling equipment and infrastructure in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when servicing and cleaning mechanical signalling equipment and infrastructure
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Use hand, portable, power and air tools
- Safely use chemical cleaning agents, solvents and lubricants
- Carry out visual inspection and functional checking tests
- Check/confirm operational requirements
- Use basic computer skills

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - cleaning and servicing equipment to organisational standards
  - checking correct operation of equipment

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in all weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Signal equipment may include:
- point machines
- hydraulic and pneumatic points
- signals
- points
- ground frames
- channel irons
- wire ropes
- point rodding
- level crossings
- signal signage
- signal locations/housings
RANGE STATEMENT

- foundations/support/sleepers
- indicating devices point and signal
- cranks compensators

Cleaning and servicing equipment may include:
- steam cleaners
- hand tools
- brushes/wire and paint
- hand held power/air tools
- brush/weed trimmers

Chemicals and consumables may include:
- paints and paint strippers
- cleaning and de-greasing agents
- solvents
- weed killers
- oils
- greases
- cleaning rags

Rubbish removal/disposal may be carried out using:
- internal and/or external operating rules and procedures

Visual checks may include:
- security of nuts, bolts, support structures, equipment housings
- rust
- breakage
- graffiti
- rubbish build up
- environmental damage/degradation

Operational checks may include:
- mechanical movement
- linkages
- interferences
- alignment
- wear
- loose fittings

Communication equipment may include:
- two-way radios
- telephones/mobile phones

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
RANGE STATEMENT

- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

Information/documents may include:

- operational instructions, policies and workplace procedures
- authority to access the site or to operate equipment, including:
  - written authority
  - verbal authority
  - authority as detailed in organisation operating rules and procedures
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB3047A Repair and adjust mechanical signalling equipment and infrastructure

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to repair and adjust mechanical signalling equipment and infrastructure (excluding interlocking equipment) in accordance with safeworking and regulatory requirements and workplace procedures. It includes diagnosing equipment faults, correcting equipment faults, and testing and adjusting the equipment after repair. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and/or territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair and adjustment of mechanical signalling equipment and infrastructure (excluding interlocking equipment) as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Diagnose equipment faults</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Out-of-specification or non-operating equipment/components are correctly identified through operational testing</td>
</tr>
<tr>
<td>1.2</td>
<td>Viability of adjustments/replacements/repairs to equipment/components is correctly evaluated to ensure cost effective operations</td>
</tr>
<tr>
<td>1.3</td>
<td>Work is planned to ensure minimum disruption to train operations and safe repair activities</td>
</tr>
<tr>
<td>1.4</td>
<td>Support/assistance with diagnosis or repair operation is obtained through liaison with appropriate personnel</td>
</tr>
<tr>
<td>1.5</td>
<td>OH&amp;S and environmental requirements for a given task area are obtained and clarified in consultation with appropriate personnel</td>
</tr>
<tr>
<td>2</td>
<td>Correct equipment faults</td>
</tr>
<tr>
<td>2.1</td>
<td>Liaison with or support to other personnel is maintained to ensure equipment is maintained within specification</td>
</tr>
<tr>
<td>2.2</td>
<td>Equipment and components are replaced or repaired as per operational specifications to ensure required level of operations</td>
</tr>
<tr>
<td>2.3</td>
<td>Equipment and component adjustment is performed to specifications to ensure required level of operations</td>
</tr>
<tr>
<td>2.4</td>
<td>Viability of repairs to replaced equipment/components is evaluated and equipment is tagged for repair or disposed of as per organisational requirements</td>
</tr>
<tr>
<td>3</td>
<td>Test and adjust equipment</td>
</tr>
<tr>
<td>3.1</td>
<td>Final cleaning, lubricating and adjustments to equipment is carried out to ensure operational compliance</td>
</tr>
<tr>
<td>3.2</td>
<td>All equipment functions are tested to ensure operational compliance with required standards</td>
</tr>
<tr>
<td>3.3</td>
<td>Equipment is locked/secured as specified to ensure safety and protection from elements or persons</td>
</tr>
<tr>
<td>3.4</td>
<td>Records of repair activities are correctly completed and forwarded to appropriate personnel for use in identifying future maintenance requirements</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Workplace standards and procedures for the repair and adjustment of mechanical signalling equipment and infrastructure (excluding interlocking equipment)
- Problems that may occur during the repair and adjustment of mechanical signalling equipment and infrastructure and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing and adjusting mechanical signalling equipment and infrastructure and ways of controlling the risks involved
- Documentation/authorisation processes and procedures, technical specifications manuals
- Material safety data sheets for cleaning and lubricating equipment
- Mechanical fitting techniques
- Workshop facilities, personnel and manufacturing/repair capabilities
- Overview of other non-mechanical operations and personnel
- Material procurement procedures
- Fundamentals of signalling and operations of mechanical signalling equipment
- Use of chemicals, solvents and lubricants
- Fault detection techniques
- Recording procedures

Required skills:

- Communicate effectively with others when repairing and adjusting mechanical signalling equipment and infrastructure
- Read and interpret instructions, procedures, information, diagrams and signs relevant to the repair and adjustment of mechanical signalling equipment and infrastructure
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the repair and adjustment of mechanical signalling equipment and infrastructure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when repairing and adjusting mechanical signalling equipment and infrastructure
- Promptly report and/or rectify any identified problems, faults or malfunctions when repairing and adjusting mechanical signalling equipment and infrastructure in accordance with regulatory requirements and workplace procedures.
- Implement contingency plans for unexpected events when repairing and adjusting mechanical signalling equipment and infrastructure
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures
- Safely use chemical cleaning agents, solvents and lubricants
- Select and use hand, portable, power and air tools
- Check compliance with operational specification
- Repair and replace equipment
- Apply relevant test procedures
- Operate mechanical signalling equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly diagnosing faults
  - repairing identified equipment faults correctly
  - correctly adjusting and testing equipment following repair

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in all weather conditions

Equipment may include:
- signals
- points equipment
- ground frames
- level crossing and tramway crossing mechanisms
- frames
- rods
- bars
- structures
- housings
- boxes
- signage

Repairs may include:
- filing
- grinding
- replacement of components including bushes, pivot pins,
RANGE STATEMENT

Adjustments may include:
- adjustments using designed adjustment components
- shimming
- the checking of clearances and tolerances

Cleaning and lubrication includes:
- all cleaning operations by hand
- chemical or steam cleaning
- the application of lubricating oils and greases

Operational compliance includes:
- manufacturers and/or safeworking operational specifications for functional movements, operations and outcomes

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Tools and equipment may include:
- hand tools
- portable power generators
- air compressors
- measuring rules
- gauges

Communication equipment may include:
- two-way radios
- telephones/mobile phones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company standards and procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- relevant log or record book
- maintenance notices, records and requests
- local instructions
RANGE STATEMENT

- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3048A Carry out off-site repair, overhaul and assembly of mechanical signalling equipment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to carry out off-site repair, overhaul and assembly of mechanical signalling equipment in accordance with safeworking and regulatory requirements and workplace procedures. It includes assessing equipment condition, replacing out-of-specification components, producing components where required, assembling components, and testing and adjusting equipment to ensure overall system integrity. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines. Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the off-site repair, overhaul and assembly of mechanical signalling equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Assess equipment condition | 1.1 Equipment condition is established through tagged repair sheets from the field and initial examination  
1.2 Condition of all out-of-tolerance equipment and components is correctly identified and recorded through detailed inspection and testing  
1.3 The type and extent of required repairs are evaluated to determine viability of repair operations and to estimate time requirements  
1.4 Components requiring disposal are identified and replacement components are arranged to allow work to commence |
| 2 Replace components | 2.1 Equipment is dismantled to the extent required to carry out previously identified repairs  
2.2 Components requiring replacement are stored for later repair/disposed of in line with organisational requirements  
2.3 Components are replaced/repaired/returned to operational condition in line with technical specifications and standard workshop practices |
| 3 Produce components | 3.1 Components are produced to comply with the defined job requirements and technical specifications  
3.2 Appropriate manufacturing/workshop techniques are applied to ensure required quality components are produced |
| 4 Assemble components | 4.1 Assembly methods and sequencing are planned to ensure efficient operations  
4.2 Components are laid out for assembly in compliance with planned processes  
4.3 Assembly of all components, sub assemblies and equipment is correctly carried out as per planned operations and in compliance with job and technical specifications  
4.4 All securing methods and operations comply with the job and technical specifications |
| 5 Test and adjust equipment | 5.1 All equipment functions are tested to ensure conformance to drawings and specifications  
5.2 All assembly and joining/securing processes and outcomes are checked and tested as required to match the job and technical specifications  
5.3 Adjustments are made to ensure all equipment operations meet the technical specifications  
5.4 Operational/functional compliance to the job and technical specifications is confirmed and certified  
5.5 All required documentation is correctly completed and |
ELEMENT                                PERFORMANCE CRITERIA

forwarded to appropriate personnel to confirm the equipment is
certified for use

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant rail safety, OH&S and environmental procedures and regulations
• Workplace procedures for the off-site repair, overhaul and assembly of mechanical signalling equipment
• Problems that may occur during the off-site repair, overhaul and assembly of mechanical signalling equipment, and action that can be taken to report or resolve the problems
• Hazards that may exist when off-site repairing, overhauling and assembling mechanical signalling equipment, and ways of controlling the risks involved
• Fundamentals of signalling and operations of mechanical signalling equipment
• Fault detection techniques
• Authorisation/approval processes and procedures
• Documentation and record keeping requirements

Required skills:

• Communicate effectively with others when off-site repairing, overhauling and assembling mechanical signalling equipment
• Read and interpret instructions, procedures, information and signs relevant to the off-site repair, overhaul and assembly of mechanical signalling equipment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the off-site repair, overhaul and assembly of mechanical signalling equipment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when off-site repairing, overhauling and assembling mechanical signalling equipment
• Promptly report and/or rectify any identified problems, faults or malfunctions when off-site repairing, overhauling and assembling mechanical signalling equipment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when off-site repairing, overhauling and assembling mechanical signalling equipment
Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use hand, portable, power and air tools
- Safely use chemical cleaning agents, solvents and lubricants
- Carry out visual inspection and checking
- Check/confirm compliance with operational specifications
- Use appropriate painting techniques
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly identifying faults
  - carrying out appropriate repairs in accordance with workplace requirements
  - correctly testing equipment following repairs
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in all weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Signal equipment may include:
- point machines
- hydraulic and pneumatic points
RANGE STATEMENT

- signals
- points
- equipment
- ground frames
- channel irons
- wire ropes
- point rodding
- level crossing signs
- signal locations/housings
- foundations/supports/sleepers

Cleaning and servicing equipment may include:
- steam cleaners
- hand tools
- brushes/wire and paint
- hand-held power/air tools
- brush/weed trimmers

Chemicals and consumables may include:
- paints and paint strippers
- cleaning and degreasing agents
- solvents
- weed killers
- oils
- greases
- cleaning rags

Rubbish removal/disposal may be carried out:
- using internal and/or external operating rules and procedures

Visual checks may include:
- rust
- breakage
- graffiti
- rubbish build up
- environmental damage/degradation

Operational checks may include:
- mechanical movement
- linkages
- clearances
- interferences
- alignment
- wear
- loose fittings

Communication equipment may include:
- two-way radios
- computers
- telephones/mobile phones
RANGE STATEMENT

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- operational instructions, policies and workplace procedures
- authority to access the site or to operate equipment, including:
  - written authority
  - verbal authority
  - authority as detailed in organisation operating rules and procedures
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB3053A Maintain mechanical signalling locking and interlocking devices

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to maintain mechanical signalling locking and interlocking devices in accordance with safeworking and regulatory requirements and workplace procedures, including diagnosing and correcting faults in the devices, and testing and adjusting the repaired equipment to meet workplace and manufacturers standards. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of mechanical signalling locking and interlocking devices as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Diagnose locking/interlocking equipment faults | 1.1 Out-of-specification or non-operating mechanical locking and interlocking signalling equipment/components are correctly identified through operational testing  
1.2 Viability of adjustments/replacements/repairs to equipment/components is correctly evaluated to ensure cost effective operations  
1.3 Work is planned to ensure minimum disruption to train operations and safe repair activities  
1.4 Support/assistance with diagnosis or repair operations is obtained through liaison with appropriate personnel |
| 2 Correct equipment faults | 2.1 Mechanical locking and interlocking signalling equipment and component cleaning/lubrication and adjustment is performed to specifications to ensure required level of operations  
2.2 Equipment and components are replaced or repaired as per operational specifications to ensure required level of operations  
2.3 Viability of repairs to replaced equipment/components is evaluated and equipment tagged for repair or disposed of in line with workplace requirements  
2.4 Liaison with or support to other personnel is maintained to ensure equipment is maintained within specification |
| 3 Test and adjust locking/interlocking equipment | 3.1 All locking/interlocking equipment functions are tested to ensure operational compliance with required standards  
3.2 Final cleaning, lubricating and adjustments to equipment are carried out to ensure operational compliance  
3.3 Equipment is locked/secured as specified to ensure safety and protection from elements or persons  
3.4 Records of repair activities are correctly completed and forwarded to appropriate personnel for use in identifying future maintenance requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the repair and adjustment of mechanical locking and interlocking signalling equipment
- Problems that may occur during the repair and adjustment of mechanical locking and interlocking signalling equipment and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing and adjusting mechanical locking and interlocking signalling equipment and ways of controlling the risks involved
- Contents of technical specifications and manuals
- Documentation/authorisation processes and procedures
- Track layout
- Material safety data sheets
- Mechanical fitting techniques
- Workshop facilities, personnel and manufacturing/repair capabilities
- Overview of other operations and personnel (i.e. non-mechanical)
- Material procurement procedures
- Principles of railway signalling, particularly those dealing with mechanical locking and interlocking equipment
- Use of chemicals, solvents and lubricants
- Fault detection techniques

Required skills:

- Communicate effectively with others when repairing and adjusting mechanical locking and interlocking signalling equipment
- Read and interpret instructions, procedures, information and signs relevant to the repair and adjustment of mechanical locking and interlocking signalling equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the repair and adjustment of mechanical locking and interlocking signalling equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when repairing and adjusting mechanical locking and interlocking signalling equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing and adjusting mechanical locking and interlocking signalling equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when repairing and adjusting mechanical
Required skills:

- locking and interlocking signalling equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate mechanical locking and interlocking signalling equipment
- Correctly use protective paints and lubricants including appropriate painting techniques
- Select and use hand, portable, power and air tools
- Repair and replace mechanical locking and interlocking equipment
- Apply relevant test procedures
- Operate mechanical signalling equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

and/or

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night
- in all relevant weather conditions

Equipment may include:  
- both locking and interlocking equipment including:
  - signals
  - points equipment
  - ground frames
  - level crossing and tramway crossing mechanisms
  - frames
  - rods
  - bars
  - platforms
  - structures
RANGE STATEMENT

- housings
- boxes
- signage

Repairs may include:
- filing
- grinding
- replacement of components including:
  - bushes
  - pivot pins
  - gears
  - wear plates
  - welding
  - joining

Adjustments may include:
- designed adjustment components
- shimming
- checking of clearances and tolerances

Cleaning and lubrication includes:
- all cleaning operations by hand, chemical or steam cleaning
- the application of protective paints or sealing agents
- the application of lubricating oils and greases

Operational compliance includes:
- manufacturers or workplace specifications for functional movements, operations and outcomes

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Tools and equipment may include:
- hand tools
- portable power generators
- air compressors
- measuring rules
- gauges

Communication equipment may include:
- two-way radios
- telephones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
RANGE STATEMENT

- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant log or record books
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable
Competency Field

Competency Field

B - Equipment Checking and Maintenance
TLIB3058A Maintain aerial signal/telecommunications lines and cables

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to maintain aerial signal/telecommunications lines and cables in accordance with safeworking and regulatory requirements and workplace procedures, including inspecting and servicing line and cable routes, diagnosing any identified line and cable faults and repairing any line and cable faults to the standards specified to ensure system integrity. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of aerial signal/telecommunications lines and cables as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Inspect and service line and cable routes | 1.1 Routes are inspected and recorded and arrangements are made for the removal of any obstructions, damage, infringing vegetation to provide free access to cables/aerials  
1.2 Routes are physically inspected to determine any breaks, misalignments, damage and insulation wear requiring repair  
1.3 Poles are inspected for deterioration and a safety assessment is made |
| 2 Diagnose line and cable faults | 2.1 Permission to test isolated equipment is confirmed prior to any work being undertaken  
2.2 Probable location of fault is identified from visual inspection and circuit tests are conducted to isolate fault area  
2.3 The nature of the fault is identified from further tests and corrective action required is identified to enable appropriate arrangements for resources and for work to be performed  
2.4 Disconnection/insulation procedures are applied to enable maintenance work to be carried out in isolation to systems where lines are in close proximity to high voltage services |
| 3 Repair line and cable faults | 3.1 Work site is made safe in accordance with organisations safety requirements to enable repair work to be safely undertaken  
3.2 Aerial lines/cables are repaired to operational and technical requirements using appropriate jointing or replacement/repair procedures  
3.3 Repaired/replaced line/cable is tested to specified standards to ensure conformity to operational and technical requirements  
3.4 Appropriate personnel are notified of completed repairs/replacement and appropriate documentation is completed in accordance with organisations requirements and returned to appropriate organisation/department as required |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures for the maintenance of aerial signal/telecommunications lines and cables
- Problems that may occur during the maintenance of aerial signal/telecommunications lines and cables, and action that can be taken to report or resolve the problems
- Hazards that may exist when maintaining aerial signal/telecommunications lines and cables, and ways of controlling the risks involved
- Electrical theory and principles relevant to aerial cables
- Line/cable technical specifications
- Test equipment and procedures
- Fault diagnosis/problem solving
- Techniques for the operation of support equipment
- Pole top rescue procedures
- Common aerial cable system faults
- Clearance procedures from other services
- AS 3000 and AUSTEL requirements relevant to aerial cables
- Documentation and record keeping requirements

Required skills:

- Communicate effectively with others when maintaining aerial signal/telecommunications lines and cables
- Read and interpret instructions, procedures, information, technical data and drawings relevant to the maintenance of aerial signal/telecommunications lines and cables
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the maintenance of aerial signal/telecommunications lines and cables
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining aerial signal/telecommunications lines and cables
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when maintaining aerial signal/telecommunications lines and cables in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when maintaining aerial signal/telecommunications lines and cables
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
**Required skills:**

- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use hand tools, power tools and equipment
- Use relevant test equipment and aerial cable testing techniques
- Diagnose and repair aerial cable faults
- Carry out line/cable/conductor jointing and termination
- Use mechanised equipment
- Carry out a pole top rescue

**Evidence Guide**

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Aerial signal/telecommunications lines and cables to be maintained may include:
- all those in service in the Australian rail systems

Cables may include:
- multi core wires
- open wires
- low voltage

All signalling cables and cable products must be:
- supplied and installed to AS 3000 or appropriate organisational standards
RANGE STATEMENT

Fittings may include:
- poles
- cross arms
- insulators including spindles, stays and guards
- aerial lines
- transpositioning
- joint sleeves
- tie wires

Test equipment may include:
- meggers
- isolator and probe sets
- wire test sets
- pulse echo fault locaters
- ohm meters
- earth fault locaters
- earth testers
- arrestor testers
- multi meters
- test phones
- tone generators
- insulation and continuity testers
- oscilloscopes

Faults may include:
- crossed wires
- high resistance joints
- broken/damaged insulators
- crossed/damaged lead-in cables
- circuit faults
- damage caused by bushfires
- storm damage
- wind damage
- earth conductors

Faults may be reported by:
- train crews
- public response
- fault centres
- fault indicators
- internal users
- train controllers

Communication equipment may include:
- two-way radios
- computers
- telephones

Safety and protective equipment
- high visibility clothing
- hearing protection
RANGE STATEMENT

may include:

- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- circuit diagrams and schematics
- engineering drawings
- line diagrams
- line field books
- signalling/telecommunication circuits
- pole testing technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3075A Inspect and prepare a motive power unit

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to inspect, prepare and start a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes the checking and preparing of the motive power unit, visually examining the motive power unit, conducting in-cab checks, and starting and positioning the motive power unit for service in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Start motive power unit | 1.1 Roster is checked and interpreted for day's train driving activities  
1.2 Allocation of motive power units is checked in conjunction with appropriate personnel  
1.3 Motive power unit to be inspected and prepared is located  
1.4 Motive power unit is started in accordance with manufacturers instructions and/or workplace procedures and any operating faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up  
1.5 In the case of safety, critical or serious equipment faults that cannot be readily rectified, the motive power unit is shut down, the faulty equipment isolated and tagged and the problem reported for rectification  
1.6 All instruments and gauges are observed and readings interpreted to confirm effective operation, including air and electrical. Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation  
1.7 Where required, fluid levels are rechecked after starting and appropriate action is taken if required  
1.8 Pre-departure checks are carried out to ensure motive power unit is braking and powering effectively and is safe to move |
| 2 Prepare for work activities | 2.1 Roster is checked and interpreted for day's train driving activities  
2.2 Allocation of motive power units is checked as per notices in conjunction with train controllers and roster clerk  
2.3 Trackside safety and, if appropriate, basic electrification awareness procedures are followed while locating the allocated motive power unit in the yard  
2.4 Motive power unit inspection and preparation duties are identified and interpreted  
2.5 Train schedules and notices and other operational and regulatory documentation are accessed and interpreted in accordance with workplace procedures  
2.6 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional  
2.7 Required personal protective equipment is obtained for use during the day's train driving activities  
2.8 Motive power unit to be inspected and prepared is located in the yard |
| 3 Inspect and prepare motive power unit | 3.1 Features, functions and location of motive power unit and associated equipment are identified |
ELEMENT | PERFORMANCE CRITERIA
---|---
3.2 Log book is checked to confirm serviceability of unit
3.3 Preparation and safety checks are conducted, in accordance with OH&S and other workplace policies and procedures
3.4 Motive power unit, kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements
3.5 Availability of appropriate fuel, lubricating oils, water, coolant and sand quantities (where applicable) are checked against journey requirements and appropriate action is taken to replenish them if required
3.6 Relevant OH&S and regulatory requirements are followed
4 Conduct in-cab checks
4.1 Motive power unit is checked in correct sequence and all equipment is confirmed to be operating to optimum requirements
4.2 Cab layout is checked and confirmed to meet operating requirements
4.3 Pre-departure mechanical checks are correctly performed and correct functioning of all equipment is confirmed as per workplace procedures and manufacturers operating requirements
4.4 Supervisory controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly
4.5 Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly
4.6 Seat, windows, blinds, air conditioners, heaters and other personal in-cab equipment are checked and adjusted for correct functionality, safety and comfort
4.7 Auxiliary equipment is checked and is confirmed to be operational in accordance with operating requirements
4.8 Fire extinguisher and emergency toolbox are checked to confirm that they are in position and meet operational requirements
5 Complete documentation
5.1 All required documentation concerning the inspection of the motive power unit is completed in accordance with workplace procedures and regulatory requirements
5.2 Log book and other service records on the motive power unit are completed in accordance with workplace procedures and regulatory requirements
6 Position motive power unit
6.1 Authority to move and position motive power unit is obtained and relevant personnel are advised of intention and procedures
ELEMENT | PERFORMANCE CRITERIA
--- | ---
6.2 Motive power unit is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints
6.3 Motive power unit is positioned in accordance with operational requirements and directions
6.4 Motive power unit performance is monitored during operation in order to confirm effective operation or to identify defects
6.5 Equipment defects are identified, reported, rectified and recorded or relevant personnel are advised for assistance
6.6 Relevant OH&S and regulatory requirements are followed to ensure safety and to prevent injury and damage
6.7 Train controller and other relevant personnel are advised that the motive power unit is secured in the required position and is ready for service

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
- Inspection procedures for a motive power unit
- In-cab pre-operational checks for a motive power unit
- Start-up procedures for motive power units
- Operating procedures for motive power units
- Braking and safety system procedures for motive power units
- Operating controls to start, accelerate, decelerate and stop a motive power unit
- Procedures for adjusting controls to optimise the operation of a motive power unit
- Procedures for managing and controlling hazardous situations when preparing and starting up a motive power unit
- Procedures for starting and operating auxiliary systems on a motive power unit
- Procedures for checking fuel and fluid levels and carrying out lubrication processes on a motive power unit
REQUIRED KNOWLEDGE AND SKILLS

- External features of a motive power unit that must be checked during a pre-operational visual inspection
- Procedures for minor maintenance including cleaning, brake shoe/pad replacement and sand box requirements
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on a motive power unit and related action that should be taken
- Requirements for completing relevant documentation when inspecting and preparing a motive power unit
- Procedures to be followed in the event of an emergency
- Functions of all supervisory indicators and controls and related checks for correct operation
- Communication equipment checks
- Lubrication requirements for a motive power unit
- Cleaning requirements for a motive power unit
- Functions of auxiliary systems on a motive power unit and related checks for correct operation
- Fuel tank capacity and range (where applicable)
- Procedures for raising and lowering a pantograph on electric motive power units
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when inspecting and preparing a motive power unit
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation, start-up and positioning of a motive power unit
- Document outcomes of inspection of a motive power unit
- Complete documentation related to the preparation and positioning of a motive power unit
- Work collaboratively with others inspecting and preparing a motive power unit
- Interpret and follow instructions and prioritise work
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in motive power units and associated equipment and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Check and replenish fluids and carry out lubrication requirements on a motive power unit
Required skills:

- Conduct a visual inspection of a motive power unit and associated equipment
- Prepare a motive power unit prior to service
- Position a motive power unit in readiness for service

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competency performance of the following in a range of situations:
  - carrying out pre-operational checks on motive power units in accordance with workplace procedures
  - identifying typical faults or defects that may occur
  - identifying rectification/reporting procedures for typical faults or defects

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Motive power units may include:
- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)

Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Inspection of a motive power unit may include:
- lights
- hoses
RANGE STATEMENT

- couplings
- destination boards (electric urban train services)
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut-out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

In-cab pre-operational checks will include:

- brake checks
- driver’s safety control test
- functionality checks of supervisory controls and indicators
- traction
- in-cab check of communication equipment
- radio communication check
- seat
- windows and blinds
- air conditioners and heaters
- door locks
- fire extinguishers
- emergency toolbox
- passenger service resources
- check that handbrake is on
- check log book
- switch batteries on
- switch auxiliary compressor on
- pantograph up
- close main circuit breaker
- observe and interpret gauges (electric and air)
- take appropriate action if gauge readings are outside normal operation range
- recheck fluid levels
- start motive power unit

Electric motive power unit start-up sequence will include:

- check that handbrake is on
- check log book

Diesel motive power unit start-up sequence will include:

- check that handbrake is on
- check log book
RANGE STATEMENT

- check all fluid levels (including radiator, crankcase oil, water, compressor oil and governor oil) and take appropriate action if outside required levels
- battery switch on
- isolation switch to 'start'
- all circuit breakers on
- observe and interpret gauges (electric and air)
- take appropriate action if gauge readings are outside normal operation range
- recheck fluid levels
- start motive power unit

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
RANGE STATEMENT

- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Positioning of motive power unit may involve:
- operation of manual points
- operation of turntable
- coupling/uncoupling to other rolling stock

Information and documents may include:
- notices in drivers' notice board/box
- reference cards
- train driver roster sheet and/or table card
- operational instructions, policies and procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3078A Inspect, prepare and start an electric tram

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to inspect, prepare and start an electric tram in accordance with relevant regulations and workplace practices. It includes the checking and preparing of the electric tram, visually examining the electric tram, conducting on-tram checks, and starting and positioning the electric tram for service in accordance with workplace requirements. This unit replaces part of the previous unit TDTC2101A Drive tram Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to inspect, prepare, start and position an electric tram as part of workplace activities across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
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<tr>
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</table>
| **1 Plan and prepare an electric tram** | 1.1 Roster is checked and interpreted for day's tram driving activities  
1.2 Allocation of electric trams is checked in conjunction with tram controllers and roster clerk  
1.3 Electric tram inspection and preparation duties are identified and interpreted  
1.4 Tram schedules and notices and other operational and regulatory documentation is accessed and interpreted in accordance with workplace procedures  
1.5 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional  
1.6 Required personal protective equipment is obtained for use during the day's tram driving activities  
1.7 Electric tram to be inspected and prepared is located in the depot  
1.8 Depot safety and basic electrical equipment awareness procedures are followed while locating the tram in the depot. |
| **2 Visually inspect and prepare electric tram** | 2.1 Features, functions and location of electric tram and associated equipment are identified  
2.2 Log book is checked to confirm serviceability of unit  
2.3 Pre-start internal and external safety and maintenance checks are conducted, in accordance with OH&S and other workplace policies and procedures  
2.4 Electric tram and equipment are checked by visual inspection and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements  
2.5 Availability of traction power and sand if required are checked against journey requirements as per workplace procedures and regulatory requirements  
2.6 Relevant OH&S and regulatory requirements are followed |
| **3 Conduct on-tram checks** | 3.1 Electric tram is checked in correct sequence and all lights are confirmed operating to optimum requirements  
3.2 Pre-departure mechanical checks are correctly performed and correct functioning of all equipment is confirmed as per workplace procedures and manufacturers operating requirements  
3.3 Supervisory controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly  
3.4 Communication equipment is checked to ensure that it is |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | functioning correctly and appropriate action is taken if it is not working correctly
3.5 Seat, windows, blinds and other personal in-cab equipment are checked and adjusted for correct functionality, safety and comfort
3.6 Ancillary equipment is checked and is confirmed to be operational in accordance with operating requirements
3.7 Fire extinguisher, point bars and any other required tools are checked to confirm that they are in position and meet operational requirements
4 Start electric tram | 4.1 Electric tram is started in accordance with instructions and any operating faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up
4.2 In the case of safety, critical or serious equipment faults that cannot be readily rectified, the electric tram is shut down and reported for rectification in accordance with procedures
4.3 All instruments and gauges are observed and readings interpreted to confirm effective operation, including air and electrical. Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation
4.4 Sand operation (if applicable) is checked after starting and appropriate action is taken if not effectively functioning
4.5 Pre-departure checks are carried out to ensure electric tram is braking and powering effectively and is safe to move
5 Position electric tram | 5.1 Authority to move and position electric tram is obtained and relevant personnel are advised of intention and procedures
5.2 Electric tram is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints
5.3 Electric tram is positioned in accordance with operational requirements and directions
5.4 Tram performance is monitored during operation in order to confirm effective operation or to identify defects
5.5 Equipment defects are identified, rectified and recorded or relevant personnel are advised for assistance
5.6 Relevant OH&S and regulatory requirements are followed to ensure safety and to prevent injury and damage
5.7 Relevant personnel are advised that the electric tram is secured in the required position and is ready for service
6 Complete documentation | 6.1 All required documentation concerning the inspection, preparation and start-up of the electric tram is completed in accordance with workplace procedures and regulatory
ELEMENT PERFORMANCE CRITERIA

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Relevant OH&S and environmental procedures and regulations
- Electric tram controls, instruments and indicators and their purpose, location and use
- Monitoring devices; braking and power equipment; safety systems; ancillary systems; and any signalling systems
- Visual inspection procedures for an electric tram
- On-tram pre-operational checks for an electric tram
- Start-up procedures for an electric tram
- Braking and safety system procedures for electric trams
- Operating controls to start, accelerate, decelerate and stop an electric tram
- Procedures for adjusting controls to optimise the operation of an electric tram
- Procedures for managing and controlling hazardous situations when preparing and starting up an electric tram
- Procedures for starting and operating ancillary systems on an electric tram
- Functions of sand as used on an electric tram and the procedures for checking and refilling sand levels and carrying out sand system testing processes on an electric tram
- Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
- External features of an electric tram that must be checked during a pre-operational visual inspection
- Procedures for minor maintenance including cleaning
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on an electric tram and related action that should be taken
- Requirements for completing relevant documentation when inspecting, preparing and starting an electric tram
- Procedures to be followed in the event of an emergency
REQUIRED KNOWLEDGE AND SKILLS

- Functions of all supervisory indicators and controls and related checks for correct operation
- Communication equipment checks
- Cleaning requirements for an electric tram
- Functions of ancillary systems on an electric tram and related checks for correct operation
- Procedures for raising and lowering a pantograph or trolley pole on an electric tram
- Procedures for operating any electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long term management of fatigue

Required skills:

- Communicate effectively with others when inspecting, preparing, starting up and positioning an electric tram
- Operate any electronic communication equipment to required protocol
- Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation, starting and positioning of an electric tram
- Document outcomes of visual inspection of an electric tram
- Complete documentation related to the inspection, preparation, start up and positioning of an electric tram
- Work collaboratively with others during the inspection, preparation, start up and positioning of an electric tram
- Interpret and follow instructions and prioritise work
- Identify and assess tram defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in trams and associated equipment and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Check and replenish sand (where applicable) on an electric tram
- Conduct a visual inspection of an electric tram and associated equipment
- Prepare and start an electric tram prior to service
- Position an electric tram in readiness for service
- Apply fatigue management knowledge and techniques
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:
- hand-operated or foot pedal control systems or both

Electric tram equipment may include:
- ancillary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems

Pre-operation checks may include:
- sand levels
- brake testing
- lights - internal and external
- air systems
- interlocks and door controls

Visual inspection of an electric tram may include:
- lights
- hoses
- couplings
- destination indicators or signs
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand
- pantographs or trolley poles
- electrical cables
- glass windows and doors
- audible faults (e.g. hiss of escaping air)
RANGE STATEMENT

In-cab pre-operational checks may include:

- visible faults (e.g. oil leaks, tears and cracks)
- brake checks
- driver's safety control test
- functionality checks of supervisory controls and indicators
- traction controls
- in-cab check of communication equipment (depending on type of tram this may include radio, intercom, PA systems, passenger emergency intercom, passenger emergency systems, etc.)
- radio communication check with tram controller
- seat (ergonomic setting for safety, function and comfort)
- windows and blinds
- door locks
- fire extinguishers
- point bars, any other tools and tool boxes

Electric tram start-up sequence may include:

- check log book
- pantograph or trolley pole up
- switch on batteries, if any
- switch on compressor, if any
- close all power control switches
- close all light switches and set lights for proposed direction of travel
- check sand levels and functions
- check handbrake/park brake is functioning correctly
- observe and interpret gauges
- take appropriate action if gauge readings outside normal operation range
- start tram

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- tram crew
- tram controllers
- rostering supervisors and staff
- other tram drivers and crews
- depot coordinators
- supervisors and other operational personnel
RANGE STATEMENT

Maintenance personnel
- immediate internal or external customers
- internal and external suppliers
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- relevant national and state or territory transport regulations and codes of practice
- notices in drivers’ notice board/box
- reference cards
- tram driver roster sheet and/or table card
- operational instructions, policies and procedures:
  - emergency procedures manual
  - conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB3087A Examine timber structures

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to examine timber structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes obtaining all relevant previous reports, performing the detailed examination, initiating appropriate necessary actions if any, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the conduct of a detailed timber structures examination as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
---|---
1 Obtain previous reports | 1.1 Operational history of structure is reviewed from available sources
| 1.2 Previous defects identified in reports are noted to enable rechecking of problem areas
| 1.3 Relevant personnel are contacted to identify any reported complaints or indications of wear or damage
2 Perform detailed examination | 2.1 Timber structures and components are visually inspected and checked for signs of movement, deterioration and damage in accordance with workplace procedures
| 2.2 Connections between timber components are visually inspected and checked for signs of wear, looseness, corrosion, deterioration and damage in accordance with workplace procedures
| 2.3 Relevant inspection aids are used to perform detailed inspection to identify defects in accordance with workplace procedures
| 2.4 Defects or deficiencies are identified in accordance with workplace procedures
3 Take appropriate actions | 3.1 Major defects affecting safe passage are acted on as soon as possible in accordance with workplace procedures
| 3.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner
4 Complete documentation | 4.1 Examination schedule or work report data is completed in accordance with workplace procedures
| 4.2 Documentation on work undertaken is completed in accordance with workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the conduct of a detailed timber structures examination
- Problems that may occur during the conduct of a detailed timber structures examination, and action that can be taken to report or resolve the problems
- Hazards that may exist when conducting a detailed timber structures examination, and ways of
REQUIRED KNOWLEDGE AND SKILLS

controlling the risks involved

- Timber structures examination methods and techniques
- Fault detection techniques
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when conducting a detailed timber structures examination
- Read and interpret plans and specifications relevant to a detailed timber structures examination
- Follow operational instructions and work sequences when undertaking timber structures examination
- Identify defects
- Complete documentation related to a detailed timber structures examination
- Operate communication equipment to required protocol
- Work collaboratively with others when conducting a detailed timber structures examination
- Promptly report and/or rectify any identified problems, faults or malfunctions when conducting a detailed timber structures examination in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise remedial work
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use measuring instruments and equipment
- Select and use required personal protective equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - examining a range of structure types
  - taking appropriate action for identified defects
  - completing documentation of examination results

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals, dangerous or hazardous substances
- movements of equipment, materials and vehicles

Structures may include:
- underbridges
- overbridges
- footbridges
- culverts
- retaining walls
- platforms
- buffer stops
- elevated roads/pits

Equipment may include:
- torch
- geologists hammer
- measuring tape
- spirit level with straight edge
- plumb bob
- boring equipment and probe
- camera
- binoculars
- mirror
- vernier calipers
- demec gauge, points and adhesive
- scaffolding
- extension ladder
- elevated work platforms (EWP)
- boat or barge

Structures examination methods may include:
- visual examination
- hammer test
- bore and probe
- deflection test

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
RANGE STATEMENT

Communication equipment systems may include:
- landowners
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Information/documents may include:
- local authority regulations and procedures
- work orders
- examination reports and defect lists
- relevant log or record book
- local instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes
RANGE STATEMENT

and/or guidelines

- relevant state/territory regulations, codes of practice and
  safeworking system requirements
- relevant Australian Standards and related requirements,
  including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3088A Examine steel structures

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to examine steel structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes obtaining all relevant previous reports, performing the detailed examination, initiating appropriate necessary actions if any, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the conduct of a detailed steel structures examination as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 1 Obtain previous reports | 1.1 Operational history of structure is reviewed from available sources  
1.2 Previous defects identified in reports are noted to enable rechecking of problem areas  
1.3 Relevant personnel are contacted to identify any reported complaints or indications of wear or damage |
| 2 Perform detailed examination | 2.1 Steel structures and components are visually inspected and checked for signs of buckling, cracking, corrosion, deterioration and damage in accordance with workplace procedures  
2.2 Connections between steel components are visually inspected and checked for signs of wear looseness, cracking, corrosion, deterioration and damage in accordance with workplace procedures  
2.3 Protective coatings on steel structures and components are visually inspected and checked for condition  
2.4 Relevant inspection aids are used to perform detailed inspection to identify defects in accordance with workplace procedures  
2.5 Defects or deficiencies are identified in accordance with workplace procedures |
| 3 Take appropriate actions | 3.1 Major defects affecting safe passage are acted on as soon as possible in accordance with workplace procedures  
3.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner |
| 4 Complete documentation | 4.1 Examination schedule or work report data is completed in accordance with workplace procedures  
4.2 Documentation on work undertaken is completed in accordance with workplace requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the conduct of a detailed steel structures examination
- Problems that may occur during the conduct of a detailed steel structures examination, and
REQUIRED KNOWLEDGE AND SKILLS

- action that can be taken to report or resolve the problems
- Hazards that may exist when conducting a detailed steel structures examination, and ways of controlling the risks involved
- Steel structures examination methods and techniques
- Fault detection techniques
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when conducting a detailed steel structures examination
- Read and interpret plans and specifications relevant to a detailed steel structures examination
- Follow operational instructions and work sequences when undertaking steel structures examination
- Identify defects
- Complete documentation related to a detailed steel structures examination
- Operate communication equipment to required protocol
- Work collaboratively with others when conducting a detailed steel structures examination
- Promptly report and/or rectify any identified problems, faults or malfunctions when conducting a detailed steel structures examination in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise remedial work
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use measuring instruments and equipment
- Select and use required personal protective equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - examining a range of structure types
  - taking appropriate action for identified defects
  - completing documentation of examination results

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals, dangerous or hazardous substances
- movements of equipment, materials and vehicles

Structures may include:
- underbridges
- overbridges
- footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries
- noise barriers
- service crossings
- buffer stops
- lighting towers
- water towers
- turntables
- elevated roads

Equipment may include:
- torch
- geologists hammer
- measuring tape
- wire brush
- spirit level with straight edge
- plumb bob
- camera
- binoculars
- mirror
- vernier calipers
- ultrasonic tester
- dry film thickness gauge
- demec gauge, points and adhesive
- scaffolding
- extension ladder
RANGE STATEMENT

Structures examination methods may include:
- elevated work platforms (EWP)
- boat or barge
- visual examination
- hammer test
- magnetic or electronic gauges
- dye penetrant
- magnetic particle
- ultrasonic testing
- x-ray

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- tripods
- harness and ropes
- respirator
- safety mask
- gas detectors
- safety devices
RANGE STATEMENT

Information/documents may include:

- local authority regulations and procedures
- work orders
- examination reports and defect lists
- relevant log or record book
- local instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field: B - Equipment Checking and Maintenance
TLIB3094B Check and repair track geometry

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to check and repair track geometry in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, restoring track geometry, checking track compliance after work, and completing required documentation.

Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work is performed under minimal supervision, generally in a team environment. It involves the application of routine operational principles and procedures to the checking and repair of track geometry as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

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</tr>
</tbody>
</table>

1 **Determine job requirements**

1.1 Faults and deficiencies in track geometry are identified, and work required for restoration of track to required standard is determined

1.2 Appropriate repair methods are identified to enable repairs to be effected

1.3 Job requirements and resources are determined according to workplace procedures and scope of work

2 **Restore track geometry**

2.1 Survey data are used where required to establish correct geometry

2.2 Appropriate lifting and lining methods and equipment are used to lift and line track to restore running surface to required geometry in accordance with workplace standards and procedures

3 **Confirm compliance after work**

3.1 Track geometry is checked for compliance with acceptance standards

3.2 Vertical and horizontal structural and overhead clearances are checked against required standards to allow safe passage of trains

3.3 Track structure where work has been undertaken is checked for compliance with standards required to enable reinstatement of service

3.4 Appropriate operating conditions are applied in accordance with workplace procedures

4 **Complete documentation**

4.1 Documentation on work undertaken is completed in accordance with workplace requirements

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for checking and repairing track geometry
- Problems that may occur when carrying out work activities to check and repair track geometry, and action that can be taken to report or resolve them
- Hazards that may exist when checking and repairing track geometry, and ways of controlling the risks involved
- Relevant Australian standards, technical specifications and manuals
- Documentation and/or work authorisation and work completion processes and procedures
- Fault detection techniques
- Track geometry maintenance methods and techniques
- Defects that can affect safe operation, including:
  - Defects in track structure, including sleeper condition, spacing, fastening condition, rail joint condition, ballast profile and packing
  - Clearance defects
  - Defects in earthworks
- Track stability and the work requirements for differing weather conditions
- Track geometry acceptance standards
- Track certification requirements
- Relevant work recording procedures
- Procedures to be followed in the event of an emergency
- Details of relevant local authority procedures

**Required skills:**
- Communicate effectively with others when carrying out work activities to check and repair track geometry
- Read and interpret instructions, procedures, information, plans, drawings and specifications relevant to work activities to check and repair track geometry
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities to check and repair track geometry
- Record and report results of track work in required format
- Operate electronic communication equipment to required protocol
- Report and rectify within limits of own role identified problems when carrying out work activities in accordance with regulatory requirements and workplace procedures
- Plan and organise work, including determining work requirements and work methods
- Implement contingency plans for unexpected events when carrying out work activities
• Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and use tools and equipment required in work activities to check and repair track geometry
• Select and use required personal protective equipment (PPE)
• Identify track geometry defects
• Select and use appropriate lifting and lining methods and equipment to correct geometry defects
• Use appropriate measurement methods to assess and correct geometry defects
• Identify defects affecting safe operation, including:
  • defects in track structure, including sleeper condition, spacing, fastening condition, rail joint condition, ballast profile and packing
  • structure and track centre clearance defects
  • defects in earthworks
• Assess defects against acceptance standards and apply appropriate restrictions

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - identifying a number of different faults and deficiencies
  - determining appropriate repair methods for identified faults
  - using appropriate lifting and lining methods and equipment to restore running surface to required geometry
  - after work is completed, certifying track to operational standards
  - completing documentation in accordance with standards and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Ballasted track geometry to be checked and repaired may include:**
- plain track
- turnouts and special track work

**Track geometry repair methods may include:**
- manual fettling with hand tools and light equipment
- manual fettling with small on-track or off-track plant (spot tampers, etc.)
- resurfacing with large on-track plant

**Manual fettling includes:**
- any operation where measurement of geometry (before and after) is conducted by hand-held equipment and lifts and pulls are manually calculated

**Resurfacing operations include:**
- any operation where measurements and calculations of lifts and pulls are carried out automatically or semi-automatically by resurfacing plant

**Equipment may include:**
- mechanical lifting and handling devices
- basic hand tools and small plant
- track jacks
- on-track machines, such as tampers, liners or regulators
- manual and electronic measuring equipment

**Certifying track after work includes:**
- confirming safe clearances of any structure erected adjacent to or over the track

**Reinstatement of service may include:**
- unrestricted operation of rail traffic
- operation under speed restriction
- restricted clearance operation
- operation under tonnage restrictions

**Liaison may include:**
- internal or external personnel from other work areas

**Communication equipment systems may include:**
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

**Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:**
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- dust mask
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety headwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Information and documents may include:
- maintenance notices, records and requests
- local instructions
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturer or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- two-way radio or mobile telephone operation procedures
- emergency procedures manual
- quality assurance (QA) plans, data and document control
- conditions of service, legislation and industrial agreements, including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements, including acts and regulations from each applicable state or territory, together with any nationally approved compliance codes and guidelines
- relevant state or territory regulations, codes of practice and safeworking system requirements
- relevant Australian standards (AS) and related requirements, including AS 4292
- relevant state or territory legislation relating to:
  - environmental protection
RANGE STATEMENT

- OH&S

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB3095A Check and repair points and crossings

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to check and repair points and crossings in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, maintaining components and tolerances, installing components, conducting post-installation checks, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the checking and repair of points and crossings as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Determine job requirements | 1.1 Faults and deficiencies in points and crossings are identified and work required for restoration of track to required standard is determined  
1.2 Appropriate repair methods are identified to enable repairs to be effected  
1.3 Job requirements are determined in accordance with workplace procedures, including identification of the scope of work activities and resources required |
| **2** Maintain components and tolerances | 2.1 Clearances are adjusted to specifications to ensure correct functioning  
2.2 Wearing surfaces are cleaned and lubricated as required to minimise wear and ensure correct functioning |
| **3** Install components | 3.1 New components are prepared to specifications ready for installation  
3.2 New components are installed in accordance with standards and workplace procedures |
| **4** Conduct post-installation checks | 4.1 Functional checks are carried out to ensure correct operation  
4.2 Completed work is checked for compliance to acceptance standards in accordance with workplace procedures  
4.3 Appropriate operating conditions are applied in accordance with workplace procedures |
| **5** Complete documentation | 5.1 Required documentation is completed in accordance with workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the checking and repair of points and crossings
- Problems that may occur during the checking and repair of points and crossings, and action that can be taken to report or resolve the problems
- Hazards that may exist when checking and repairing points and crossings, and ways of controlling the risks involved
REQUIRED KNOWLEDGE AND SKILLS

- Features and principles of operation of points and crossings
- Special maintenance requirements for points and crossings
- Defects that can occur in points and crossings
- Measurement techniques
- Types of lubricants
- Clearances/tolerances
- Tension of fittings
- Defect tolerances and maintenance techniques
- Component replacement techniques
- Installation and maintenance requirements for manual points equipment
- Points and crossings acceptance standards
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

Required skills:

- Communicate effectively with others when checking and repairing points and crossings
- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to the checking and repair of points and crossings
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the checking and repair of points and crossings
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when checking and repairing points and crossings
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when checking and repairing points and crossings in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when checking and repairing points and crossings
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use required personal protective equipment
- Select and use hand tools, power tools and equipment
- Identify/locate defects in points and crossings
- Use relevant plant and mechanised equipment
- Use appropriate equipment and methods to make accurate measurements on points and crossings
- Determine work requirements and work methods
- Select and use appropriate installation and repair techniques and equipment to correct defects in points and crossings
- Select and use appropriate lubricants
- Undertake functional checks after work has been completed
- Measure and compare completed work to construction or maintenance acceptance limits
- Identify defects in special trackwork affecting safe operation
- Complete relevant documentation accurately

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying faults and appropriate repair methods
  - cleaning and adjusting components, and/or
  - preparing and installing replacement components
  - conducting functional checks on completed works
  - completing documentation to required workplace
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
RANGE STATEMENT

- movements of equipment, materials and vehicles

Equipment may include:
- off-track plant, cranes
- mechanical lifting and handling devices
- hand tools and small plant
- rail saws, rail drills

Maintenance may include:
- adjusting switch bearing
- adjusting switch set
- adjusting switch housings
- adjusting clearances at crossings and switches
- tightening or replacing fastenings
- replacing switches, switch housings, stockrails, closure rails, crossings and checkrail units
- drilling switches and stockrails
- replacing plates, studs and chocks
- adjusting bearer spacing

Points and crossing may include:
- turnouts
- diamond crossings
- slips
- catchpoints
- expansion switches

Components may include:
- switches
- crossings
- stockrails
- closure rails
- rail braces
- bearer plates
- bolts, clips
- studs/switch stops
- heel blocks
- housings
- anti-creep devices
- chairs
- switch rollers
- checkrails
- chocks
- manual points equipment

Crossings may include:
- fabricated cant
- Rail Bound Manganese
- monoblock
- Davis
RANGE STATEMENT

- compound crossings
- swing nose
- spring wing type crossings
- single or dual gauge

Bearers may include:
- timber
- concrete
- steel

Fastenings may include:
- slip/friction
- resilient

Measuring equipment may include:
- measuring tapes
- stringline
- rail gauges (switch, crossing)
- gauge boards

Manual points equipment may be:
- asymmetrical
- conventional
- undercut
- housed

Heels of switches may be:
- fixed
- flexible

Operations of switches may be:
- manual
- interlocked

Communication equipment/systems may include:
- two-way radios
- computers
- telephones/mobile phones
- agreed audible or hand signals

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- dust mask
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- works orders
- information provided by other workplace personnel
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Liaison may include:

- internal or external personnel from other work areas (e.g. signals staff)

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3098A Examine concrete/masonry structures

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to examine concrete/masonry structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes obtaining all relevant previous reports, performing the detailed examination, initiating appropriate necessary actions, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the conduct of a detailed concrete/masonry structures examination as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Obtain previous reports | 1.1 Operational history of structure is reviewed from available sources  
1.2 Previous defects identified in reports are noted to enable rechecking of problem areas  
1.3 Relevant personnel are contacted to identify any reported complaints or indications of wear or damage |
| 2 Perform detailed examination | 2.1 Concrete and masonry structures and components are visually inspected and checked for signs of movement, deterioration and damage in accordance with workplace procedures  
2.2 Relevant inspection aids are used to perform detailed inspection to identify defects in accordance with workplace procedures  
2.3 Defects or deficiencies are identified in accordance with workplace procedures |
| 3 Take appropriate actions | 3.1 Major defects affecting safe passage are acted on as soon as possible in accordance with workplace procedures  
3.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner |
| 4 Complete documentation | 4.1 Examination schedule or work report data is completed in accordance with workplace procedures  
4.2 Documentation on work undertaken is completed in accordance with workplace requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for conducting concrete/masonry structures examinations
- Problems that may occur during the conduct of a detailed concrete/masonry structures examination, and action that can be taken to report or resolve the problems
- Hazards that may exist when conducting a detailed concrete/masonry structures examination, and ways of controlling the risks involved
- Concrete/masonry structures examination methods and techniques
- Fault detection techniques
REQUIRED KNOWLEDGE AND SKILLS

- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when conducting a detailed concrete/masonry structures examination
- Read and interpret plans and specifications relevant to a detailed concrete/masonry structures examination
- Follow operational instructions and work sequences when undertaking concrete/masonry structures examination
- Identify defects
- Complete documentation related to a detailed concrete/masonry structures examination
- Operate communication equipment to required protocol
- Work collaboratively with others when conducting a detailed concrete/masonry structures examination
- Promptly report and/or rectify any identified problems, faults or malfunctions when conducting a detailed concrete/masonry structures examination in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use measuring instruments and equipment
- Select and use required personal protective equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - examining a range of structure types
  - taking appropriate action for identified defects
  - completing documentation of examination results

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals, dangerous or hazardous substances
- movements of equipment, materials and vehicles

Structures may include:
- underbridges
- overbridges
- footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries
- noise barriers
- service crossings
- buffer stops
- track slabs

Equipment may include:
- torch
- geologists hammer
- measuring tape
- spirit level with straight edge
- plumb bob
- camera
- binoculars
- mirror
- vernier calipers
- demec gauge, points and adhesive
- scaffolding
- extension ladder
- elevated work platforms
- boat or barge
- corer meter

Structures examination methods may include:
- visual examination
- hammer test
- corer meter testing

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
RANGE STATEMENT

Communication equipment systems may include:
- local councils
- landowners
- two-way radios
- telephones/mobile telephones
- agreed audible or hand signals
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- tripods
- harness and ropes
- respirator
- safety mask
- gas detectors
- safety devices

Depending on work context, safety and personal protective equipment may include:
- local authority regulations and procedures
- work orders
- examination reports and defect lists
- relevant log or record book
- local instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information/documents may include:
- local authority regulations and procedures
- work orders
- examination reports and defect lists
- relevant log or record book
- local instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
RANGE STATEMENT

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3099A Examine track infrastructure

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to examine track and right of way infrastructure in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for examination, examining track and right of way, analysing examination results, and reporting findings. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the examination of track infrastructure as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for examination | 1.1 Examination task is reviewed to establish requirements  
1.2 Equipment appropriate to task is selected and checked for correct operation in accordance with manufacturers instructions and workplace procedures |
| 2 Examine track | 2.1 Examination task is undertaken in accordance with workplace procedures  
2.2 Condition of track or right of way infrastructure being examined is recorded in accordance with workplace procedures  
2.3 Measurements of track or right of way infrastructure being examined are taken and recorded in accordance with workplace procedures |
| 3 Analyse examination results | 3.1 Available data is analysed to identify trends, defects or variations from allowable tolerances  
3.2 Appropriate action is taken to safeguard operation of the rail system |
| 4 Report findings | 4.1 Examination schedule or work report data is completed in accordance with workplace procedures  
4.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner  
4.3 Results of analysis are prioritised and reported to relevant personnel in accordance with workplace procedures  
4.4 Required documentation is completed in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the examination, recording and reporting of track and right of way infrastructure
- Track and right of way infrastructure condition standards
- Problems that may occur during the examination of track and right of way
- Hazards that may exist when examining track and right of way infrastructure, and ways of controlling the risks involved
REQUIRED KNOWLEDGE AND SKILLS

- Track measurement equipment and techniques
- Track and right of way defects and their causes
- Track deterioration rates under differing operating conditions
- Data analysis techniques for the analysis of track and right of way infrastructure parameters
- Relevant records procedures

Required skills:

- Read and interpret instructions, procedures, information, plans, drawings and specifications relevant to the examination of track and right of way infrastructure
- Read and interpret track recording data
- Apply track and right of way infrastructure condition standards
- Undertake track and right of way infrastructure examination tasks
- Identify condition of track and right of way infrastructure
- Measure, calculate and record data accurately
- Analyse data and prioritise identified defects
- Take appropriate action to repair or protect defects
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the examination of track and right of way infrastructure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when examining track and right of way infrastructure
- Promptly report and/or rectify any identified problems when examining track and right of way infrastructure in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others
- Identify, select and use tools
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - preparing for examination
  - examining track and right of way
  - analysing examination results
  - reporting findings

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Track and right of way infrastructure may include:
- track components
- turnouts
- formation
- drainage
- earthworks
- trackside signs
- fencing
- level crossings

Examination methods may include:
- visual assessment
- measurement of parameters
- analysis of recorded data

Examination tasks may include:
- component condition and wear
- geometry
- clearances
- stability
- post irregularity examinations
- special seasonal examinations

Available data may include:
- previous examination results
- current examination results
- track recording car data
- track patrol reports
- work reports
- track condition history

Depending on the type and seriousness of identified defects, appropriate action may include:
- stop trains
- speed restrictions
- immediate repair action
- report for programmed repair action
- monitor for further deterioration
RANGE STATEMENT

Liaison may include:
- internal or external personnel from other work areas

Tools and equipment may include:
- hand tools
- track boards
- measuring rules
- gauges
- electronic measuring equipment

Communication equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- maintenance notices, records and requests
- local authority regulations and procedures
- work orders
- technical instructions
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements
RANGE STATEMENT

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3100A Visually inspect track infrastructure

Modification History
Not Applicable

Unit Descriptor

**Unit Descriptor**

This unit involves the skills and knowledge required to visually inspect track infrastructure in accordance with safeworking and regulatory requirements and workplace procedure. It includes patrolling the track and right of way infrastructure, and recording and documenting identified defects in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

**Application of the Unit**

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the visual inspection of the railway track infrastructure as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Patrol track infrastructure | 1.1 Appropriate inspection method is employed to conduct visual examinations of track and right of way for the identification of defects  
1.2 Visual examinations are performed in accordance with workplace procedures and in line with inspection schedules  
1.3 Variations from allowable tolerances, defects and deficiencies likely to affect train safety are identified to enable appropriate action to be taken on the repairs required  
1.4 Unsatisfactory conditions are assessed in terms of seriousness and priority |
| 2 Record and document defects | 2.1 Appropriate action is taken to safeguard operation of the rail system  
2.2 Inspection schedule or work report data is completed in accordance with workplace procedures  
2.3 Defects and deficiencies are reported to enable repairs to be effected in a timely manner |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the visual inspection of track and right of way
- Problems that may occur during the visual inspection of track and right of way, and action that can be taken to report or resolve the problems
- Hazards that may exist when visually inspecting track and right of way, and ways of controlling the risks involved
- Contents of relevant technical specifications and manuals
- Track and right of way standards
- Different types of track and right of way defects
- Defect deterioration under differing operating conditions
- Visible rail defect types
- Techniques for prioritising defect rectification
- Fault identification and analysis techniques
REQUIRED KNOWLEDGE AND SKILLS

- Emergency procedures
- Details of local authority procedures

Required skills:

- Communicate effectively with others when visually inspecting track and right of way
- Read and interpret instructions, procedures, information and signs relevant to the visual inspection of track and right of way
- Identify different types of track and right of way defects
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the visual inspection of track and right of way
- Record and report results of visual inspection of track and right of way in required format
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions when visually inspecting track and right of way in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events during the visual inspection of track and right of way
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify, select and use tools and equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - patrolling the track and right of way infrastructure
  - recording and documenting identified defects to workplace standards

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Track and right of way infrastructure may include:
- track geometry
- track components
- turnouts
- formation
- drainage
- earthworks
- clearances
- trackside signs
- fencing

Patrol methods may include:
- walking
- engine
- road/rail vehicle
- track vehicle

Patrol inspections may include:
- patrol in abnormal weather (heat, cold, wet etc.)
- special patrols as directed

Faults may include:
- track geometry defects (top, twist, line, gauge)
- pumping or unstable track
- obstructions to train movements
- obstructions to the wheel path of the train
- defective or broken rails, joints, breakaways, and loose or foul joints, fishbolts and fishplates
- failures of sleepers, transoms and fastenings
- breaches of fencing and ineffective safety barriers
- missing or incorrect speed signs
- track formation, cutting or embankment failure
- failed or ineffective drainage
- ballast deficiencies and foul ballast
- crossing and switch failures

Tools may include:
- hand tools
RANGE STATEMENT

Depending on the type and seriousness of identified defects, appropriate action may include:
- small plant
- stop trains
- speed restrictions
- immediate repair action
- report for programmed repair action
- monitor for further deterioration

Liaison may include:
- internal or external personnel from other work areas

Communication equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals
- electronically
- in writing, via forms/documents
- orally, via face-to-face communications

Information may be provided:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radio/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- maintenance notices, records and requests
- local authority regulations and procedures
- work orders
- technical instructions
- QA plans, data and document control
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace
RANGE STATEMENT

- procedures
  - emergency procedure manuals
  - two-way radio/mobile phone operation procedures
  - emergency procedures manual
  - conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3102A Adjust rail

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to adjust rail in accordance with safeworking and regulatory requirements and workplace procedures. It includes identifying and determining the requirements for rail adjustment, undertaking rail adjustment, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to adjust rail as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
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</table>
| 1 Identify and determine the requirements for rail adjustment | 1.1 Appropriate adjustment method is determined and resources are arranged  
1.2 Adjustment length is established depending on track geometry and location in accordance with workplace procedures |
| 2 Adjust rail | 2.1 Anchor points are identified and created as necessary to enable rail adjustment to be undertaken in accordance with workplace procedures  
2.2 Track is released and rail is vibrated to achieve stress free state in accordance with workplace procedures  
2.3 Appropriate measurements are taken and used to calculate adjustment requirements in accordance with workplace procedures  
2.4 Rail length is adjusted using appropriate method to achieve desired rail stress  
2.5 Rail is joined using appropriate method in accordance with workplace procedures  
2.6 Track fastenings are restored in accordance with workplace procedures  
2.7 Creep control marks are installed or reset in CWR track in accordance with workplace procedures (if applicable) |
| 3 Complete documentation | 3.1 Completed work is checked for compliance to standards to ensure safe operations of trains  
3.2 Required documentation is completed in accordance with workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for rail adjustment
- Problems that may occur when adjusting rail, and action that can be taken to report or resolve the problems
- Hazards that may exist when adjusting rail, and ways of controlling the risks involved
- Basic rail adjustment theory and critical aspects of rail stress
REQUIRED KNOWLEDGE AND SKILLS

- Rail adjustment procedures
- Temperature and alignment limitations on adjustment
- Documentation and record keeping requirements

Required skills:

- Communicate effectively with others when adjusting rail
- Read and interpret instructions, procedures, information and signs relevant to rail adjustment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to rail adjustment
- Operate communication equipment to required protocol
- Work collaboratively with others when adjusting rail
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when adjusting rail in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify, select and use hand tools
- Establish appropriate adjustment length
- Measure and calculate adjustment condition
- Use rail adjustment procedures for adjustment in different track configurations
- Use ‘rail out - rail in’ method appropriately and correctly (if applicable)
- Install and reset creep control marks in CWR track (if applicable)
- Complete documentation and record keeping requirements

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying and determining appropriate methods for rail adjustment
  - taking appropriate measurements and calculating adjustments
  - ensuring track is restored correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Adjustment methods may vary according to:
- rail length
- adjustment condition (initial or re-adjustment)
- proximity to fixed points (turnouts, bridges etc.)

Adjustment methods may include:
- conversion of jointed track to CWR
- adjustment of existing CWR
- adjustment of existing jointed track
- 'rail out - rail in' method

Adjustment length may vary according to:
- track curvature
- proximity to fixed points (turnouts, bridges etc.)
- adjustment temperature
- equipment limitations

Appropriate measurements may include:
- rail temperature
- rail gaps
- rail longitudinal movement

Rail joints may include:
- aluminothermic welds
- flashbutt welds
- fishplated joints

Track fastenings may include:
- anchors
- non-resilient fastenings
- resilient fastenings

Measuring equipment may
- rail thermometers
RANGE STATEMENT

include:
- gap gauges
- tape measures
- measuring wheels
- stringline

Tools and equipment may include:
- mechanical handling/lifting equipment
- hand tools including hammers, impact wrenches, grinders, tension wrenches, friction rail saws, and rail punches
- rail tensors
- rail heaters
- rail threaders
- fastening equipment

Communication

equipment/systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers)

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, policies and workplace procedures
- works orders
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals
RANGE STATEMENT

- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3103A Install and maintain mechanical signalling locking and interlocking devices

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to maintain mechanical signalling locking and interlocking devices in accordance with safeworking and regulatory requirements and workplace procedures. It includes installing equipment and components, diagnosing and correcting faults in the devices, and testing and adjusting the repaired equipment to meet workplace and manufacturers standards. This unit excludes the initial assembly of the interlocking device. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the installation and maintenance of mechanical signalling locking and interlocking devices as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Assemble components | 1.1 Correct components are identified and selected to comply with job specifications  
| | 1.2 Equipment and components are pre-assembled and positioned for installation in compliance with work orders and job specifications  
| 2 Install equipment and components | 2.1 Equipment/component layout is prepared and checked to ensure position matches the job specifications  
| | 2.2 All fastening positions are marked and drilled for installation  
| | 2.3 Equipment and components are secured in the correct sequence and position, and are installed in compliance with the job specifications  
| | 2.4 Additional requirements or alterations to existing components are identified and appropriate follow-up action is taken  
| | 2.5 Manufacturing of additional components is carried out to allow for complete installation  
| | 2.6 Alterations to existing components are carried out to provide for the installation of new equipment  
| | 2.7 All interlinking components are correctly attached and secured ready for testing in compliance with work specifications  
| 3 Diagnose locking/interlocking equipment faults | 3.1 Out-of-specification or non-operating mechanical locking and interlocking signalling equipment/components are correctly identified through operational testing  
| | 3.2 Viability of adjustments/replacements/repairs to equipment/components is correctly evaluated to ensure cost effective operations  
| | 3.3 Work is planned to ensure minimum disruption to train operations and safe repair activities  
| | 3.4 Support/assistance with diagnosis or repair operations is obtained through liaison with appropriate personnel  
| 4 Correct equipment faults | 4.1 Mechanical locking and interlocking signalling equipment and component cleaning/lubrication and adjustment is performed to specifications to ensure required level of operations  
| | 4.2 Equipment and components are replaced or repaired as per operational specifications to ensure required level of operations  
| | 4.3 Viability of repairs to replaced equipment/components is evaluated and equipment is tagged for repair or disposed of in line with workplace requirements  
| | 4.4 Liaison with or support to other personnel is maintained to ensure equipment is maintained within specification  
| 5 Test and adjust | 5.1 Test procedures are coordinated and liaison with appropriate
### ELEMENT
locking/interlocking equipment

### PERFORMANCE CRITERIA

personnel is maintained to ensure overall safety

5.2 All locking/interlocking equipment functions are tested to ensure operational compliance with required standards

5.3 Final cleaning, lubricating and adjustments to equipment are carried out to ensure operational compliance

5.4 Equipment is locked/secured as specified to ensure safety and protection from elements or persons

5.5 Records of maintenance/repair/commissioning activities are correctly completed and forwarded to appropriate personnel for use in identifying future maintenance requirements

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant rail safety, OH&S and environmental procedures and regulations
- Workplace standards and procedures for the installation and maintenance of mechanical locking and interlocking signalling equipment
- Problems that may occur during the installation and maintenance of mechanical locking and interlocking signalling equipment and action that can be taken to report or resolve the problems
- Hazards that may exist when installing and maintaining mechanical locking and interlocking signalling equipment and ways of controlling the risks involved
- Contents of technical specifications and manuals
- Documentation/authorisation processes and procedures
- Track layout
- Material safety data sheets (MSDS)
- Mechanical fitting techniques
- Workshop facilities, personnel and manufacturing/repair capabilities
- Overview of other operations and personnel (i.e. non-mechanical)
- Material procurement procedures
- Principles of railway signalling, particularly those dealing with mechanical locking and interlocking equipment
- Use of chemicals, solvents and lubricants
- Fault finding techniques
REQUIRED KNOWLEDGE AND SKILLS

- Adjustment and testing applications

Required skills:

- Communicate effectively with others when installing and maintaining mechanical locking and interlocking signalling equipment
- Read and interpret instructions, procedures, designs, technical diagrams, information and signs relevant to the installation and maintenance of mechanical locking and interlocking signalling equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the installation and maintenance of mechanical locking and interlocking signalling equipment
- Work collaboratively with others when installing and maintaining mechanical locking and interlocking signalling equipment
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and maintaining mechanical locking and interlocking signalling equipment in accordance with regulatory requirements and workplace procedures
- Identify and/or Implement contingency plans for unexpected events when installing and maintaining mechanical locking and interlocking signalling equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate mechanical locking and interlocking signalling equipment
- Correctly use protective paints and lubricants including appropriate painting techniques
- Select and use hand, portable, power and air tools
- Apply relevant test procedures

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly assembling components
  - installing equipment and components
  - diagnosing faults on locking and interlocking equipment
  - correcting equipment faults
  - correctly adjusting and testing locking and interlocking equipment
  - correctly interpreting designs

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in all weather conditions

Locking and interlocking devices to be installed and maintained may include:
- all those in service in the Australian rail system
- large or small operating lever frames
- single or multiple lever ground frames
- interlocking machine/s
- operating and interlocking cams/locks

Equipment may include:
- staff/token and Annett locks
- bolt locks
- switchlocks
- emergency switch machine lock or emergency operating lock
- electric lever locks
- circuit controllers
- ground frames
- manual control floor or shelf mounted activation controls
- facing point locks
- levers and catch rods
- electric point motors
- lever locks
- locking devices
- warding/keying or index plates

Installing and repairs may include:
- filing
- grinding
- cutting
- bending
- shaping
- welding
- drilling
RANGE STATEMENT

- bolting
- clamping with ferrous and non-ferrous bar
- rod
- tube
- chain
- wire rope
- replacement of components including:
  - bushes
  - pivot pins
  - gears
  - wear plates
  - welding
  - joining

Adjustments may include:
- designed adjustment components
- shimming
- checking of clearances and tolerances

Cleaning and lubrication includes:
- all cleaning operations by hand, chemical or steam cleaning
- the application of protective paints or sealing agents
- the application of lubricating oils and greases

Operational compliance includes:
- manufacturers or workplace standards and specifications for functional movements, operations and outcomes

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Tools and equipment may include:
- hand tools
- portable power generators
- air compressors
- measuring rules
- jigs
- vices
- cutting equipment
- drills
- spanners
- files
- bending devices
- verniers
- gauges
- clamps

Communication equipment may include:
- two-way radios
- telephones/mobile phones
RANGE STATEMENT

include:

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:

- relevant log or record books
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace standards and procedures
- approved designs
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
TLIR3103A Install and maintain mechanical signalling locking and interlocking devices Date this document was generated: 16 August 2014

Unit Sector(s)
Not Applicable

Competency Field

| Competency Field | B - Equipment Checking and Maintenance |
TLIB3105A Prepare electric passenger train

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment prior to an electric passenger train entering service. Actions are completed in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the preparation of an electric passenger train.

Work is generally performed without supervision and within a team environment. It involves the application of regulatory requirements and workplace procedures to the preparation of an electric passenger train.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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</table>
| 1 Carry out pre-preparation checks | 1.1 Location of train is determined in accordance with allocation procedures  
1.2 Organisational safety controls are identified and acted upon  
1.3 Relevant OH&S requirements are followed to prevent injury and damage |
| 2 Inspect, start and test equipment | 2.1 Required checks, procedures and standards are identified prior to start-up  
2.2 Prior to start-up, relevant equipment is inspected in accordance with workplace pre-operational functional safety check procedures and operational instructions  
2.3 Train is started up as per operational instructions  
2.4 Following start-up, relevant equipment and components are tested in accordance with workplace procedures  
2.5 Aspects of equipment found to be outside operational specifications are reported for appropriate action  
2.6 Safety warning systems are checked for operational effectiveness  
2.7 Control systems are checked in accordance with workplace policies and procedures  
2.8 Train braking systems are applied and released to ensure they are operating correctly  
2.9 Faults are identified and appropriate corrective action is taken to ensure operational safety |
| 3 Carry out a visual inspection and check condition of the train | 3.1 Visual inspection is conducted in accordance with workplace procedures to identify any defects that would prevent safe transit  
3.2 Communication is maintained with relevant personnel to ensure safe, efficient and complete inspection  
3.3 Condition of the train consist is visually inspected and faults are rectified and/or reported  
3.4 Conditions requiring urgent action are noted and appropriate action is taken to initiate immediate response  
3.5 Passenger facilities are checked to ensure that they are clean  
3.6 Passenger operated equipment is visually checked to ensure operational readiness |
| 4 Record and report faults/defects | 4.1 Faults/defects are accurately reported in accordance with organisational requirements  
4.2 Accurate records are kept in accordance with organisational requirements  
4.3 Potential defects which may affect the future safety of the |
ELEMENT PERFORMACE CRITERIA
equipment are reported

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Workplace procedures and policies for the checking and assessing of the operational capability of equipment when preparing an electric passenger train for service
- The characteristics, capabilities and limitations of the equipment
- Problems that may occur when preparing an electric passenger train for service, and appropriate action that can be taken to resolve the problems
- Operational safety requirements when preparing an electric passenger train for service
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others while preparing an electric passenger train for service
- Read and interpret instructions, procedures, information, labels and signs relevant to preparing an electric passenger train for service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to preparing an electric passenger train for service
- Work collaboratively with others when preparing an electric passenger train for service
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - checking and testing train equipment
  - visually inspecting the exterior of an electric passenger train
  - reporting faults and inoperable equipment
  - completing preparation within agreed timeframes

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
EVIDENCE GUIDE

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- a range of work environments
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Purpose of equipment checking and inspection is to ensure:
- it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability
- it operates within prescribed limits

Visual checks may include but are not limited to:
- pressure over/under specification
- fluid leaks
- temperature over/under specifications
- cracks, surface or structural faults or other damage
- tightness of bolts, fixtures and fittings within specifications

Records/results of pre-operation tests may include:
- details of faulty equipment or specific components
- action taken
- results of testing
- details of repair and maintenance work to be undertaken
RANGE STATEMENT

Operational checks may be performed by:

- operating/checking the functionality of various pieces of safety and component equipment (where applicable)

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- high visibility clothing

Communication in the work area may include:

- two-way radios
- telephones/mobile phones
- train to base radio
- hand signals
- flags
- oral
- written instructions

Information/documents may include:

- workplace procedures and policies for the preparation of electric passenger trains
- manufacturers specifications for equipment/tools
- supplier instructions
- relevant OH&S requirements and policies
- relevant Australian Standards and certification requirements
- material safety data sheets where applicable
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from the applicable state together with any nationally approved compliance codes and/or guidelines
- relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
RANGE STATEMENT

- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field
B - Equipment Checking and Maintenance
TLIB3108A Test operation of electric passenger train braking system

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to test the operation of an electric train braking system in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for train brake inspection and testing, inspecting and testing train brake operation, dealing with identified faults, and recording the results of a brake test in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from the applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Work is generally performed without supervision and within a team environment. It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the testing of electric train braking systems as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for train brake inspection and testing | 1.1 OH&S legislation, codes of practice, policies and procedures are identified and followed  
1.2 Train is isolated or secured in accordance with workplace procedures to make the work area safe for the inspection and testing  
1.3 The brake system is checked to ensure it is ready for inspection and testing |
| 2 Test train brake operation (no inspection) | 2.1 Brake tests are conducted to ensure compliance to required standards  
2.2 Where required, modified brake tests are conducted in accordance with workplace procedures to meet required standard  
2.3 Continuity tests are conducted to conform with workplace procedures to ensure train braking system meets functional specifications  
2.4 Brakes are applied and released on train and their function confirmed  
2.5 Faults are identified and appropriate corrective action is taken to ensure operational safety |
| 3 Deal with identified faults | 3.1 Identified faults are reported, rectified or isolated according to workplace procedures  
3.2 Confirmation/verification to continue is determined as per workplace procedures  
3.3 If required, detachment/uncoupling arrangements are made in accordance with operational requirements |
| 4 Record brake test faults or defects | 4.1 Faults or defects found during brake tests are recorded and/or reported as per workplace procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable minimum standards and approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
REQUIRED KNOWLEDGE AND SKILLS

- Brake systems, their components and their operation
- Types of brake tests and their purpose
- Diagnostic techniques
- Communication protocols
- Documentation requirements relating to brake testing
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when testing train braking system
- Read and interpret instructions, procedures, information and signs relevant to the testing of train braking system
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when testing train braking system
- Promptly report and/or rectify any identified problems, faults or malfunctions when testing train braking system in accordance with regulatory requirements and workplace procedures
- Apply rail safety practices and regulations
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Assess brake system defects
- Operate and adapt to differences in brakes and related equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - conducting pre-safety tasks prior to brake test
  - conducting all relevant brake tests
  - identifying possible faults and appropriate reporting and rectification/isolation procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in all weather conditions
- by day or night

Movement status of rolling stock to be tested may include:
- arriving
- departing
- stationary

Tests may include:
- brake leakage test
- power against brake test
- air continuity test
- modified brake test
- train brake tests

Safety and protective equipment may include:
- high visibility clothing
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection

Relevant personnel may include:
- train controller/signaller
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may be known as:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and instructions and job specification
- brake instruction documentation
- safeworking documentation
RANGE STATEMENT

- brake test certification
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable state/territory legislated rail safety requirements including acts and regulations together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)
Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3112A Prepare electric passenger train as part of guard duties

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required as part of guard duties to check and assess the operational capabilities of equipment when preparing an electric passenger train prior to entering service. Actions are completed in accordance with workplace requirements, including carrying out pre-preparation checks; inspecting, starting and testing equipment; checking equipment; carrying out visual checks and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the preparation of an electric passenger train.
Safety checks and equipment tests are performed without supervision.
Work involves the application of regulatory requirements and workplace procedures to the preparation of an electric passenger train.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1       | Pre-preparation checks | 1.1 Location of train is determined in accordance with allocation procedures  
|         |                      | 1.2 Organisational safety controls are identified and acted upon  
|         |                      | 1.3 Relevant OH&S requirements are followed to prevent injury and damage  |
| 2       | Inspect, start and test equipment | 2.1 Required checks, procedures and standards are identified  
|         |                      | 2.2 Relevant equipment is inspected in accordance with workplace pre-operational functional safety check procedures and operational instructions  
|         |                      | 2.3 Following start-up, relevant equipment and components are tested in accordance with workplace procedures  
|         |                      | 2.4 Aspects of equipment found to be outside operational specifications are reported and/or recorded for appropriate action  
|         |                      | 2.5 Warning systems are checked for operational effectiveness  
|         |                      | 2.6 Control systems are checked in accordance with workplace policies and procedures  
|         |                      | 2.7 Visual inspection of train braking systems is conducted to ensure compliance with organisational specifications  |
| 3       | Check equipment and carry out visual inspection of the train | 3.1 Visual inspection is conducted in accordance with workplace procedures to identify any defects that would prevent safe transit  
|         |                      | 3.2 Communication is maintained with relevant personnel to ensure safe, efficient and complete inspection  
|         |                      | 3.3 Condition of the train consist is visually inspected and faults are rectified and/or reported  
|         |                      | 3.4 Conditions requiring urgent action are noted and appropriate action is taken to initiate immediate response  
|         |                      | 3.5 Passenger facilities are checked to ensure that they are clean and fit for service  
|         |                      | 3.6 Passenger operated equipment is visually checked to ensure operational readiness  |
| 4       | Record and report faults/defects | 4.1 Faults/defects are accurately recorded and/or reported in accordance with workplace requirements  
|         |                      | 4.2 Accurate records are kept in accordance with workplace requirements  
|         |                      | 4.3 Potential defects which may affect the future safety of the equipment are recorded and/or reported  |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Workplace procedures and policies for the checking and assessing of the operational capability of equipment when preparing an electric passenger train for service
- The characteristics, capabilities and limitations of the equipment
- Problems that may occur when preparing an electric passenger train for service and appropriate action that can be taken to resolve the problems
- Operational safety requirements when preparing an electric passenger train for service
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others while preparing an electric passenger train for service
- Read and interpret instructions, procedures, information, labels and signs relevant to preparing an electric passenger train for service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to preparing an electric passenger train for service
- Work collaboratively with others when preparing an electric passenger train for service
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying typical faults/defects that may occur on electric passenger trains
  - assisting in checking and testing train equipment to workplace requirements
  - visually inspecting the interior of an electric passenger train
  - reporting and/or recording faults and inoperable equipment
  - completing preparation within agreed timeframes

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
- a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Purpose of equipment checking and inspection is to ensure:
- it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability
- it operates within prescribed limits

Visual checks may include but are not limited to:
- pressure over/under specification
- fluid leaks
- temperature over/under specifications
- cracks, surface or structural faults or other damage
- tightness of bolts, fixtures and fittings within specifications

Records/results of pre-operation tests may include:
- details of faulty equipment or specific components
- action taken
- results of testing
- details of repair and maintenance work to be undertaken

Operational checks may be performed by:
- operating/checking the functionality of various pieces of safety and component equipment (where applicable)

Consultative processes may
- workplace personnel
RANGE STATEMENT

involve:
- supervisors and managers
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- high visibility clothing

Communication in the work area may include:
- two-way radios
- telephones/mobile phones
- train to base radio
- hand signals
- flags
- oral
- written instructions

Information/documents may include:
- workplace procedures and policies for the preparation of electric passenger trains
- manufacturers specifications for equipment/tools
- supplier instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from the applicable state/territory together with any nationally approved compliance codes and/or guidelines
- relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned
- relevant state OH&S legislation
- relevant state environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
RANGE STATEMENT

- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field B - Equipment Checking and Maintenance
TLIB3113B Diagnose and rectify minor faults on motive power units and rolling stock

Modification History
Release 1. Revised unit.
This unit replaces and is equivalent to TLIB3113A Diagnose and rectify minor faults on motive power units and rolling stock.

Unit Descriptor
This unit involves the skills and knowledge required to identify, diagnose and rectify minor faults on motive power units and rolling stock in accordance with workplace requirements. It includes identifying maintenance and/or repair requirements, conducting minor maintenance and routine repairs, checking and reporting minor repairs and/or maintenance, and providing support in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with workplace procedures and the regulations and safeworking codes of practice relevant to fault diagnosis and rectification. Work is performed under some supervision, generally within a team environment. It involves the application of routine minor fault diagnosis and rectification procedures to maintain the safety and operation of equipment across a variety of operational rail transport contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills.
### Elements and Performance Criteria

**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.  

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

### Elements and Performance Criteria

1. **Identify maintenance/repair requirements**
   - 1.1 Condition of rolling stock and/or motive power unit ancillary equipment is assessed as part of job role
   - 1.2 Faulty or damaged components or equipment are identified and assessed for component exchange or minor repair
   - 1.3 Equipment and tools required are identified and obtained
   - 1.4 Equipment is prepared and work areas are checked to ensure repair/maintenance/component exchange activities are carried out in a safe environment
   - 1.5 Faulty or damaged components or equipment that are not able to be repaired or exchanged are reported for further maintenance in accordance with workplace procedures

2. **Conduct minor maintenance and routine repairs**
   - 2.1 Minor repair/maintenance/component exchange are carried out in accordance with the manufacturers specifications and workplace procedures
   - 2.2 Equipment, tools and materials required are operated, applied and handled in accordance with OH&S requirements and manufacturers specifications to prevent injury and damage

3. **Check and report minor repairs/maintenance**
   - 3.1 Minor repair/maintenance/component exchange activities are checked for compliance with safety requirements and workplace procedures
   - 3.2 Equipment is checked to confirm that it has been restored to operational standards
   - 3.3 Repair/maintenance/component exchange activities are documented in accordance with workplace procedures and regulatory requirements
   - 3.4 Work area is checked for cleanliness and operational safety
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Relevant state/territory regulations, codes of practice and safeworking system requirements
- Relevant OH&S and environmental protection requirements
- Workplace procedures and policies for the diagnosis and repair of minor faults
- Typical minor repair problems that can occur, and related action that should be taken
- Tools and equipment used when diagnosing and rectifying minor faults and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency
- Workplace component and material supply system

Required skills:

- Communicate effectively with others when diagnosing and rectifying minor faults
- Read and interpret instructions, procedures, information and signs relevant to the identification, diagnosis and rectification of minor faults
- Complete documentation related to work activities
- Work collaboratively with others when identifying, diagnosing and rectifying minor faults
- Implement contingency plans for unplanned events that may occur when rectifying minor faults
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Operate tools and equipment when diagnosing and rectifying minor faults
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Assessment must include exercises which demonstrate competent performance of the following in a range of situations:

- carrying out checks of different types of motive power units and rolling stock
- identifying possible faults and defects and the appropriate remedial activities
- carrying out minor repair, maintenance and component exchange activities correctly

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Equipment, motive power units and rolling stock to be checked and maintained may include:**

- all classes of locomotives, motive power units, rail cars, wagons or carriages in service within Australian rail systems

**Minor maintenance/repair component exchange may include:**

- minor component change out
- changing flexible air hoses/hosebags
- auto-coupling knuckles
- brake blocks
- inspecting wheels and ancillary equipment in cabin or on rolling stock

**Safety equipment may include:**

- high visibility clothing
- sunscreen and sun glasses
- insect repellent
- gloves, safety headwear, mask and footwear
- portable radios
- flags and hand lamps
- safety glasses and hearing protection
- safety devices

**Consultative processes may involve:**

- workplace personnel including supervisors and managers
- union representatives
- industrial relations and OH&S specialists
- other train crew

**Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:**

- company procedures
- enterprise procedures
- workplace procedures
- established or standard procedures

**Contingency processes may relate to:**

- personal injury
- tool malfunctions

**Information/records may include:**

- workplace operational and technical instructions and procedures for the diagnosis and rectification of minor faults
- relevant regulations including state/territory safety codes of practice
- maintenance checklists and records for the diagnosis and rectification of minor faults
- tool/equipment manufacturers instructions, specifications and
Applicable regulations and legislation may include:

- recommended procedures
- precautions and procedures to be adopted to protect the environment when diagnosing and rectifying minor faults
- OH&S procedures
- relevant Australian Standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement, other industrial arrangements
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**Unit Sector(s)**

Not applicable.

**Competency Field**

B – Equipment Checking and Maintenance
TLIB3118A Apply awareness of railway fundamentals

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to develop an awareness of railway fundamentals. This includes the track, trackside equipment, fixed structures, rail vehicles and rolling stock.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit is intended for persons entering the rail industry who will be required to enter and work in the rail corridor.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify basic terminology and features of track and structures</td>
</tr>
<tr>
<td>1.1</td>
<td>Basic terminology is identified for track, trackside equipment and fixed structures</td>
</tr>
<tr>
<td>1.2</td>
<td>Features of track, including geography, geometry and classes are identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Bridges and other infrastructure categories and their purpose are identified</td>
</tr>
<tr>
<td>1.4</td>
<td>Other principal structure types and their purpose are identified</td>
</tr>
<tr>
<td>1.5</td>
<td>Relevant stakeholders to report structural faults and anomalies to are identified</td>
</tr>
<tr>
<td>2</td>
<td>Identify overhead and electrical components</td>
</tr>
<tr>
<td>2.1</td>
<td>Principal overhead and electrical components and their purpose are identified</td>
</tr>
<tr>
<td>2.2</td>
<td>Power supply voltages are identified</td>
</tr>
<tr>
<td>2.3</td>
<td>Methods of isolation and their purpose are identified</td>
</tr>
<tr>
<td>3</td>
<td>Identify rail track vehicles and rolling stock</td>
</tr>
<tr>
<td>3.1</td>
<td>Types of trains and rolling stock are identified</td>
</tr>
<tr>
<td>3.2</td>
<td>Types of machines used for track installation and maintenance are identified</td>
</tr>
<tr>
<td>3.3</td>
<td>Types of rail track vehicles are identified</td>
</tr>
<tr>
<td>3.4</td>
<td>Relevant stakeholders to whom rolling stock faults and anomalies are reported are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Standard railway terminology
- Fundamentals of track structures and equipment
- Fundamentals of track layout and geometry
- Overhead and electrical components
- Types of rail track vehicles, trains and rolling stock
- Relevant communication systems and procedures
- Procedures for fault reporting

Required skills:

- Communicate effectively with others
- Interpret and follow operational instructions
- Interpret voltage readings for power supplies
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  • the underpinning knowledge and skills
  • relevant legislation and workplace procedures
  • other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment, and/or
  • in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Track components may include:**
- rails, rail fastenings and welds
- sleepers and sleeper fastenings
- ballast
- formation and earthworks
- drainage pits
- cess or shoulder

**Track layout may include:**
- plain track
- gauge
- turnouts
- special track, including catchpoints/derails, expansion switches, diamond crossings and slips

**Trackside equipment may include:**
- signal posts
- signage
- kilometre posts
- relay huts
- trunking
- troughing
- point machines
- gantries
- level crossing equipment
- post/signal phones
- track stands
- train stops

**Infrastructure may include:**
- bridges
- tunnels
- level crossings
- stations
- platforms
- signal boxes
- safeworking cabins

**Overhead and electrical components may include:**
- catenary
- stanchions
- drop wire
- contact
- steady arm
- feeder
• spark gaps
• earth straps
• tension weights
• pantographs
• high voltage cables
• power supplies
• isolation points

Rail traffic may include:
• light locomotives
• locomotive hauled freight trains
• locomotive hauled passenger trains
• railcars
• electrical multiple units (EMUs)
• diesel multiple units (DMUs)

Rail track vehicles may include:
• road/rail vehicles
• maintenance vehicles
• track machines
• trolleys
• elevated platforms
• cherry pickers

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB3120A Test mechanical signalling equipment and isolate faults

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to test mechanical signalling equipment and isolate faults in accordance with safeworking and regulatory requirements and workplace procedures. It includes undertaking preparation tasks, conducting testing and/or isolation of equipment, checking equipment operation, and finalising the testing and/or isolation of equipment in accordance with workplace procedures and relevant regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the testing of mechanical signalling equipment and the isolation of faults.

Work is performed under minimal supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the testing and the isolation of faults in mechanical signalling equipment.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to test and/or isolate equipment | 1.1 Testing is appropriately sequenced in accordance with job schedule  
1.2 Appropriate personnel are consulted to ensure the work is coordinated effectively with others involved on the worksite  
1.3 Location of equipment to be tested/isolated is determined from job specifications and diagrams  
1.4 Tools, equipment and testing devices needed to test and/or isolate are obtained in accordance with established procedures and checked for correct operation and safety |
| 2 Test and/or isolate equipment | 2.1 Initial visual check of operational equipment is performed to identify any equipment faults  
2.2 Identified equipment is isolated in accordance with relevant operational rules and procedures  
2.3 Established methods for dealing with unexpected situations are discussed with appropriate personnel and documented  
2.4 Unexpected situations are dealt with safely and with the approval of an authorised person |
| 3 Check equipment operation | 3.1 Approval to conduct a check of equipment operation is obtained in accordance with relevant operational rules and procedures  
3.2 Authorised equipment check is carried out in accordance with operating procedures to identify any equipment faults  
3.3 Operational effectiveness of equipment is confirmed through observation during train movements if required  
3.4 Equipments faults are correctly identified, recorded and appropriate corrective action is taken  
3.5 Service equipment is locked and secured to prevent unauthorised access  
3.6 Work completion is documented and appropriate personnel are notified in accordance with established procedures |
| 4 Finalise testing and/or isolation of equipment | 4.1 Test results are documented in accordance with organisation requirements  
4.2 Faulty or replaced equipment is tagged and despatched to maintain equipment spares  
4.3 Fully operational equipment is handed over to approved personnel ensuring that hand over procedures are accurately followed and final documentation is completed |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of regulatory requirements &/or organisation's procedures where applicable to the testing of mechanical signalling equipment and the isolation of faults
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures and policies for the testing of mechanical signalling equipment and the isolation of faults, including the tagging and reporting of faulty equipment and components
- Focus of operation of work systems, equipment, management and site operating systems for the testing of mechanical signalling equipment and the isolation of faults
- Fault-finding techniques including identification of cost/time effective rectification procedures
- Tools, meters, gauges and equipment used during the testing of mechanical signalling equipment and the isolation of faults and the precautions and procedures that should be followed in their use
- Guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items
- Faults that may occur with equipment, and appropriate action that can be taken to report and/or rectify the identified faults in the equipment or its components
- The characteristics, capabilities and limitations of the equipment
- Operational safety requirements for the equipment concerned
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
- Documentation and record requirements

Required skills:

- Communicate effectively with others when testing mechanical signalling equipment and isolating faults
- Read and interpret instructions, procedures, information and signs relevant to the testing of mechanical signalling equipment and the isolation of faults
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the testing of mechanical signalling equipment and the isolation of faults
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when testing mechanical signalling equipment and isolating faults
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when testing mechanical signalling equipment and isolating faults in accordance with regulatory requirements and workplace procedures
Required skills:

- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant meters, gauges, equipment and tools when testing mechanical signalling equipment and isolating faults
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Apply basic mechanical, hydraulic, pneumatic and electrical awareness to testing and fault identification activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - preparing to test and/or isolate equipment
  - testing and/or isolating equipment
  - checking equipment operation
  - finalising testing and/or isolation of equipment

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE

for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of external work environments

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Work may be conducted in:

- limited or restricted spaces
- exposed conditions
- controlled or open environments

Tests and the isolation of faults may be performed:

- on a range of equipment used in transport industries
RANGE STATEMENT

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Tests may include but are not limited to:
- tests of operational performance
- tests as part of routine servicing
- identification of causes of poor or out-of-specification performance
- tests following servicing and/or adjustment of equipment

Records/results of tests may include:
- details of faulty equipment or specific components
- details of action taken
- results of testing and associated recommendations
- details of repair and maintenance work to be undertaken
- defect (non-conformance)

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- a fire or explosion
- faulty equipment/tools
- trains
- motor vehicles
- plant and machinery

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company standards and procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- equipment manufacturers
- site visitors
- contractors
- technical personnel

Communication in the work area may include:
- phone/mobile phone
- fax
- email
- internet
- RF communications
- oral, aural or signed communications
RANGE STATEMENT

Information/documents may include:

- workplace procedures and policies for the checking and assessment of the equipment concerned
- specifications for equipment/tools
- equipment identification labels, serial numbers
- supplier and/or client instructions
- material safety data sheets (MSDSs)

Applicable regulations, legislation and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB3123A Apply awareness of motive power unit fundamentals

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to apply an awareness of motive power unit fundamentals including components, equipment and their basic operation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit is intended as an introduction to motive power units for people entering the rail industry who will be working on or around them.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Identify basic motive power unit types</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Different motive power unit types and/or gauges currently in operation are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Basic layout of different types of motive power unit is identified</td>
</tr>
<tr>
<td>2</td>
<td><strong>Identify air/vacuum systems and operation</strong></td>
</tr>
<tr>
<td>2.1</td>
<td>Basic air/vacuum components relevant to motive power unit type are located and identified</td>
</tr>
<tr>
<td>2.2</td>
<td>Uses and operation of air/vacuum system are identified</td>
</tr>
<tr>
<td>3</td>
<td><strong>Identify electrical systems and operation</strong></td>
</tr>
<tr>
<td>3.1</td>
<td>Basic electrical components relevant to motive power unit type are located and identified</td>
</tr>
<tr>
<td>3.2</td>
<td>Uses and operation of electrical system are identified</td>
</tr>
<tr>
<td>4</td>
<td><strong>Identify mechanical systems and operation</strong></td>
</tr>
<tr>
<td>4.1</td>
<td>Basic mechanical components relevant to motive power unit type are located and identified</td>
</tr>
<tr>
<td>4.2</td>
<td>Uses and operation of mechanical system are identified</td>
</tr>
<tr>
<td>5</td>
<td><strong>Identify control systems and operation</strong></td>
</tr>
<tr>
<td>5.1</td>
<td>Basic control system components relevant to motive power unit type are located and identified</td>
</tr>
<tr>
<td>5.2</td>
<td>Uses and operation of control systems are identified</td>
</tr>
<tr>
<td>6</td>
<td><strong>Identify cooling and lubricating systems and operation</strong></td>
</tr>
<tr>
<td>6.1</td>
<td>Basic cooling and lubricating system components relevant to motive power unit type are located and identified</td>
</tr>
<tr>
<td>6.2</td>
<td>Uses and operation of cooling and lubricating systems are identified</td>
</tr>
<tr>
<td>7</td>
<td><strong>Identify auxiliary equipment and its operation</strong></td>
</tr>
<tr>
<td>7.1</td>
<td>Basic auxiliary equipment components relevant to motive power unit type are located and identified</td>
</tr>
<tr>
<td>7.2</td>
<td>Uses and operation of auxiliary equipment are identified</td>
</tr>
<tr>
<td>8</td>
<td><strong>Identify safety system equipment and their operation</strong></td>
</tr>
<tr>
<td>8.1</td>
<td>Safety system equipment and components relevant to motive power types are identified</td>
</tr>
<tr>
<td>8.2</td>
<td>Uses and operation of safety system equipment are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Basic railway terminology
- Fundamentals of track layout
- Overhead and/or electrical components where applicable
- Relevant safety, occupational health and safety (OH&S) and environmental procedures and regulations

**Required skills:**

- Communicate effectively with others
- Interpret and follow operational instructions
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Motive power unit types may include:
- diesel electric
- diesel hydraulic
- electric
- hybrid
- electric multiple unit
- diesel multiple unit
- steam

Air/vacuum equipment may include:
- compressor
- exhauster
- reservoirs
- pipes
- hoses
- isolating cocks/valves

Electrical equipment may include:
- generators
- motors
- batteries and isolating switches
- wiring
- gauges
- circuit breakers
- pantographs

Mechanical equipment may include:
- engine
- pumps
- couplers/uncoupling devices

Control systems may include:
- brake valves
- throttle
- reverser
- dynamic brake

Cooling and lubricating systems may include:
- radiators
- pipes
- pumps
- header tanks
- radiator fans
- filling points

Auxiliary equipment may include:
- sanding equipment
- headlights
- ancillary lighting
- blowers
Safety system equipment and components may include:

- crew comfort
- wipers and washers
- horns
- vigilance control system
- deadman devices
- data loggers
- audible track warning devices
- flags
- chocks

**Unit Sector(s)**

Not applicable.

**Competency Field**

B – Equipment Checking and Maintenance
TLIB3124A Apply awareness of steam locomotive fundamentals

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to apply an awareness of steam locomotive fundamentals including configurations, components, types of equipment and their basic operation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit is intended as an introduction to steam locomotives for people entering the rail industry who will be working on or around them.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify basic locomotive configurations
   1.1 Different locomotive configurations are identified
   1.2 Basic layout of different types of locomotive is identified

2 Identify boiler construction and components
   2.1 Different boiler construction and configurations are identified
   2.2 Primary boiler fittings are identified
   2.3 Boiler secondary fittings are identified

3 Identify air/vacuum systems and operation
   3.1 Basic air/vacuum components relevant to locomotive type are located and identified
   3.3 Uses and operation of air/vacuum system are identified

4 Identify electrical systems and operation
   4.1 Basic electrical components relevant to locomotive type are located and identified
   4.2 Uses and operation of electrical system/s are identified

5 Identify mechanical systems and operation
   5.1 Basic mechanical components relevant to locomotive type are located and identified
   5.2 Uses and operation of mechanical system are identified

6 Identify control systems and operation
   6.1 Basic control system components relevant to locomotive type are located and identified
   6.2 Uses and operation of control systems are identified

7 Identify lubricating systems and operation
   7.1 Basic lubricating systems and components relevant to locomotive type are located and identified
   7.2 Uses and operation of lubricating systems are identified

8 Identify auxiliary equipment and its operation
   8.1 Basic auxiliary equipment components relevant to locomotive type are located and identified
   8.2 Uses and operation of auxiliary equipment are identified
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**
- Basic railway terminology
- Fundamentals of track layout
- Relevant safety, OH&S and environmental procedures and regulations

**Required skills:**
- Communicate effectively with others
- Interpret and follow operational instructions
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying equipment on a single steam locomotive

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Locomotive configurations may include:
- wheel arrangements
- articulation
- fuels

Boiler construction and configuration may include:
- smokebox layout
- exhaust systems
- tubes, tube plates and tube nest arrangements
- stays
- superheater equipment
- steam regulators and associated equipment
- firebox and combustion chamber and associated equipment

Primary boiler fittings may include:
- sight glasses
- safety valves
- feed water valves
- pressure gauges
- blowdown
- inspection openings
- steam ranges and manifolds

Secondary boiler fittings may include:
- feed water heaters
- injectors
- stokers
- oil burners
- ash pan
- syphons and arch tube
- brick arch and refractory
- fusible plugs

Air/vacuum equipment may include:
- compressor
- exhauster
- reservoirs
- pipes
- hoses
- isolating cocks/valves

Electrical equipment may include:
- turbo generators
- batteries and isolating switches
- wiring
- gauges
- radio/communications equipment
Mechanical equipment may include:
- engine and components
- motion and valve gear
- couplers/uncoupling devices
- compensating gear
- suspension
- between frame components

Control systems may include:
- brake valves
- throttle
- reverser
- firing/stoker controls

Lubricating systems may include:
- lubrication types
- lubrication equipment

Auxiliary equipment may include:
- sanding equipment
- whistle
- warning devices
- headlights
- ancillary lighting

**Unit Sector(s)**
Not applicable.

**Competency Field**
B – Equipment Checking and Maintenance
TLIB3126A Assist in the testing of heritage train braking systems

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to assist in the testing of heritage train braking systems in accordance with organisational procedures and the requirements of relevant safeworking regulations and codes of practice. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit is intended for people who will be assisting with testing brake systems on steam and/or heritage locomotives and trains.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th><strong>Assist with locomotive brake testing</strong></th>
<th><strong>Assist with train brake examination</strong></th>
<th><strong>Apply and release handbrake</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.1 Under the direction of the driver, the application of the locomotive brake is observed to ensure it is within operational parameters</td>
<td>2.1 Under the direction of the driver, train brake is applied in accordance with organisational procedures</td>
<td>3.1 Under the direction of the driver, handbrake is applied in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Occupational health and safety (OH&amp;S) requirements, codes of practice, policies and procedures are identified and followed</td>
<td>2.2 Under the direction of the driver, train brake is released in accordance with organisational procedures</td>
<td>3.2 Under the direction of the driver, handbrake is released in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Work area is made safe for testing by ensuring locomotive is isolated and secured in accordance with workplace procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.4 Problems, faults or malfunctions are identified, responded to and/or reported in accordance with workplace procedures</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Brake systems, their components and their operation
- Communication protocols
- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S procedures and regulations
- Types of brake tests and their purpose
- When it is applicable to release train brake

Required skills:

- Apply rail safety practices and regulations
- Communicate effectively with others when testing heritage locomotive or train braking systems
- Interpret and follow operational instructions
- Modify activities depending on operational contingencies, risk situations and environments
- Promptly report any identified problems, faults or malfunctions when testing heritage locomotive and train braking systems in accordance with regulatory requirements and organisational procedures
- Read and interpret instructions, procedures, information and signs relevant to testing heritage locomotive and train braking systems
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others when testing heritage locomotive and train braking systems
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying procedures to test heritage train brake systems
  - assisting with a heritage train brake test
  - applying and removing handbrakes and brakes on a heritage locomotive

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- Access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations conducted by day or night in:
- all weather conditions
- full range of light conditions

Locations for tests may include:
- heavy traffic
- yards or sidings
- station platforms

Tests may include:
- air continuity test
- modified brake test
- train brake test

Safety and protective equipment may include:
- high visibility clothing
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- hearing protection

Information/documents may include:
- workplace procedures, instructions and job specifications
- manufacturer specifications and standards
- brake inspection and testing documentation
- safeworking documentation
- brake test certification
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB3129A Conduct pre-movement checks on rolling stock

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to conduct pre-movement checks on rolling stock in accordance with relevant workplace practices, regulations and codes of practice. It includes conducting pre-movement checks, moving and stabling the rolling stock in accordance with organisational requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit applies to people required to carry out these activities as part of a maintenance role within a defined location.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Carry out pre-movement checks
   1.1 Allocation of rolling stock is checked in conjunction with appropriate personnel
   1.2 Rolling stock to be inspected and prepared is located
   1.3 Completion of all maintenance activities is confirmed
   1.4 Checks for safety controls are conducted in accordance with organisational procedures
   1.5 Internal and external integrity checks are conducted in accordance with organisational procedures
   1.6 Where required, fluid levels are checked and appropriate action is taken as required

2 Move rolling stock
   2.1 Rolling stock is shunted in accordance with manufacturer instructions and/or organisational procedures, and any faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up
   2.2 For critical or serious equipment faults that cannot be readily rectified, rolling stock shunt is halted, faulty equipment isolated and tagged, and problem is reported for rectification
   2.3 Functionality of equipment is interpreted to confirm effective air and electrical operation, and where a problem is indicated, action is taken to determine the cause and to rectify or report the situation
   2.4 Where required, fluid levels are rechecked after starting and appropriate action is taken if required

3 Stable rolling stock
   3.1 Correct clearances for stabling location are confirmed
   3.2 Rolling stock is secured in accordance with organisational procedures
   3.3 Where required, personal or equipment lockouts are applied in accordance with organisational procedures
   3.4 Where applicable, appropriate documentation is completed in accordance with organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Procedures for managing and controlling hazardous situations when preparing and starting up rolling stock
- Relevant occupational health and safety (OH&S) and environmental procedures and relevant regulations
- Requirements for completing relevant documentation when inspecting and preparing rolling stock

Required skills:

- Adapt to differences in rolling stock and associated equipment and procedures
- Communicate effectively with others when inspecting and preparing rolling stock
- Document outcomes of inspecting rolling stock
- Interpret and follow instructions and prioritise work
- Modify activities depending on differing operational contingencies, risk situations and environments
- Read and interpret instructions, procedures, information and signs relevant to visually inspecting and preparing rolling stock
- Work collaboratively with others inspecting and preparing rolling stock
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying who is responsible for authorising the movement of rolling stock
  - identifying all activities carried out prior to moving rolling stock
  - identifying rolling stock stabling requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rolling stock may include:
- freight wagons
- passenger cars
- railcars
- track maintenance equipment

Inspecting rolling stock may include:
- lights
- couplings
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- electrical cables
- glass windows and doors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

Relevant personnel may include:
- train crews
- train controllers and signallers
- depot coordinators
- yard masters, supervisors
- contractors
- third parties
- maintenance personnel
- cleaning personnel

Unit Sector(s)

Not applicable.

Competency Field

B – Equipment Checking and Maintenance
TLIB4042A Conduct inspection of safeworking procedures and infrastructure

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to conduct inspection of safeworking procedures and infrastructure in accordance with safeworking and regulatory requirements and workplace procedures, including planning and preparing for the inspection, inspecting the safeworking infrastructure, inspecting for compliance with safeworking procedures, and completing required reports and taking remedial action in accordance with workplace and regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of regulatory requirements and operational principles and procedures to conduct an inspection of safeworking procedures and infrastructure as part of workplace activities across a variety of operational contexts within the Australian rail system. Safeworking procedures and infrastructure inspected may include any of those in use within Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Plan and prepare for inspection | 1.1 Inspection is planned for in accordance with workplace requirements  
| | 1.2 Relevant instructions and information are gathered in preparation for inspection |
| 2 Inspect safeworking infrastructure | 2.1 Safeworking equipment is inspected to ensure that it is located and operating correctly  
| | 2.2 Safeworking facilities are checked for correct operation and maintenance |
| 3 Inspect for compliance of safeworking procedures | 3.1 Safeworking forms are checked for sufficient supply and correct completion  
| | 3.2 Work practices of relevant workers are checked to ensure compliance with safeworking procedures |
| 4 Complete reports and take remedial action | 4.1 Reports are completed in accordance with workplace requirements  
| | 4.2 Where necessary, follow-up action is taken to ensure safe passage of train and equipment |

# Required Skills and Knowledge

## REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the inspection of safeworking procedures and infrastructure
- Problems that may occur during the inspection of safeworking procedures and infrastructure and action that can be taken to report or resolve the problems
- Hazards that may be identified during an inspection of safeworking procedures and infrastructure and ways of controlling the risks involved
- Safeworking system requirements/regulations
- Relevant Australian Standards, technical specifications and manuals
- Documentation/authorisation processes and procedures
- Material safety data sheets
- Hazardous situations associated with workplace activities and ways of controlling the risks
REQUIRED KNOWLEDGE AND SKILLS

involved

- Relevant records procedures
- Emergency procedures manuals
- Operational equipment manuals and operating instructions

Required skills:

- Communicate effectively with others when inspecting safeworking procedures and infrastructure
- Read and interpret instructions, procedures, information and signs relevant to the inspection of safeworking procedures and infrastructure
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the inspection of safeworking procedures and infrastructure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when inspecting safeworking procedures and infrastructure
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when inspecting safeworking procedures and infrastructure in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when inspecting safeworking procedures and infrastructure
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in situations and equipment in accordance with standard operating procedures
- Identify, select and use relevant office equipment required when inspecting safeworking procedures and infrastructure
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• in all relevant weather conditions

Work may be conducted in: • restricted spaces or exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, materials and vehicles

Conditions under which examination is undertaken may include: • full range of weather conditions
• full range of light conditions
• typical running temperatures of trains

Infrastructure to be inspected may include: • telephones
• catchpoints
• scotchblocks
• rigid levers
• Annett keys
• trackwork and perway signs
• signals and marker plates
• station limit and station indicator boards
• warning bells, boomgates, flashlights, level crossing signage
• safeworking instruments

Facilities to be inspected may include: • train order and pilot key sheds
• signal cabins/boxes

Relevant workers may include: • workplace personnel
• contractors

Communication equipment may include: • two-way radios
• computers
• telephones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: • company procedures
• enterprise procedures
• organisational procedures
• established procedures

Safety and protective equipment may include: • high visibility clothing
• hearing protection
• gloves
• sunscreen
RANGE STATEMENT

- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- working timetables
- track layouts
- signalling diagrams
- written advice
- inspection schedules
- reports
- maintenance notices, records and requests
- relevant Australian Standards
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB4071A Install and maintain pole mounted switches and transformers

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to install and maintain pole mounted switches and transformers in accordance with safeworking and regulatory requirements and workplace procedures, including planning the installation and maintenance, preparing the worksite, installing switches and transformers in accordance with workplace specifications, maintaining switches and transformers, and completing all work in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfill the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the installation and maintenance of pole mounted switches and transformers as part of workplace activities across a variety of operational contexts within the Australian rail system.

Persons working on energised overhead or underground systems or electrical equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent to carry out the work involved.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan installation and maintenance | 1.1 Works order is analysed and confirmed, if necessary by site inspection  
1.2 Resources required for the job are identified and scheduled according to organisation procedures  
1.3 Switch equipment and transformer is transported to the worksite  
1.4 Liaison and communication issues are resolved according to organisation negotiation procedures |
| 2 Prepare the worksite | 2.1 Work plan and resources required are confirmed/checked at the work-site  
2.2 Personnel participating in the activity, including plant operators and contractors, are fully briefed  
2.3 Road signs, barriers and warning devices are positioned to ensure a safe worksite  
2.4 Safeworking practices are observed on or about the running track/line  
2.5 Work-site is laid out in accordance with the work plan so as to ensure a minimum of waste and rework  
2.6 Systems/circuits are isolated as required, proved safe to work on in accordance with works order, and electrical permits are received/accepted/returned |
| 3 Install switches and transformers | 3.1 Switch equipment, transformers and earthing systems are installed and connected  
3.2 Transformer is tested and voltage output adjusted  
3.3 Visual inspection is carried out to confirm that equipment/apparatus is in a safe condition to test and/or commission  
3.4 Commission is carried out according to works order/plan |
| 4 Maintain switches and transformers | 4.1 Maintenance requirement is confirmed by detailed diagnosis at site  
4.2 Maintenance, including removal, repair, replacement and reinstatement, is carried out in accordance with the works order and the condition of equipment |
| 5 Complete the work | 5.1 Worksite is rehabilitated  
5.2 Appropriate authority is notified on completion of work  
5.3 Records and documentation for updating system data are completed |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the installation and maintenance of pole mounted switches and transformers
- Problems that may occur during the installation and maintenance of pole mounted switches and transformers
- Hazards that may exist when installing and maintaining pole mounted switches and transformers
- Switching or de-energising procedures and maintenance operations
- Characteristics, capabilities and uses of types of equipment included in the range of variables
- Visual inspection procedures
- Distribution system earthing procedures
- Relevant organisation and commercial publications, including construction manuals and technical instructions as they relate to the installation and maintenance of electrical equipment
- The responsibilities and rights of other authorities, clients and landowners
- Statutory/organisation traffic control requirements, rigging regulations and guidance signals for plan operations
- Live line working techniques and equipment
- Relevant electrical/electronic theory and principles
- Relevant recording and documentation procedures
- Relevant sections of Australian Standards AS 4292 and AS 3000

Required skills:

- Communicate effectively with others when installing and maintaining pole mounted switches and transformers
- Read and interpret instructions, procedures, information, technical data, manuals and drawings relevant to the installation and maintenance of pole mounted switches and transformers
- Interpret and follow operational instructions and prioritise work
- Communicate plans, intentions and safety criteria to others
- Complete documentation related to the installation and maintenance of pole mounted switches and transformers
- Operate electronic communication equipment to required protocol
Required skills:

- Perform calculations required for installation procedures
- Work collaboratively with others when installing and maintaining pole mounted switches and transformers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and maintaining pole mounted switches and transformers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use hand and power tools and equipment
- Select and use test equipment and testing techniques
- Apply appropriate repair/testing practices and procedures
- Rig/sling loads for lifting
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
RANGE STATEMENT

Switchgear covered by the unit may include:
- movements of equipment, materials and vehicles
- sectionalisers
- dropout fuses
- disconnectors
- isolators
- air break switches
- links
- fuses
- fuse switches
- circuit-breakers

Electrical apparatus may include:
- transformers
- surge diverters
- earthing systems

Liaison may involve:
- personnel
- plant
- equipment
- transport

Communication equipment may include:
- two-way radios
- computers
- telephones

Installation and maintenance work may be performed with:
- the system energised, subject to the organisation's procedures including those for the use of live line working techniques and equipment

Maintenance may include:
- the removal, repair and replacement of switching equipment and transformers including the repair, replacement and cleaning of associated hardware

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of company procedures
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- works orders, including drawings, plans, materials and resource lists
- equipment/operational management information
- technical and engineering instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB4076A Inspect and prepare a heritage motive power unit

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to inspect and prepare a heritage motive power unit in accordance with workplace procedures and the requirements of relevant rail regulations and codes of practice. It includes the checking and preparing of the motive power unit, visually examining the motive power unit, conducting in-cab checks, and starting and positioning the motive power unit for service in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under some supervision, generally within a team environment.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Start heritage motive power unit | 1.1 Roster is checked and interpreted for day's train driving activities  
1.2 Allocation of motive power units is checked in conjunction with train controllers and roster clerk  
1.3 Motive power unit to be inspected and prepared is located in the yard  
1.4 Motive power unit is started in accordance with manufacturers instructions and any operating faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up  
1.5 In the case of safety, critical or serious equipment faults that cannot be readily rectified, the motive power unit is shut down, the faulty equipment isolated and tagged and the problem reported for rectification  
1.6 All instruments and gauges are observed and readings interpreted to confirm effective operation, including air and electrical. Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation  
1.7 Fluid levels are rechecked after starting and appropriate action taken if required  
1.8 Pre-departure checks are carried out to ensure heritage motive power unit is braking and powering effectively and is safe to move |
| 2 Prepare for motive power unit work activities | 2.1 Roster is checked and interpreted for day's train driving activities  
2.2 Allocation of motive power units is checked as per notices in conjunction with train controllers and roster clerk  
2.3 Trackside safety and basic electrification awareness procedures are followed while locating the allocated motive power unit in the yard  
2.4 Motive power unit inspection and preparation duties are identified and interpreted  
2.5 Train schedules and notices and other operational and regulatory documentation is accessed and interpreted in accordance with workplace procedures  
2.6 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional  
2.7 Required personal protective equipment is obtained for use during the day's train driving activities  
2.8 Motive power unit to be inspected and prepared is located in the yard |
| 3 Inspect and prepare | 3.1 Features, functions and location of motive power unit and |
### ELEMENT
motive power unit

### PERFORMANCE CRITERIA
associated equipment are identified

3.2 Log book is checked to confirm serviceability of unit

3.3 Preparation and safety checks are conducted, in accordance with OH&S and other workplace policies and procedures

3.4 Motive power unit, kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements

3.5 Availability of appropriate fuel, lubricating oils, water, coolant and sand quantities (where applicable) are checked against journey requirements and appropriate action is taken to replenish them if required

3.6 Relevant OH&S and regulatory requirements are followed

### Conduct in-cab checks

4.1 Motive power unit is checked in correct sequence and all equipment is confirmed to be operating to optimum requirements

4.2 Cab layout is checked and confirmed to meet operating requirements

4.3 Pre-departure mechanical checks are correctly performed and correct functioning of all equipment is confirmed as per workplace procedures and manufacturers operating requirements

4.4 Supervisory controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly

4.5 Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly

4.6 Seat, windows, blinds, air conditioners, heaters and other personal in-cab equipment are checked and adjusted for correct functionality, safety and comfort

4.7 Auxiliary equipment is checked and is confirmed to be operational in accordance with operating requirements

4.8 Fire extinguisher, emergency toolbox and other required equipment are checked to confirm that they are in position and meet operational requirements

### Complete documentation

5.1 All required documentation concerning the inspection of the motive power unit is completed in accordance with workplace procedures and regulatory requirements

5.2 Log book and other service records on the motive power unit are completed in accordance with workplace procedures and regulatory requirements

### Position motive power

6.1 Authority to move and position heritage motive power unit is
ELEMENT  

unit  

PERFORMANCE CRITERIA  

obtained and relevant personnel are advised of intention and procedures  

6.2 Motive power unit is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints  

6.3 Motive power unit is positioned in accordance with operational requirements and directions  

6.4 Motive power unit performance is monitored during operation in order to confirm effective operation or to identify defects  

6.5 Equipment defects are identified, reported, rectified and recorded or relevant personnel are advised for assistance  

6.6 Relevant OH&S and regulatory requirements are followed to ensure safety and to prevent injury and damage  

6.7 Train controller and other relevant personnel are advised that the motive power unit is secured in the required position and is ready for service  

Required Skills and Knowledge  

REQUIRED KNOWLEDGE AND SKILLS  

This describes the essential knowledge and skills and their level required for this unit.  

Required knowledge:  

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations  
- Relevant OH&S and environmental procedures and regulations  
- Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems  
- Visual inspection procedures for a heritage motive power unit  
- In-cab pre-operational checks for a heritage motive power unit  
- Start-up procedures for motive power units  
- Operating procedures for motive power units  
- Braking and safety system procedures for motive power units  
- Operating controls to start, accelerate, decelerate and stop a motive power unit  
- Procedures for adjusting controls to optimise the operation of a motive power unit  
- Procedures for managing and controlling hazardous situations when preparing and starting up a motive power unit
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for starting and operating auxiliary systems on a motive power unit
- Procedures for checking fuel and fluid levels and carrying out lubrication processes on a motive power unit
- External features of a motive power unit that must be checked during a pre-operational visual inspection
- Procedures for minor maintenance including cleaning, brake shoe/pad replacement and sand box requirements
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on a motive power unit and related action that should be taken
- Requirements for completing relevant documentation when inspecting and preparing a heritage motive power unit
- Procedures to be followed in the event of an emergency
- Functions of all supervisory indicators and controls and related checks for correct operation
- Communication equipment checks
- Lubrication requirements for a motive power unit
- Cleaning requirements for a motive power unit
- Functions of auxiliary systems on a motive power unit and related checks for correct operation
- Fuel tank capacity and range (where applicable)
- Procedures for raising and lowering a pantograph on electric motive power units
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when inspecting and preparing a heritage motive power unit
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation, start-up and positioning of a motive power unit
- Document outcomes of visual inspection of a motive power unit
- Complete documentation related to the preparation and positioning of a motive power unit
- Work collaboratively with others as part of a train crew
- Interpret and follow instructions and prioritise work
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

 environments

- Adapt to differences in motive power units and associated equipment and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Check and replenish fluids and carry out lubrication requirements on a motive power unit
- Conduct a visual inspection of a motive power units and associated equipment
- Prepare a motive power unit prior to service
- Position a motive power unit in readiness for service

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a
EVIDENCE GUIDE

registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Heritage motive power units may include all heritage motive power units in service within Australian rail systems and may include:
- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)

Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights
- lights
- hoses
- couplings
- destination boards (electric urban train services)
RANGE STATEMENT

- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- pantographs (in case of electric MPUs)
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

In-cab pre-operational checks will include:

- brake checks
- electro-pneumatic brake cut out test (for electric urban trains)
- driver's safety control test
- functionality checks of supervisory controls and indicators
- traction
- in-cab check of communication equipment (depending on type of MPU this may include radio, intercom, PA systems, passenger emergency intercom, passenger emergency systems, etc.)
- radio communication check with train controller
- seat
- windows and blinds
- air conditioners and heaters
- door locks
- fire extinguishers
- emergency toolbox
- passenger service resources

Electric heritage motive power unit start-up sequence will include:

- check that handbrake is on
- check log book
- switch batteries on
- switch auxiliary compressor on
- pantograph up
- close main circuit breaker
- observes and interpret gauges (electric and air)
- take appropriate action if gauge readings outside normal operation range
- recheck fluid levels
RANGE STATEMENT

Diesel motive power unit start-up sequence will include:
- start heritage motive power unit
- check log book
- check all fluid levels (including radiator, crankcase oil, water, compressor oil and governor oil) and take appropriate action if outside required levels
- battery switch on
- isolation switch to 'start'
- all circuit breakers on
- handbrake on
- observes and interpret gauges (electric and air)
- take appropriate action if gauge readings outside normal operation range
- recheck fluid levels
- start heritage motive power unit

Risk minimisation may require differentiating between faults, defects and deficiencies that:
- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:
- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Safety and personal protective equipment may include:
- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Positioning of heritage motive power unit may involve:
- operation of manual points
- operation of turntable
- coupling/uncoupling to other rolling stock

Information and documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- notices in drivers' notice board/box
- reference cards
- train driver roster sheet and/or table card
- operational instructions, policies and procedures:
  - emergency procedures manual
  - conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  B - Equipment Checking and Maintenance
TLIB4077A Inspect and prepare a heritage steam locomotive

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to inspect and prepare a heritage steam locomotive with relevant workplace practices, rail regulations and codes of practice. It includes the checking and preparation of a heritage steam locomotive, visually examining the locomotive, conducting in-cab checks, and moving and positioning the locomotive for service in accordance with workplace requirements. This unit replaces part of the previous unit TDTC1401A Prepare, operate, monitor and stable steam locomotive. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to inspect, prepare and position a steam locomotive as part of workplace activities across a variety of operational contexts in the Australian heritage rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Light fire and raise steam** | 1.1 Roster is checked and interpreted for day's train driving activities  
1.2 Allocation of locomotives is checked as per notices and in conjunction with train controllers and roster clerk  
1.3 Locomotive to be inspected and prepared is located in the yard  
1.4 Pre-light-up procedures applicable to the type of fire box are identified and followed to enable safe boiler operation  
1.5 Light-up procedures and safety practices are followed to build up steam within the boiler and to ensure 'smoking' is minimised  
1.6 Instruments and equipment are monitored to ensure safe and efficient operation as steam pressure is raised to operating level  
1.7 Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation |
| **2 Prepare for steam locomotive work activities** | 2.1 Roster is checked and interpreted for day's train driving activities  
2.2 Allocation of locomotives is checked as per notices and in conjunction with train controllers and roster clerk  
2.3 Trackside safety and basic electrification awareness procedures are followed while locating the allocated locomotive in the yard  
2.4 Locomotive inspection and preparation duties are identified and interpreted  
2.5 Train schedules and notices and other operational and regulatory documentation is accessed and interpreted  
2.6 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional  
2.7 Required personal protective equipment is obtained for use during the day's train driving activities  
2.8 Locomotive to be inspected and prepared is located in the yard |
| **3 Inspect and prepare locomotive** | 3.1 Features, functions and location of locomotive and associated equipment are identified  
3.2 Log book is checked to confirm serviceability of locomotive  
3.3 Preparation and safety checks are conducted, in accordance with OH&S and other workplace policies and procedures  
3.4 Locomotive, kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements  
3.5 Availability of appropriate fuel, lubricating oils, water and sand quantities (where applicable) are checked against journey requirements and appropriate action is taken to replenish them if necessary |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Conduct in-cab checks</td>
</tr>
<tr>
<td>3.6</td>
<td>Relevant OH&amp;S and regulatory requirements are followed</td>
</tr>
<tr>
<td>4.1</td>
<td>Locomotive is checked in correct sequence and all equipment is confirmed operating to optimum requirements</td>
</tr>
<tr>
<td>4.2</td>
<td>Cab layout is checked and confirmed to meet operating requirements</td>
</tr>
<tr>
<td>4.3</td>
<td>Pre-departure mechanical checks are correctly performed and correct functioning of all equipment is confirmed as per workplace procedures and operating requirements</td>
</tr>
<tr>
<td>4.4</td>
<td>Operational controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly</td>
</tr>
<tr>
<td>4.5</td>
<td>Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly</td>
</tr>
<tr>
<td>4.6</td>
<td>Auxiliary equipment is checked and is confirmed to be operational in accordance with operating requirements</td>
</tr>
<tr>
<td>4.7</td>
<td>Fire extinguisher, safety equipment, emergency toolbox and any other required equipment are checked to confirm they are in position and meet operational requirements</td>
</tr>
<tr>
<td>4.8</td>
<td>Pre-departure checks are carried out to ensure locomotive is braking and powering effectively and is safe to move</td>
</tr>
<tr>
<td>5</td>
<td>Complete documentation</td>
</tr>
<tr>
<td>5.1</td>
<td>All required documentation concerning the inspection, preparation and start up of the locomotive is completed in accordance with workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td>5.2</td>
<td>Log book and other service records on the locomotive are completed in accordance with workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td>6</td>
<td>Position motive power unit</td>
</tr>
<tr>
<td>6.1</td>
<td>Authority to move and position locomotive is obtained and relevant personnel are advised of intention and procedures</td>
</tr>
<tr>
<td>6.2</td>
<td>Locomotive is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints</td>
</tr>
<tr>
<td>6.3</td>
<td>Locomotive is positioned in accordance with operational requirements and directions</td>
</tr>
<tr>
<td>6.4</td>
<td>Locomotive performance is monitored during operation in order to confirm effective operation or to identify defects</td>
</tr>
<tr>
<td>6.5</td>
<td>Equipment defects are identified, rectified and recorded or relevant personnel are advised for assistance</td>
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<tr>
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<td>Relevant OH&amp;S and regulatory requirements are followed to ensure safety and to prevent injury and damage</td>
</tr>
</tbody>
</table>
ELEMENT  PERFORMANCE CRITERIA

6.7 Train controller and other relevant personnel are advised that the locomotive is secured in the required position and is ready for service

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Relevant OH&S and environmental procedures and regulations
- Locomotive controls, instruments and indicators and their purpose, location and use
- Inspection procedures for a heritage steam locomotive
- In-cab pre-operational checks for a heritage steam locomotive
- Procedures for lighting fire and raising steam on heritage steam locomotives
- Operating procedures for locomotives
- Braking and safety system procedures for steam locomotives
- Operating controls to start, accelerate, decelerate and stop a heritage steam locomotive
- Procedures for adjusting controls to optimise the operation of a heritage steam locomotive
- Procedures for managing and controlling hazardous situations when preparing and firing up a heritage steam locomotive
- Procedures for starting and operating auxiliary systems on a locomotive
- Procedures for checking fuel and fluid levels and carrying out lubrication processes on a locomotive
- Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
- External features of a steam locomotive that must be checked during a pre-operational visual inspection
- Procedures for minor maintenance including cleaning, brake shoe/pad replacement and sand box requirements
- Procedures for identifying equipment defects, assessing and reporting for appropriate action
- Typical defects that can occur on a steam locomotive and related action that should be taken
- Requirements for completing relevant documentation when inspecting and preparing a steam locomotive
REQUIRED KNOWLEDGE AND SKILLS

- Procedures to be followed in the event of an emergency
- Functions of all supervisory indicators and controls and related checks for correct operation
- Communication equipment checks and operating procedures
- Lubrication requirements for a heritage steam locomotive
- Cleaning requirements for a heritage steam locomotive
- Functions of auxiliary systems on a heritage steam locomotive and related checks for correct operation
- Fuel capacity and range (where applicable)
- Local procedures and operating requirements
- Procedures for operating communications equipment with required protocol

Required skills:

- Communicate effectively with others when inspecting and preparing a heritage steam locomotive
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation and positioning of a heritage steam locomotive
- Document outcomes of visual inspection of a heritage steam locomotive
- Complete documentation related to the preparation and positioning of a steam locomotive
- Work collaboratively with others as part of a train crew
- Interpret and follow instructions and prioritise work
- Identify and assess steam locomotive defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in steam locomotives and associated equipment and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Check and replenish fluids and carry out lubrication requirements on a steam locomotive
- Conduct an inspection of a steam locomotives and associated equipment
- Prepare a steam locomotive prior to service
- Light fire and raise steam on a steam locomotive
- Position a steam locomotive in readiness for service
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Heritage steam locomotives may include:
- any heritage steam locomotives in service within Australia

Equipment on a heritage steam locomotive may include:
- steam locomotive instrumentation (gauges)
- feed water controls
- boiler controls and safety devices
- braking systems
- driving and other operational controls
- communication systems
- warning equipment
- ancillary systems
- vigilance systems
- traction systems
- head and marker lights

Communications equipment may include:
- portable and fixed two way radio
- mobile phone

 Inspection of a heritage steam locomotive may include:
- lights
- hoses
- couplings
- brake equipment
- wheels
- seals
- sand and fuel
- glass windows and doors
- audible faults (e.g. hiss of escaping air or steam)
- visible faults (e.g. oil leaks, tears and cracks)

Pre-operational checks will include:
- brake checks
- driver's safety control test
- functionality checks of supervisory controls and indicators
- check of communication equipment (depending on type of locomotive, this may include radio, passenger emergency systems, etc.)
- radio communication check with train controller
- windows and blinds
- fire extinguishers
- emergency toolbox
RANGE STATEMENT

Auxiliary equipment may include:

- steam regulator
- cab sprinkler
- gauges
- generator
- sandboxes
- whistle
- steam turbine generator
- all ancillary valves
- hand brake
- injectors
- lubricators
- gauge glasses
- blower
- damper
- cylinder cocks
- mechanical stoker
- oil burning apparatus

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures

- standard operating procedures
- company procedures
- enterprise procedures
## RANGE STATEMENT

|**may be called:**| organisational procedures  
established procedures  
gloves  
sunscreen and sunglasses  
safety glasses  
insect repellent  
safety headwear and footwear  
two-way radios  
hand lamps  
flags  
safety devices  
audible indicators  
breathing equipment  
five extinguishers  
high visibility clothing  
hearing protection  
two-way radios  
hand lamps  
flags  
safety devices  
audible indicators  
breathing equipment  
five extinguishers  
high visibility clothing  
hearing protection|
|---|---|
|**Safety and personal protective equipment may include:**| gloves  
sunscreen and sunglasses  
safety glasses  
insect repellent  
safety headwear and footwear  
two-way radios  
hand lamps  
flags  
safety devices  
audible indicators  
breathing equipment  
five extinguishers  
high visibility clothing  
hearing protection  
two-way radios  
hand lamps  
flags  
safety devices  
audible indicators  
breathing equipment  
five extinguishers  
high visibility clothing  
hearing protection|
|**Positioning of steam locomotive may involve:**| operation of manual points  
operation of turntable  
coupling/uncoupling to other rolling stock  
two-way radios  
hand lamps  
flags  
safety devices  
audible indicators  
breathing equipment  
five extinguishers  
high visibility clothing  
hearing protection  
two-way radios  
hand lamps  
flags  
safety devices  
audible indicators  
breathing equipment  
five extinguishers  
high visibility clothing  
hearing protection|
|**Information and documents may include:**| applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines  
steam locomotive operational records and user log books  
maintenance notices, records and requests  
preparation sheets certificates and service dockets  
train running sheets  
time sheets  
roadworthy certificate  
operational instructions, policies and procedures, including: those related to preventing steam locomotives from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions  
documented details of the train including length and weight  
emergency procedures manual  
applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines|

**Applicable legislation, regulations and codes may include:**
RANGE STATEMENT

- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIB4078A Carry out a train roll-by inspection

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to carry out a train roll-by inspection in accordance with organisational policies and procedures, and relevant safeworking requirements.

Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This activity includes conducting a roll-by inspection of crossing/passing trains from the ground or on-train and reporting and/or actioning the inspection results.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Prepare for roll-by inspection

1.1 Appropriate documentation is read to confirm inspection requirements

1.2 Position is taken at the planned time to complete roll-by inspection without personal risk

1.3 Conditions are assessed and necessary actions are taken to ensure roll-by inspection will be effective

### 2 Conduct a roll-by inspection

2.1 Identification and status of train is confirmed with relevant personnel

2.2 Condition of rolling stock is observed and identified faults are noted

2.3 Communication is maintained with relevant personnel to ensure safe, efficient and complete roll-by inspection

2.4 Inspection is conducted in accordance with work health and safety (WHS)/occupational health and safety (OHS), network owner and/or organisational policies and procedures to prevent injury and damage

2.5 Faults requiring immediate action are noted and appropriate action is taken to stop train

### 3 Report and action roll-by inspection results

3.1 Appropriate personnel are informed of results of roll-by and any faults or defects requiring rectification

3.2 Inspection results are recorded, reported and/or filed as required, in accordance with organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Communication protocols
- Contingency management processes for unexpected situations that may arise when carrying out a roll-by inspection of a moving train
- Relevant Australian Standards
- Relevant information/documents such as:
  - dangerous goods documentation
  - mechanical condition advice forms
  - organisational procedures and instructions, and job specifications
  - out-of-gauge documents
  - wagon cards
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations
- Relevant sections of the Australian Dangerous Goods (ADG) Code and regulations
- Relevant standard operating procedures
- Types of roll-by inspection of a moving train

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when carrying out a roll-by inspection of a moving train
- Identify safe position for person conducting roll-by inspection
- Implement contingency plans for unexpected situations that may occur when carrying out a roll-by inspection of a moving train
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work collaboratively with others when carrying out a roll-by inspection of a moving train
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Locations for roll-by inspections may include:
- crossing loops
- main line
- sidings
- stations
- terminals
- yards

Conditions may include:
- adverse weather conditions
- dust
- limited access
- terrain
- time of day
- train movements
- vehicle movements

Appropriate personnel may include:
- ground support
- network control
- operational staff
- track workers
- train crew

Condition of rolling stock and load may include:
- air and electrical connections
- bearings
- brake equipment
- dangerous goods condition
- draw gear
- end of train markers/monitors
- lights (carriage, marker, tail, etc.)
- load condition (shifted, damaged, leaks, etc.)
- locking and securing devices
- loose or trailing items (chains, ropes, pins etc.)
- out-of-gauge conditions
- wheels and bogies

Safety and protective equipment may include:
- gloves
- hand lamps
- hearing protection
- high visibility clothing
- insect repellent
- portable radios
- safety:
- footwear
- glasses
- headwear
- sunscreen

Organisational procedures may include:
- company procedures
- enterprise procedures
- established procedures
- workplace procedures

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB4079A Conduct a general train examination

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to conduct a general train examination in accordance with organisational procedures and the requirements of relevant safeworking regulations and codes of practice.
Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit includes preparing for the examination, undertaking a general train examination including rolling stock integrity, components and loading, and reporting the examination results.
This unit applies to train drivers required to conduct a general train examination.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

#### 1 Prepare for a general train examination

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Location of examination and information about items to be examined are obtained and activities are planned</td>
</tr>
<tr>
<td>1.2</td>
<td>Materials, documentation and equipment required for the examination are identified, obtained and prepared for use</td>
</tr>
<tr>
<td>1.3</td>
<td>Examination is started at planned time and location to minimise delays to train availability</td>
</tr>
<tr>
<td>1.4</td>
<td>Train identification and status is confirmed and required actions are taken to ensure train remains safe for duration of examination</td>
</tr>
<tr>
<td>1.5</td>
<td>Individual responsibilities required to complete examination are agreed with relevant personnel</td>
</tr>
<tr>
<td>1.6</td>
<td>Conditions are assessed and necessary actions are taken to ensure examination is effective</td>
</tr>
</tbody>
</table>

#### 2 Undertake general train examination

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Examination is undertaken in accordance with organisational procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>Communication is maintained with relevant personnel to ensure safe, efficient and complete examination</td>
</tr>
<tr>
<td>2.3</td>
<td>Condition of rolling stock, couplings and, if applicable, load are examined and dimensions are confirmed appropriate to wagon type and gauge outline requirements</td>
</tr>
<tr>
<td>2.4</td>
<td>Irregularities and, if applicable, load contamination are identified and appropriate action is taken in accordance with organisational and/or network owner policies and procedures</td>
</tr>
<tr>
<td>2.5</td>
<td>Obvious wagon or carriage faults and their locations are reported in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>2.6</td>
<td>Apparent problems are investigated further and corrected where possible</td>
</tr>
</tbody>
</table>

#### 3 Report examination results

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Conditions requiring urgent action are reported in accordance with organisational policies and procedures, and appropriate action is taken to initiate immediate response</td>
</tr>
<tr>
<td>3.2</td>
<td>Relevant personnel are informed of any remedial or other action required prior to completion of examination</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Communication protocols related to the examination of a stationary train
- Contingency management processes
- Emergency procedures
- Guidelines relating to equipment capability and limitations
- Organisational policies and procedures for conducting a general train examination
- Relevant Australian Standards
- Relevant commonwealth and state/territory environmental protection regulations
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and regulations including codes of practice for manual handling
- Standards and specifications for all items requiring examination

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to conducting a general train examination
- Report and/or rectify any identified problems, faults or malfunctions identified during a general train inspection in accordance with regulatory requirements and organisational procedures
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Locations for examination may include:
- sidings
- terminals
- yard

Information may include:
- brake test certification
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- consist forms
- dangerous goods manifest
- driver’s advice (train load)
- equipment operations manuals
- inspection reports
- legislated rail safety requirements including state/territory Acts and regulations, and nationally approved compliance codes and/or guidelines
- load and weight records
- mechanical condition advice forms
- organisational procedures and instructions, and job specifications
- out-of-gauge documents
- repair cards and books
- transport instructions
- wagon cards

Items to be examined may include:
- air and electrical connections
- bearings
- bogie and associated equipment
- brake equipment
- coupler connections and associated equipment
- doors and or/ hatches
- draw gear
- frame or superstructure
- load condition (damage, leaks etc.)
- load securing devices (chains, ropes, pins etc.)
- locking and securing devices
- out-of-gauge conditions
- steps, handrails and handbrakes
- trailing items (ropes, hoses etc.)
- wheels and axles

Documentation may include:
- brake test certification
include:
- consignment cards
- dangerous goods documentation
- defect cards
- inspection reports
- load and weight records
- organisational procedures and instructions
- out of gauge documentation
- timetables
- train consist

Relevant safety equipment may include:
- derailers
- flags
- lighting
- isolation lockout protection process equipment
- personal safety tag
- signals
- warning signs

Relevant equipment may include:
- appropriate tools
- end of train marker or monitor
- job specific personal protective equipment
- portable radio
- road vehicle
- torch/hand lamp

Relevant personnel may include:
- additional train examiners
- customers
- maintenance personnel
- train controllers
- train crews
- other operational personnel

Personal protective equipment may include:
- gloves
- hearing protection
- high visibility clothing
- insect repellent
- safety:
- footwear
- glasses
- headwear
- sunglasses
- sunscreen

Organisational procedures may include:
- company procedures
- enterprise procedures
- established procedures
• workplace procedures

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB4080A Identify, diagnose and rectify minor faults on motive power units and rolling stock

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to identify, diagnose and rectify minor faults in accordance with workplace requirements, including identifying repair requirements, conducting minor repairs, checking and reporting minor repairs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with organisational procedures and the regulations and safeworking codes of practice relevant to fault diagnosis and rectification. Work involves the application of routine minor fault diagnosis and rectification procedures to maintain the safety and operation of motive power units and rolling stock across a variety of operational rail transport contexts.

Licensing/Regulatory Information
Refer to the Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify faults, defects and deficiencies
   1.1 Operational capability of rolling stock and/or motive power unit ancillary equipment is evaluated
   1.2 Faulty or damaged components or equipment are identified and assessed
   1.3 Impact of faults on work requirements is identified and safe operating capabilities are evaluated
   1.4 Work areas and equipment are made safe for inspection

2 Conduct minor repairs
   2.1 Minor repairs are carried out in accordance with manufacturer specifications and organisational procedures
   2.2 Equipment, tools and required materials are operated, applied and handled in accordance with work health and safety (WHS)/occupational health and safety (OHS) requirements and manufacturer specifications to prevent injury and damage

3 Check and report minor repairs
   3.1 Minor repairs are checked for compliance with safety
   3.2 Equipment is checked to ensure it conforms to organisational standards
   3.3 Repairs are recorded in appropriate records or logbooks
   3.4 Operational capabilities are monitored and further evaluated
   3.5 Communication is maintained with relevant personnel
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Communication protocols
- Emergency procedures
- Isolation systems
- Operational requirement of rolling stock
- Relevant information/records may include:
  - award, enterprise bargaining agreement, other industrial arrangements
  - checklists and records for diagnosing and rectifying minor faults
  - data and document control procedures
  - precautions and procedures to be adopted to protect the environment when diagnosing and rectifying minor faults, defects and deficiencies
  - relevant regulations including state/territory safety codes of practice
  - tool/equipment manufacturer instructions, specifications and recommended procedures
  - workplace operational and technical instructions and procedures for diagnosing and rectifying minor faults, defect and deficiencies
- Relevant Australian Standards and certification requirements
- Relevant organisational standards
- Relevant state/territory environmental protection legislation
- Relevant state/territory regulations, codes of practice and safeworking system requirements
- Relevant WHS/OHS legislation, regulations, codes and procedures
- Tools and equipment used when diagnosing and rectifying minor faults, defects and deficiencies and the procedures and precautions for their care, use and storage
- Typical minor repair problems that can occur, and related action that should be taken
- Workplace component and material supply system
- Workplace documentation and record requirements
- Workplace procedures and policies for the diagnosis and repair of minor faults, defects and deficiencies

**Required skills:**

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when rectifying minor faults, defects and deficiencies
- Conduct risk assessment to identify hazards
- Implement contingency plans when diagnosing and rectifying minor faults, defects and deficiencies
• Make decisions based on evaluation of faults, defects and deficiencies and operational capabilities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Operate tools and equipment when identifying, diagnosing and rectifying minor faults, defects and deficiencies
• Read and interpret instructions, procedures, information and signs relevant to the identification, diagnosis and rectification of minor faults, defects and deficiencies
• Select and use required personal protective equipment conforming to industry and WHS/OHS standards
• Work collaboratively with others when identifying, diagnosing and rectifying minor faults, defects and deficiencies
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- carrying out checks of different types of motive power units and rolling stock
- identifying possible faults, defects and deficiencies, and appropriate remedial activities
- carrying out minor repairs correctly.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Minor repairs may include:
- broken or leaking brake and branch pipes
- changing brake blocks
- changing flexible air hoses/hosebags
- coupling systems, for example changing knuckles
- inspecting wheels and ancillary equipment in cabin or on rolling stock
- isolating equipment
- minor component change out
- safety systems

Safety equipment may include:
- communication equipment
- flags and hand lamps
- gloves, safety headwear, mask and footwear
- high visibility clothing
- insect repellent
- safety devices
- safety glasses and hearing protection
- sunscreen and sunglasses

Organisational procedures may include:
- company procedures
- enterprise procedures
- established or standard procedures
- workplace procedures

Contingency plans may include:
- emergency response plans
- instructions from infrastructure owner
- instructions from network controller
- personal injury

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB4081A Provision a motive power unit

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to provision a motive power unit prior to it entering service. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Activities for this unit include checking fuel, oil, water and sand levels, and replenishing them as required; restocking consumables; general housekeeping and completing documentation as required.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
</table>
| 1  Check and replenish fuel, oil, water and sand levels                | **1.1** Motive power unit is positioned and secured at required service point in accordance with organisational requirements  
**1.2** Fuel, oil, water and sand levels are checked following manufacturer and/or organisational procedures  
**1.3** Where indicated, fuel, oil, water and sand levels are replenished following manufacturer and/or organisational procedures  
**1.4** Equipment is used in accordance with manufacturer and/or organisational policies and procedures  
**1.5** Faults and/or deficiencies are identified and reported to relevant personnel |
| 2  Check and restock consumables                                        | **2.1** Consumables are checked for availability and serviceability  
**2.2** Replacement consumables are acquired in accordance with organisational policies and procedures  
**2.3** Faults and/or deficiencies are identified and reported to relevant personnel |
| 3  Carry out general housekeeping                                       | **3.1** Rubbish is removed and disposed of in accordance with organisational policies and procedures  
**3.2** Relevant areas of the motive power unit are cleaned in accordance with organisational policies and procedures  
**3.3** Cleaning materials are utilised in accordance with safety data sheets (SDS)/material safety data sheets (MSDS) and/or manufacturer instructions and organisational policies and procedures  
**3.4** Faults and/or deficiencies are identified are reported to relevant personnel  
**3.5** Documentation is completed in accordance with organisational policies and procedures |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Potential faults and/or deficiencies
- Relevant motive power unit terminology and layout
- Relevant safety, work health and safety (WHS)/occupational health and safety (OHS), and environmental procedures and regulations

Required skills:

- Communicate effectively with others
- Interpret and follow operational instructions
- Read and interpret instructions, procedures, information, signs, symbols and diagrams relating to provisioning a motive power unit
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Consumables may include:
- cleaning agents
- emergency equipment
- fire extinguisher
- first aid kit
- fuses
- hand towel
- light globes
- logbook
- potable water
- safeworking forms
- spare batteries
- toilet chemicals
- toilet paper
- tool box
- torches

Relevant areas of a motive power unit may include:
- cooking equipment
- fridge
- mirrors
- operator cab
- running boards
- side windows
- toilet
- vestibule
- windscreens
- wiper blades

Documentation may include:
- logbook
- service records

Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB4082A Set up motive power units in multi-coupled consist

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to set up one or more motive power units in multi-coupled consist in accordance with network owner and regulatory requirements. It includes motive power units in power or when being hauled dead or offline. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
These operations are conducted as part of operating motive power units and may be carried out by different personnel working within rail operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

1. **Prepare motive power units for coupling**
   1.1 Identification and location of motive power units to be coupled is confirmed
   1.2 Motive power units are marshalled into desired position and orientation to meet consist requirements in accordance with organisational policies and procedures

2. **Set up motive power units for multi-consist operation**
   2.1 Motive power units are coupled in accordance with manufacturer instructions and/or organisational procedures
   2.2 Relevant hose pipes and electrical connections are made in accordance with manufacturer instructions and/or organisational procedures
   2.3 Fuel lines are coupled as required in accordance with manufacturer instructions and/or organisational procedures
   2.4 As required, area is checked before pantographs are raised or lowered to ensure safety, in accordance with organisational procedures

3. **Set up in-cab controls for multi-consist operation**
   3.1 Motive power unit controls are set up for multi-consist operation in accordance with manufacturer and/or organisational policies and procedures
   3.2 Vigilance and safety controls are set-up as required to ensure they are functioning correctly in multi-consist operation
   3.3 Motive power unit equipment is set up or adjusted for multi-consist operation in accordance with manufacturer and/or organisational policies and procedures

4. **Perform post start up checks**
   4.1 Post start-up checks are carried out to ensure all motive power units are braking and powering effectively and are safe to move, in accordance with manufacturer and/or organisational policies and procedures
   4.2 Handbrakes on all motive power units are applied/released in accordance with manufacturer and/or organisational policies and procedures
   4.3 Pantographs are raised or lowered where required in accordance with manufacturer and organisational procedures
### 5 Haul dead motive power units

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Motive power unit controls are set up for being hauled dead in motive power unit consist or in-train in accordance with manufacturer and/or organisational policies and procedures</td>
</tr>
<tr>
<td>5.2</td>
<td>Vigilance and safety controls are set up as required to ensure they are functioning correctly when being hauled dead in motive power unit consist or in-train</td>
</tr>
<tr>
<td>5.3</td>
<td>Motive power unit equipment is set up or adjusted for being hauled dead in motive power unit consist or in-train in accordance with manufacturer and/or organisational policies and procedures</td>
</tr>
<tr>
<td>5.4</td>
<td>Handbrakes are applied and released in accordance with manufacturer and/or organisational policies and procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Auxiliary systems on a motive power unit and related checks for correct operation
- Braking and safety system procedures for motive power units
- Capacities, compatibilities and types of motive power units
- Defects that can occur on motive power units and related action that should be taken
- Electrical awareness
- External features of motive power units that must be checked during a visual inspection
- Functions of all supervisory indicators and controls, and related checks for correct operation
- Inspection procedures for motive power units
- Isolation systems
- Purpose and location of controls, monitoring devices, braking, power source and traction systems
- Relevant Australian Standards and related requirements
- Relevant environmental protection legislation, regulations, codes, policies and procedures
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant work health and safety (WHS)/occupational health and safety (OHS) legislation, regulations, codes, policies and procedures

**Required skills:**

- Adapt to differences in motive power units and associated equipment and procedures
- Communicate effectively with others in accordance with organisational protocols when inspecting, preparing and stabling a motive power unit
- Identify where systems isolation is required and implement isolation
- Modify activities depending on operational contingencies, risk situations and environments
- Read and interpret instructions, procedures, information and signs relevant to visually inspecting, preparing, starting up and stabling a motive power unit
- Work collaboratively with others inspecting and preparing a motive power unit
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Motive power units may include:
- diesel motive power units
- electric motive power units
- railcars

Motive power unit controls may include:
- battery isolation switch
- brake equipment and isolation valves
- circuit breakers
- dead engine device
- driver safety systems
- knife switches
- multi-unit switch
- pantograph equipment
- reverser handle
- throttle

Motive power unit equipment may include:
- air conditioner
- blinds/curtains
- exterior lighting
- heaters
- interior lighting
- jumper cable
- windows

Appropriate personnel may include:
- depot/yard supervisor
- ground support crew
- maintenance personnel
- train controllers and signallers

Safety and personal protective equipment may include:
- communication equipment
- gloves
- hand lamps
- hearing protection
- high visibility clothing
- insect repellent
- safety:
  - devices
  - footwear
  - glasses
  - headwear
- sunscreen and sunglasses
Unit Sector(s)
Not applicable.

Competency Field
B – Equipment Checking and Maintenance
TLIB5010A Plan and implement maintenance schedules

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan and implement maintenance schedules in accordance with relevant regulatory requirements and workplace procedures. This includes establishing maintenance requirements, organising maintenance activities, organising resources, and completing all required procedures and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice, including the ADG Code.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Establish maintenance requirements** | 1.1 Equipment specifications, service requirements and workplace procedures are checked for recommended maintenance intervals and processes  
1.2 Special requirements for maintenance of storage zones are identified  
1.3 Comparisons with previous experience, future equipment use, work requirements and standard operating procedures are made to inform the planning process  
1.4 Work plan and work schedule are developed  
1.5 Contractors and/or maintenance providers (internal/external) are identified  
1.6 Costings for process are identified based on work schedule (equipment/staff off-line), equipment manufacturers recommendations, charges for materials, equipment and consumables and external/internal labour charges  
1.7 Required interruptions, processes and procedures are documented and recorded  
1.8 Clearances for any required costs for maintenance are obtained |
| **2 Organise maintenance activities** | 2.1 Work schedules and staff rosters are checked to identify times when the maintenance process may be scheduled including optimum timing for any shut down  
2.2 Permission from supervisory personnel is obtained for timing of maintenance to optimise the maintenance process and work  
2.3 Detailed work plans are developed to accord with work schedules, availability of expertise and the resource availability  
2.4 Employees with the required competencies are identified and where necessary appropriate training and assessment is facilitated  
2.5 Approvals for work schedule, employee work pattern and maintenance schedule adjustments are obtained and work plan is refined to ensure the maintenance program will maintain workplace outputs in terms of workplace policy |
| **3 Organise resources** | 3.1 Required equipment, personnel and consumables are allocated in accordance with workplace procedures  
3.2 Consumables, equipment and expertise are located and coordinated to meet maintenance work schedule  
3.3 Externally sourced equipment, consumables and expertise are identified and appropriate arrangements made for procurement |
| **4 Complete maintenance procedures** | 4.1 Completed work is checked against the maintenance schedule and the work plan  
4.2 Records of work are completed and forwarded to appropriate |
ELEMENT PERFORMANCE CRITERIA
personnel noting areas where additional maintenance is required to maintain optimum work output and equipment life

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and international regulations, codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for identification and interpretation of maintenance requirements
- Procedures for identification and evaluation of information needed to plan and implement maintenance schedules
- Procedures for reviewing system options for maintenance operations including appropriate risk analysis
- Procedures for liaising with manufacturers and suppliers
- Procedures establishing and/or monitoring suitable maintenance systems
- Focus of operation of maintenance systems, resources, management and workplace operating systems
- Characteristics and capabilities of equipment, materials and processes used
- Relative features and risks of various maintenance systems, their applications and processes, and issues involved in their use
- Quality and customer service standards, policies and procedures
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Coaching and mentoring approaches to support team members to share knowledge and skills
- Relevant workplace documentation procedures
- Contacts and sources of information/documentation needed when planning and implementing maintenance systems
- Procedures for operating electronic communications equipment

Required skills:
Required skills:

- Communicate effectively with others when planning and implementing maintenance schedules
- Read and interpret instructions, procedures, information and signs relevant to the planning and implementing of maintenance schedules
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and implementing of maintenance schedules
- Work collaboratively with others in the planning and implementing of maintenance schedules
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment in accordance with standard operating procedures
- Ensure the servicing of equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken in:
- various work environments in the warehousing, storage, transport and distribution industries

Customers may be:
- internal or external

Operations may be conducted:
- by day or night

The workplace environment may involve:
- twenty-four hour operation
- single- and multi-site location
- large, medium and small workplaces

Work systems may include:
- preventative and remedial maintenance schedules, protocols and procedures
RANGE STATEMENT

- faulty equipment tagging and repair/replacement systems
- equipment inventory and identification systems
- communications equipment
- workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Consultative processes may involve:
- employees, supervisors and managers
- equipment manufacturers and suppliers
- contractors
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- Australian and international codes of practice and regulations relevant to equipment maintenance
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG Code
- workplace operating procedures, maintenance schedules and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- statistical information on equipment malfunctions, maintenance and repairs
- relevant Australian standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance and customer service standards and
RANGE STATEMENT

- procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- regulations and codes of practice related to equipment maintenance
- Australian and international regulations and codes of practice for the handling, storage and transfer of dangerous goods and hazardous substances
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field B - Equipment Checking and Maintenance
TLIC0073A Conduct tram/light rail track cleaning operations

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to conduct tram/light rail track cleaning operations in accordance with approved standards, safeworking and regulatory requirements and organisational procedures. It includes preparing vehicle for operations, operating cleaning vehicle, cleaning rail track and points, disposing of waste and completing all required documentation. Licensing or certification requirements are applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including state acts and regulations together with any nationally approved compliance codes and/or guidelines. Operators must hold a medium-rigid vehicle licence.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

| 1  | Prepare for operations | 1.1 Vehicle logbook is checked in accordance with organisational requirements  
  |  | 1.2 Pre-operational vehicle checks are conducted  
  |  | 1.3 Any identified faults or defects are recorded in accordance with organisational requirements  
  |  | 1.4 Worn brushes are replaced  
  | 2  | Operate cleaning vehicle on track | 2.1 Vehicle is driven to cleaning location and hazard warning equipment is operated in accordance with organisational policies and procedures  
  |  | 2.2 Fleet operations are notified when on site and ready to begin cleaning operations  
  |  | 2.3 Vehicle is correctly aligned with the track and trolley is lowered in accordance with organisational and/or manufactures requirements  
  |  | 2.5 Brushes are switched on for operation in accordance with organisational requirements  
  |  | 2.6 Vehicle is driven along the track and brushes are monitored for effective operation  
  | 3  | Operate cleaning vehicle to clean points | 3.1 Correct alignment of points is verified before starting cleaning operations  
  |  | 3.2 At least 25 metres of track prior to automatic points are cleaned in accordance with organisational policies and procedures  
  |  | 3.3 Visual contact with assistant is maintained at all times when cleaning points  
  |  | 3.4 Cleaning vehicle is driven through points and, when points have been changed, reversed back through the points  
  | 4  | Dispose of waste | 4.1 Collected waste is disposed of in accordance with organisational policies and procedures  
  |  | 4.2 Waste collection container and surrounding area of the vehicle is cleaned  
  | 5  | Complete documentation | 5.1 Documentation is completed in accordance with organisational requirements |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Documentation and recordkeeping requirements
- Hazards that may exist during cleaning of rail and points, and ways of controlling the risks involved
- Problems that may occur during cleaning rail and points, and action that can be taken to report or resolve the problems
- Relevant communication systems and procedures
- Relevant safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Workplace procedures for the cleaning of rail and points

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when cleaning rail and points
- Complete documentation related to cleaning rail and points
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions and manuals relevant to cleaning rail and points
- Report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning rail and points in accordance with regulatory requirements and workplace procedures
- Select and use required personal protective equipment
- Work collaboratively with others cleaning rail and points
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - completing pre-work checks correctly
  - correctly replacing brushes
  - correct operation when positioning the cleaning vehicle
  - cleaning straight track and points to required standards
  - cleaning out waste collection container

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- Access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazard warning equipment may include:
- rotating lights
- flashing arrow boards
- reversing beepers
- reversing cameras
- signage

Communication equipment systems may include:
- two-way radios
- mobile phones
- agreed audible or hand signal

Depending on the work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- safety devices

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- two-way radio/mobile phone operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including state acts and regulations together with any nationally approved compliance codes and/or guidelines
- relevant road regulations including state acts and regulations together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S and environmental protection legislation
Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC0079A Operate a motive power unit within defined limits

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a motive power unit within defined limits in accordance with relevant workplace practices, rail regulations and codes of practice. It includes operating the controls of the motive power unit and monitoring its performance. It also includes working collaboratively with other train crew and relevant personnel.

Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Defined limits are considered to be yards, terminals or sidings.
This unit is not intended to be used as a qualification for the operation of a motive power unit on a main line.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Operate motive power unit</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Motive power unit is operated at low speed within the defined limits of operation</td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Motive power unit handling techniques are interpreted and applied to eliminate or minimise risk of injury to personnel or damage to equipment and/or rolling stock</td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>Acceleration and braking techniques are applied safely to take into account track, road and weather conditions within the defined limits of operation</td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>Motive power unit is moved in a way that ensures all rolling stock is positioned safely in accordance with relevant codes of practice, yard or siding operating systems and related requirements</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Work collaboratively with relevant personnel</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Safe operation of the motive power unit is maintained in collaboration with other relevant workplace personnel in accordance with operational requirements of the defined limits</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Communicate with other personnel</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Constant communication is maintained with other relevant personnel when operating a motive power unit within the defined limits in accordance with organisational procedures and regulatory requirements</td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td>Other relevant personnel are advised of any changed/degraded conditions and/or emergency situations that may arise when operating a motive power unit within defined limits</td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>Directions provided by relevant personnel to the limited operation of the motive power unit are interpreted and applied to driving activities in accordance with workplace procedures and applicable regulatory requirements</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Follow all applicable rail regulatory requirements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Rail regulatory requirements applicable to operating a motive power unit within the defined limits of the track or road concerned are accessed, interpreted, clarified where necessary and applied</td>
<td></td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Local procedures and operating requirements
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Personal protective equipment required when operating a motive power unit within the defined limits and procedures for its use
- Procedures for managing safety and hazardous situations that may arise when operating and monitoring a motive power unit within the defined limits
- Procedures for operating and monitoring a motive power unit within defined limits
- Procedures for operating and monitoring ancillary equipment on a motive power unit
- Procedures for operating electronic communications equipment within required protocol
- Procedures to be followed in an emergency when operating a motive power unit within the defined limits
- Relevant rail safety, OH&S and environmental procedures and regulations
- Requirements for communicating and working collaboratively with other relevant personnel
- Speed and load limits for a motive power unit within the defined limits

Required skills:

- Adapt to differences in motive power units and associated equipment and procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a motive power unit within the defined limits
- Communicate effectively with others when operating and monitoring a motive power unit within the defined limits
- Identify and assess motive power unit defects and deficiencies, and take appropriate action to report, isolate, repair or replace any identified defective equipment in accordance with workplace procedures
- Modify activities depending on operational contingencies, risk situations and environments
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to operating and monitoring a motive power unit within the defined limits
- Select and use required personal protective clothing and equipment, conforming to industry and OH&S standards
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

### Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Motive power units may include all motive power units in service within Australian rail systems and may include:

- diesel locomotives
- electric locomotives
- railcars

Defined limits may include:

- yards
- terminals
- private sidings

Motive power equipment may include:

- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required)
- isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation, concerned organisational procedures may be known as:

- standard operating procedures
- company procedures
- enterprise procedures
- workplace procedures
- established procedures
Safety and personal protective equipment may include:

- gloves
- sunscreen
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- mobile phones
- hand lamps
- safety devices
- audible indicators
- high visibility clothing
- hearing protection

Information and documents may include:

- motive power unit operational records and user logbooks
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- legislated rail safety requirements including Acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C – Vehicle Operation
TLIC0083A Access rail track to travel track vehicle under a proceed authority

Modification History
Release 1 - New unit of competency
This unit replaces and is equivalent to TLIC3055A Access rail track to travel track vehicle under occupancy authority.

Unit Descriptor
This unit involves the skills and knowledge required to safely access the rail track to travel track machines under an Occupancy Authority in accordance with Access Provider, legislative and regulatory requirements.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including Acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines.
The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection.
All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

1 **Access rail track**

   1.1 Permission to occupy rail track is requested from network control officer

   1.2 Permission to occupy rail track is documented in accordance with occupancy authority requirements

   1.3 Appropriate personal protective equipment (PPE) is used conforming to Access Provider requirements

   1.4 Limits of travel are determined and agreed with network control officer

   1.5 Where applicable, points are manually operated to gain access to the track as authorised by network control officer

   1.6 Awareness is maintained to identify local conditions and any changed circumstances

   1.7 Communication with network control officer is maintained using communication rules and procedures

2 **Travel track vehicle on track**

   2.1 Speed limit is observed for type and classification of track vehicle and type of track

   2.2 Speed is varied to meet local conditions

   2.3 Permission is obtained to pass signals at STOP in accordance with workplace procedures

   2.4 Position of points are identified and, where applicable, operated to establish correct direction as authorised by network control officer

   2.5 Signals are identified and obeyed

   2.6 Level crossing protection equipment is operated for the safe passage of track vehicle/s in accordance with workplace procedures

   2.7 Where fitted, vigilance unit is operated in accordance with workplace procedures

   2.8 Unsafe situations and/or emergencies are identified, and appropriate action is taken in accordance with workplace procedures

3 **Remove track vehicle from track**

   3.1 Network control officer is informed when track vehicle is off and clear of track

   3.2 Occupancy Authority is correctly cancelled or fulfilled
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols in the event of identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures for working around electrical infrastructure
- Access Providers and organisational policies, procedures and protocols
- Operational communication protocols and systems
- Rail terminology as defined by the applicable Access Provider
- Recognition of points, signals and location features

Required skills:

- Communicate effectively with individuals and work groups
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Use appropriate PPE conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - demonstrating requesting and documenting permission to occupy track
  - explaining how to determine limits of travel
  - conducting a safety assessment
  - demonstrating observing speed limit appropriate for type of vehicle, type of track and local conditions
  - explaining and demonstrating passing signals in accordance with rules and procedures
  - demonstrating how to identify position of points and their correct operation
  - identifying signals
  - demonstrating operation of a vigilance unit
  - identifying appropriate response to typical unsafe situations and/or emergencies
  - demonstrating cancellation or fulfilment of an occupancy authority using appropriate procedures and documentation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and
  - in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology will be:
- as defined by the applicable track safeworking system and operating procedures

Work may occur:
- by day or night, under varied weather conditions and situations

Safety assessment will be:
- as defined within the workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching rail traffic
  - changed local conditions

Network control officer may be:
- network controller
- train controller
- area controller
- signaller

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand and audible signals
- radios
- telephones/mobile phones
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals
- demarcation barriers
- lights and flags
- electronic devices
Information and documents may include:

- signage
- workplace procedures, policies and work instructions
- emergency plan
- pre-work briefing

Types of track protection may include:

- lookout
- track occupancy authority (TOA)
- track work authority (TWA)
- local possession authority (LPA)
- absolute signal blocking (ASB)

Limits of protection may include:

- signals
- signs
- block point

Type of vehicle may include:

- road/rail
- track vehicles

Varied conditions may include:

- gradients
- line of sight
- weather
- condition of rail
- multiple rail traffic crews
- multiple vehicles

Alterations to occupancy authority may include:

- extending time
- reducing time

Unit Sector(s)

Not applicable.

Competency Field

C – Vehicle Operation
TLIC0084A Access rail track to travel track vehicles under manual block working conditions

Modification History
Release 1 - New unit of competency
This unit replaces and is equivalent to TLIC3056A Access rail track to travel track vehicle/s under block working conditions.

Unit Descriptor
This unit involves the skills and knowledge required to travel a track vehicle or convoy of track vehicles under Manual Block Working conditions in accordance with Access Provider, legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including Acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection. All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Plan for travel movements

1.1 Travel requirements are established and application for approval is initiated

1.2 Movements are confirmed with network control officer prior to travel

1.3 Pre-start briefing is conducted with track vehicle operators to clarify travel movements and their responsibilities in accordance with advertised approval and workplace procedures, as applicable

2 Access track

2.1 Permission to occupy track is requested from network control officer

2.2 Appropriate personal protective equipment (PPE) is used in accordance with Access Provider requirements

2.3 Limits of travel are identified and protection of the route by network control officer is confirmed

2.4 Stand alone signalling control equipment is identified and, where required, points are operated to gain access to the track as authorised by network control officer

2.5 Any changed local conditions are identified

2.6 Communications with network control officer is maintained using appropriate communication protocols and systems in accordance with access providers and workplace procedures

3 Travel track vehicle/s on track to worksite

3.1 Communication protocols and systems are used to coordinate the convoy when applicable

3.2 Speed limit is maintained for type of vehicle/s and track conditions

3.3 Speed limit is varied to meet local conditions

3.4 Permission is obtained to pass signals at STOP in accordance with workplace procedures

3.5 Track vehicle is managed so as to be able to stop short of other track vehicles or obstruction on track

3.6 Stand alone signalling control equipment is identified and, where required, points are operated to establish correct direction as authorised by network control officer

3.7 Signals are identified and obeyed

3.8 When necessary, level crossing protection equipment is operated for the safe passage of track vehicle/s in accordance with workplace procedures

3.9 Unsafe situations and/or emergencies are identified and
appropriate action is taken in accordance with workplace procedures

4 Clear limit of travel

4.1 Network control officer is informed when track vehicle/s has arrived and is clear of limit of travel

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider and organisational policies, procedures and protocols
- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures for working around electrical infrastructure
- Operational communication protocols and systems
- Rail terminology as defined by the applicable Access Provider
- Recognition of points, signals and location features

Required skills:

- Communicate effectively with individuals and work groups
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Use appropriate PPE conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - planning travel movements and identifying limits of travel
  - conducting a safety assessment
  - demonstrating correct movement observing speed limit appropriate for type of vehicle, track and local conditions
  - demonstrating operation of level crossing equipment in accordance with workplace procedures
  - demonstrating communication with network control officer using appropriate protocols and communication systems
  - explaining appropriate response to unsafe situations and/or emergencies

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
through activities in an appropriately simulated environment, and
in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology will be:
- as defined by the applicable track safeworking system and operating procedures

Work may occur:
- by day or night, under varied weather conditions and situations

Safety Assessment will be:
- as defined within the workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching rail traffic
  - speed of approaching rail traffic
  - position of safety
  - changed local conditions

Network control officer may be:
- network controller
- train controller
- area controller
- signaller

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand and audible signals
- radios
- telephones/mobile phones
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection
Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals
- demarcation barriers
- lights and flags
- electronic devices
- signage

Information and documents may include:
- workplace procedures, policies and work instructions
- worksite safety plan
- emergency plan
- pre-work briefing
- worksite protection plan

Limits of protection may include
- signals

Type of vehicle may include:
- track vehicles

Varied conditions may include:
- gradients
- line of sight
- weather
- condition of rail
- multiple rail traffic crews
- multiple vehicles

**Unit Sector(s)**
Not applicable.

**Competency Field**
C – Vehicle Operation
TLIC1013A Ride courier/delivery bicycle

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to ride a courier/delivery bicycle while safely carrying loads. This includes pre-operational checks of the bicycle; the systematic, safe and efficient control of all functions; and effective management of hazardous situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations/permit requirements of the relevant state/territory roads and traffic authority pertaining to the riding of the bicycle on public roads.

Work is generally performed with indirect supervision, and with limited accountability and responsibility for self in achieving the prescribed outcomes.

Driving involves the application of routine procedures to pick up and deliver products, documents and materials from and to customers across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Inspect bicycle for operational capability** | 1.1 Work area is checked to ensure that operational checks of bicycle may be conducted safely  
1.2 The bicycle is checked prior to operation in accordance with manufacturers safety checks, specifications and workplace procedures to ensure it is free from damage that may limit operational capability  
1.3 Component operation is tested in accordance with manufacturers specifications and workplace procedures  
1.4 Warning systems are all checked for operational effectiveness  
1.5 Air pressure and lubrication are checked against specifications  
1.6 Where required, appropriate products are used to maintain specified levels  
1.7 Faults are identified and assessments made of their potential effect on the operation of the bicycle for the required work operations, and are reported to the appropriate personnel for rectification  
1.8 Personal protective equipment is identified, worn and adjusted to meet recommended Australian Standards, legislative, regulatory or policy requirements |
| **2 Ride the bicycle** | 2.1 Road area is checked for hazards prior to and during journey(s)  
2.2 Bicycle is steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturers instructions and workplace policy  
2.3 Gears are managed to ensure efficiency and performance and to minimise gear damage and fatigue  
2.4 Hazards are identified and/or anticipated and avoided or controlled through defensive riding  
2.5 The bicycle is parked and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures  
2.6 The bicycle is securely loaded and manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads  
2.7 Any required signs or indicators are fixed to the bicycle |
| **3 Monitor traffic and road conditions** | 3.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
3.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities |
ELEMENT

4 Monitor and maintain bicycle performance

PERFORMANCE CRITERIA

4.1 Performance of bicycle operation is monitored during use
4.2 Defective or irregular performance or malfunctions are reported to the appropriate authority
4.3 Records are maintained/updated and information is processed in accordance with workplace procedures
4.4 Clear reference in any reports is made to any items which may affect the future efficient use and/or safety of the equipment

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Bicycle handling procedures
- Workplace operational instructions
- Procedures to be followed in the event of an emergency
- Pre-operational checks carried out on bicycle and related action
- Map reading and road navigation techniques
- Cycling hazards and related defensive riding techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a courier cyclist
- Requirements of courier work systems/operations and relevant equipment
- Procedures and policies concerning the identification, acceptance and carrying of dangerous/hazardous goods

Required skills:

- Communicate effectively with others when riding a commercial courier or delivery bicycle
- Read and interpret instructions, procedures, information and signs relevant to the riding of a commercial courier or delivery bicycle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the riding of a commercial courier or delivery bicycle
- Operate electronic communication equipment to required protocol
Required skills:

- Work collaboratively with others when riding a commercial courier or delivery bicycle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when riding a commercial courier or delivery bicycle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when riding a commercial courier or delivery bicycle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques when riding a commercial courier or delivery bicycle
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of bicycle and its equipment and take appropriate action if required
- Service bicycle in terms of maintenance schedule and standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot or base
- while at a customer's workplace or premises

Customers may be:

- internal or external
## RANGE STATEMENT

**Bicycle handling procedures may include:**
- steering and manoeuvring a bicycle
- accelerating and braking
- parking
- using defensive riding techniques

**Pre-operational checks may include:**
- visual check of bicycle for operational capability
- checks of tyre pressures
- checks of operation of lights
- checks of gearing, steering and brakes
- check of seat adjustment

**Minor routine repairs may include:**
- replacement of blown globes in bicycle lights
- changing tyres
- repairing tyre punctures

**Hazards may include:**
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise
- wet and iced roads
- oil on road
- animals and objects on road

**Personal protective equipment may include:**
- helmet
- sunglasses
- sun cream

**Hazardous or dangerous goods may include:**
- medical samples or supplies
- acids, alkalines or solvents

**Consultative processes may involve:**
- customers
- other employees and supervisors
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff
- local government authorities

**Factors that can cause traffic delays and diversions may include:**
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
RANGE STATEMENT

- road works
- building construction
- road closures for special events such as marches, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documentation may include:

- state/territory licence requirements relevant to courier cyclists
- state/territory road rules
- workplace instructions and procedures for courier cyclists including emergency procedures
- bicycle manufacturers instructions, specifications and recommended riding procedures including pre-operational checks of bicycle
- operations manuals including quality assurance procedures
- induction documentation
- competency standards and training materials
- HAZCHEM codes and dangerous/hazardous goods codes and procedures
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- conditions of service, legislation and industrial agreements
- OH&S procedures

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority regulations and licence requirements pertaining to the courier cyclist
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- applicable dangerous/hazardous goods codes and legislation
Unit Sector(s)
Not Applicable

Competency Field

Competency Field          C - Vehicle Operation
TLIC1051A Operate commercial vehicle

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to operate commercial vehicles safely. It includes the monitoring of traffic and associated equipment and, management of vehicle condition, and performance and effective management of hazardous situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit. Provisional car licence must be held prior to commencement of this unit of competency.

Application of the Unit

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of job roles.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT

<table>
<thead>
<tr>
<th>1 Operate commercial vehicle</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage</td>
<td></td>
</tr>
<tr>
<td>1.2 Driving hazards are identified and/or anticipated and avoided</td>
<td></td>
</tr>
<tr>
<td>1.3 Vehicle lights and indicators are used in accordance with traffic regulations and manufacturers instructions</td>
<td></td>
</tr>
<tr>
<td>1.4 The vehicle is secured in accordance with manufacturers specifications, traffic regulations and workplace procedures</td>
<td></td>
</tr>
<tr>
<td>1.5 Appropriate procedures are followed in the event of a driving emergency</td>
<td></td>
</tr>
<tr>
<td>1.6 The behaviours displayed by operators towards other road users is appropriately aligned with workplace procedures</td>
<td></td>
</tr>
<tr>
<td>1.7 Vehicle positioning and movement are convenient and safe for loading and unloading in accordance with regulatory and workplace instruction</td>
<td></td>
</tr>
<tr>
<td>1.8 All associated equipment is operated in accordance with manufacturers and workplace instructions</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2 Monitor traffic and road conditions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations</td>
<td></td>
</tr>
<tr>
<td>2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3 Monitor and maintain vehicle performance</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Vehicle performance and safety is maintained through pre-operational inspections and checks of the vehicle</td>
<td></td>
</tr>
<tr>
<td>3.2 Performance and efficiency of vehicle operation is monitored during use</td>
<td></td>
</tr>
<tr>
<td>3.3 The vehicle is driven in a manner that incorporates eco driving principles</td>
<td></td>
</tr>
<tr>
<td>3.4 Defective or irregular performance or malfunctions are repaired as a minor repair or reported to the appropriate authority</td>
<td></td>
</tr>
<tr>
<td>3.5 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures</td>
<td></td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental/emissions procedures and regulations
- Vehicle controls, instruments and indicators and their use
- Vehicle handling procedures
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions, and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a commercial vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a commercial vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a commercial vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial vehicle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when driving a
Required skills:

commercial vehicle

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial vehicle
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor performance of vehicle and take appropriate action where required
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - demonstrating operation of a commercial vehicle and its associated equipment
  - demonstrating a theory and practical understanding of driving principles
  - demonstrating an understanding of possible associated equipment for commercial vehicles
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through appropriately simulated activities at the training organisation, and/or
  - in an appropriate range of situations in the workplace
- A simulator/online assessment is not suitable for the final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Commercial vehicle may include:
- commercial vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission that is used or intended to be used to carry goods of all types for hire or reward. Hired or leased vehicles and vehicles owned by a business to carry its own goods are included

Driving may be carried out in typical road transport situations, including:
- by day or night
- in typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may
- starting a vehicle
RANGE STATEMENT

include:

- eco driving
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- load and load restraints
- check operation of associated equipment

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Eco driving may include:

- engine management
- brake management
- ancillary brakes
- gear selection
- using air-conditioning only when necessary
- not idling engine for extended periods when not in use
- anticipating traffic flow to prevent driving at congested times

Associated equipment may include:

- tail gate loaders
- electronic doors
- gates, curtains
- ramps
- stairs
- hydraulic lifters
- ticket machines

Driving hazards may include:

- wet and iced roads
- oil on road
- animals and objects on road
RANGE STATEMENT

- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
- other road users
- following distance
- traffic flow
- time of day or night

Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable regulations, legislation and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
- relevant state/territory road rules
RANGE STATEMENT

- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  C - Vehicle Operation
TLIC2002A Drive light rigid vehicle

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to drive a light rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to light rigid vehicles.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial light rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Drive the light rigid vehicle | 1.1 The light rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage  
1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving  
1.4 The light rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning  
1.5 The light rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures  
1.6 Appropriate procedures are followed in the event of a driving emergency |
| 2 Monitor traffic and road conditions | 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities |
| 3 Monitor and maintain vehicle performance | 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle  
3.2 Performance and efficiency of vehicle operation is monitored during use  
3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority  
3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Light rigid vehicle controls, instruments and indicators and their use
- Light rigid vehicle handling procedures
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques including the use of a GPS device where applicable
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Workplace driving and operational instructions
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a commercial light rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial light rigid vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a commercial light rigid vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a commercial light rigid vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when driving a commercial light rigid vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a commercial light rigid vehicle
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor and anticipate traffic hazards and take appropriate action
- Carry out pre-operational checks on the vehicle in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

- all light rigid vehicles including trucks and buses greater than 4.5 tonnes or seating more than 12 adults including the driver

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
RANGE STATEMENT

Minor routine repairs may include:
- checks of brakes
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- state/territory light rigid vehicle driving licence requirements
- state/territory road rules
RANGE STATEMENT

• workplace driving instructions and procedures
• vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
• emergency procedures
• vehicle log book or record book (where required)
• relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to light rigid vehicles
• relevant state/territory road rules
• relevant state/territory permit regulations and requirements
• relevant state/territory OH&S legislation
• relevant state/territory fatigue management regulations
• relevant state/territory environmental protection legislation

Applicable procedures and codes may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC2009A Drive taxicab

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to drive a taxicab safely including systematic and efficient control of all taxi functions, monitoring of traffic and road conditions, management of taxi condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a taxi driver licensing examination conducted by, or under the authority of, the relevant state/territory authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to a commercial taxicab.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a taxicab across a variety of driving contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Drive the taxi | 1.1 The taxi is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage  
1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving  
1.4 The taxi is driven in reverse, maintaining visibility and achieving accurate positioning  
1.5 The taxi is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures  
1.6 Taximeter is used in accordance with government regulations and workplace policy  
1.7 Appropriate procedures are followed in the event of a driving emergency |
| 2 Monitor traffic and road conditions | 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities |
| 3 Monitor and maintain vehicle performance | 3.1 Taxi performance is maintained through pre-operational inspections and checks of the vehicle  
3.2 Taxi is maintained in accordance with state/territory licensing regulations and workplace standards  
3.3 Performance and efficiency of taxi operation is monitored during use  
3.4 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with workplace procedures  
3.5 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic/taxicab control authority
- Relevant OH&S and environmental procedures and regulations
- Taxicab controls, instruments and indicators and their use
- Taxicab handling procedures
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Driving hazards and related defensive driving techniques
- Taxicab security procedures and precautions
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a taxicab
- Read and interpret instructions, procedures, information and signs relevant to the driving of a taxicab
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a taxicab
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a taxicab
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or address any identified problems, security incidents, faults or malfunctions that may arise when driving a taxicab in accordance with regulatory requirements
Required skills:

- Implement contingency plans for unexpected events or security incidents when driving a taxicab
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a taxicab
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor performance of taxicab and its equipment and take appropriate action where required
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
EVIDENCE GUIDE

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:
- all taxicabs relevant to specific licence classifications

Driving may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot or base
- while at a customer's workplace or work site

Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
RANGE STATEMENT

- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory taxicab driving licence/regulatory requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to taxicabs
- relevant state/territory road rules
- relevant state/territory taxicab control regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC2012A Ride courier/delivery motorcycle

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to ride a courier/delivery motorcycle while safely carrying loads. This includes pre-operational checks of the motorcycle; the systematic, safe and efficient control of all functions; and effective management of hazardous situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the regulations/permit requirements of the relevant state/territory roads and traffic authority pertaining to the riding of a motorcycle on public roads.

Work is generally performed with indirect supervision, and with limited accountability and responsibility for self in achieving the prescribed outcomes.

Driving involves the application of routine procedures to pick up and deliver products, documents and materials from and to customers across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Ride the courier motorcycle</td>
<td>1.1 Motorcycle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturers instructions and workplace policy</td>
</tr>
<tr>
<td></td>
<td>1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage</td>
</tr>
<tr>
<td></td>
<td>1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving</td>
</tr>
<tr>
<td></td>
<td>1.4 The motorcycle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.5 Motorcycles carrying dangerous goods are driven along designated routes in accordance with the AE or ADG codes, relevant government regulations and workplace policies</td>
</tr>
<tr>
<td></td>
<td>1.6 Load is checked to confirm compliance with the load limit of the motorcycle</td>
</tr>
<tr>
<td></td>
<td>1.7 The load is secured, transported and the motorcycle is manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads</td>
</tr>
<tr>
<td></td>
<td>1.8 Any required signs or indicators are fixed to the motorcycle</td>
</tr>
<tr>
<td></td>
<td>1.9 Personal protective equipment and clothing is identified, worn and adjusted to meet legislative, regulatory or policy requirements</td>
</tr>
<tr>
<td>2 Monitor traffic and road conditions</td>
<td>2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations</td>
</tr>
<tr>
<td></td>
<td>2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities</td>
</tr>
<tr>
<td>3 Monitor and maintain motorcycle performance</td>
<td>3.1 Motorcycle performance is maintained through pre-operational inspections and checks of the motorcycle</td>
</tr>
<tr>
<td></td>
<td>3.2 Performance and efficiency of motorcycle operation is monitored during use</td>
</tr>
<tr>
<td></td>
<td>3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority</td>
</tr>
<tr>
<td></td>
<td>3.4 Motorcycle records are maintained/updated and information is processed in accordance with workplace procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Motorcycle handling procedures
- Workplace operational instructions
- Procedures to be followed in the event of an emergency
- Pre-operational checks carried out on motorcycle and related action
- Map reading and road navigation techniques
- Motorcycling hazards and related defensive riding techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a courier motorcyclist
- Requirements of courier work systems/operations and relevant equipment
- Procedures and policies concerning the identification, acceptance and carrying of dangerous/hazardous goods

Required skills:

- Communicate effectively with others when riding a commercial courier or delivery motorcycle
- Read and interpret instructions, procedures, information and signs relevant to the riding of a commercial courier or delivery motorcycle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the riding of a commercial courier or delivery motorcycle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when riding a commercial courier or delivery motorcycle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when riding a commercial courier or delivery motorcycle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of motorcycle and take appropriate action

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be carried out in typical road transport situations, including:
- operations conducted day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot or base
- while at a customer's workplace or premises

Customers may be:
- internal or external

Motorcycle handling procedures may include:
- starting a motorcycle
- steering and manoeuvring a motorcycle
- accelerating and braking
- stopping and parking
- using defensive riding techniques

Pre-operational checks may include:
- visual check of motorcycle for operational capability
- checking and topping up fluid levels
- checks of tyre pressures
- checks of operation of lights
- checks of gearing, steering and brakes
- check of seat adjustment

Minor routine repairs may include:
- replacement of blown globes in motorcycle lights
- changing of tyres
- repair of tyre punctures
RANGE STATEMENT

Hazards may include:
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise
- wet and iced roads
- oil on road
- animals and objects on road

Personal protective equipment may include:
- helmet
- sunglasses
- sun cream

Hazardous or dangerous goods may include:
- medical samples or supplies
- explosives
- acids, alkalines or solvents

Consultative processes may involve:
- customers
- other employees and supervisors
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff
- local government authorities

Factors that can cause traffic delays and diversions may include:
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- road closures for special events such as marches, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documentation
- state/territory licence requirements relevant to courier
RANGE STATEMENT

may include:

- motorcyclists
- state/territory road rules
- workplace instructions and procedures for courier motorcyclists including emergency procedures
- motorcycle manufacturers instructions, specifications and recommended riding and servicing procedures including preoperational checks of motorcycle
- operations manuals including quality assurance procedures
- induction documentation
- competency standards and training materials
- HAZCHEM codes and dangerous/hazardous goods codes and procedures
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- conditions of service, legislation and industrial agreements
- OH&S procedures
- relevant state/territory roads and traffic authority regulations and licence requirements pertaining to the courier motorcyclists
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- applicable dangerous/hazardous goods codes and legislation

Applicable procedures and codes may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC2025A Operate four wheel drive vehicle

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate a four wheel drive vehicle safely in a range of conditions. These include driving a four wheel drive vehicle on normal roads, traversing slopes, ascending and descending steep slopes and stall recovery. It also includes operation of the vehicle in rugged terrain, the use of a jack and the completion of all pre- and post-operational checks. Licensing, legislative, regulatory or certification requirements may be applicable to this unit. Provisional car licence must be held prior to the commencement of this unit of competency for driving on public land/roads.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of four wheel drive vehicle operating principles and procedures to maintain the safety and operation of a commercial four wheel drive vehicle across a variety of on-road and off-road contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 **Operate four wheel drive vehicles on normal roads** | 1.1 Pre-start checks of vehicle and equipment are carried out to manufacturers specifications and roadworthy requirements  
1.2 Tyres are checked for pressure suitable for terrain and/or changed in accordance with workplace procedures  
1.3 Loads are secured in accordance with workplace and legislative requirements  
1.4 Vehicle is driven on-road and off-road to legislative and workplace requirements, at appropriate speeds for conditions and hazards  
1.5 Vehicle is parked and shut down in accordance with workplace and manufacturers requirements |
| 2 **Operate vehicle on, or across, a slope** | 2.1 Pre-start checks of vehicle and equipment are carried out to manufacturers specifications and roadworthy requirements  
2.2 Tyres are checked for pressure suitable for terrain and/or changed to operational guidelines  
2.3 Loads are secured in accordance with workplace and legislative requirements  
2.4 Vehicle is driven on-road and off-road to regulatory and workplace requirements at appropriate speeds for conditions and hazards |
| 3 **Operate vehicle ascending a steep slope including stall recovery** | 3.1 Intended vehicle path is inspected prior to negotiation of slope  
3.2 Appropriate gear is selected to ascend grade, and engine revolutions are maintained to ensure constant traction  
3.3 Air-conditioning unit is turned off to avoid engine acceleration  
3.4 Foot brake is applied as vehicle stalls, handbrake applied and ignition turned off  
3.5 Clutch is depressed and reverse gear is selected  
3.6 Clutch is released and handbrake is slowly released  
3.7 Ignition is turned on and brakes are released  
3.8 Vehicle is started and allowed to reverse down the slope  
3.9 Brakes are applied as necessary to control descent |
| 4 **Operate vehicle descending a steep slope including stall recovery** | 4.1 Intended vehicle path is inspected prior to negotiation of the slope  
4.2 Appropriate gear is selected to ascend grade, and engine revolutions are maintained to ensure constant traction  
4.3 Air-conditioning unit is turned off to avoid engine acceleration  
4.4 Braking is used to control descent and skidding is avoided by the application of brakes to emulate ABS  
4.5 Ignition is turned off, foot brake is applied, and handbrake is slowly released |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | engaged
4.6 Clutch is depressed and low gear is selected
4.7 Clutch is released and handbrake is slowly released
4.8 Ignition is turned on and brakes are released
4.9 Vehicle is started and allowed to continue down the slope
4.10 Brakes are applied as necessary to control descent and skids are steered into
5 Operate vehicle in rugged terrain | 5.1 Intended vehicle path is inspected prior to negotiation of rugged terrain
5.2 Correct gear/range is selected to negotiate terrain
5.3 Freewheel hubs are engaged and disengaged in accordance with driving conditions
5.4 Vehicle controls are set in accordance with manufacturers instructions for operation in the surrounding terrain
5.5 Traction is maintained in accordance with requirements of the vehicle and the surrounding terrain
5.6 Selection of appropriate gear/range before negotiating terrain is demonstrated
5.7 Where necessary, chains are fitted to vehicle in accordance with manufacturers instructions
5.8 Vehicle load is inspected, positioned and secured to maximise traction for four wheel driving
5.9 Terrain is negotiated in accordance with requirements for specific driving conditions
6 Operate jack | 6.1 Jack is located under vehicle in accordance with vehicle manufacturers specifications and workplace procedures
6.2 Jack is used and operated in accordance with manufacturers specifications and workplace procedures
7 Complete operations | 7.1 Vehicle is parked and shut down to workplace and manufacturers requirements
7.2 Faults or malfunctions are corrected and/or reported in accordance with workplace requirements
7.3 Vehicle and equipment are cleaned and stored after use in accordance with workplace requirements
7.4 Any reports required by the workplace are completed in accordance with workplace procedures

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the operation of four wheel drive vehicle in both on-road and off-road situations
- Problems that may occur when operating a four wheel drive vehicle, and action that can be taken to report or resolve the problems
- Hazards that may exist when operating a four wheel drive vehicle in both on-road and off-road situations, and ways of controlling the risks involved
- Vehicle controls, instruments and indicators and their use
- Vehicle handling procedures and techniques for a range of conditions, including rock, mud, sand, ice and snow
- Procedures to be followed in the event of a driving emergency
- Efficient driving techniques and safe driving strategies
- The effect on the centre of gravity of changing fluid loads
- Hazards and risks associated with traversing cross slopes
- Effects of hard surface driving (such as highway wind up) on the 4x4 system
- The appropriate use of diff locks
- Pre- and post-operational checks and related action
- Documentation and record keeping requirements
- Environmental impact of 4X4 driving

Required skills:

- Communicate effectively with others when operating a four wheel drive vehicle
- Read and interpret instructions, procedures, information and signs relevant to the operation of a four wheel drive vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a four wheel drive vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating a four wheel drive vehicle in accordance with regulatory requirements and
Required skills:

- workplace procedures
- Implement contingency plans for unexpected situations that may arise when operating a four wheel drive vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of four wheel drive vehicle and its equipment, and take appropriate action if required
- Conduct pre-start checks
- Monitor and anticipate traffic hazards and take appropriate action
- Drive vehicles in a range of conditions
- Demonstrate emergency procedures in the operation of vehicles
- Identify and correct minor operational faults
- Clean and store vehicles and equipment
- Skills and attitude to reduce environmental impact

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - demonstrating operation of a 4x4 vehicle
EVIDENCE GUIDE

- applying relevant legislation and workplace procedures

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
- A simulator/online assessment is not suitable for the final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Vehicles include:
- all terrain vehicles
- cars and utilities
- a range of trailers
- light trucks

Operations may be carried out in typical four wheel drive situations,
- by day or night
- typical weather conditions
RANGE STATEMENT

including:

- on the open road
- in rugged terrain off-road conditions that can be smooth, rough, uneven, slippery, boggy, sandy, steep or hilly
- on a steep slope
- during emergency response
- while at a client's workplace or worksite

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Considerations when driving may include:

- operational characteristics of the type of four wheel drive vehicle
- workplace procedures
- traffic conditions
- levels of emergency response
- adverse weather
- traffic regulations
- warning devices
- adverse terrain

Traffic conditions to be taken into account when driving may include:

- speed limits for operation
- legal parking
- traffic pattern and density
- known peak periods and special community functions
- effects of weather on roads
- road surface/off-road terrain
- visibility

Operational hazards may include:

- steep slopes and rugged terrain
- wet and iced road/terrain
- flooded road/terrain
- oil on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
RANGE STATEMENT

- animals and objects on road
- windy or foggy sections of road/terrain

Workplace guidelines/procedures may include:

- pre- and post-operation checks
- standards of operation
- storage and usage of fuels and lubricants
- policies and routines relating to wear and damage
- precautions and safeguards
- emergency response driving
- driving in adverse terrain
- driving in special environments
- reporting routines

Pre-start checks may include:

- fuel, water, oil
- brake and transmission fluid levels
- battery water levels and electrolyte checks
- tyres
- belts
- leads
- hydraulic lines and connections
- air cleaners
- air-conditioners
- brakes
- off-road safety equipment in line with manufacturers recommendations

Manufacturers specifications may include:

- engine characteristics
- systems warning function
- four wheel drive operation
- radius of turning circle
- safety procedures

Installed devices may include:

- warning lights
- tachometer
- temperature gauge
- electrical charging
- ancillary systems indicator
- speedometer
- oil pressure
- brake warning lights
- audible warning devices
- hose

Minor routine servicing may include:

- the replacement of blown globes in vehicle lights
- replacement of broken fan belt
RANGE STATEMENT

include:

- replacement of blown fuse
- door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable regulations, legislation and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of four wheel drive vehicle
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC2040A Provide wheelchair accessible taxi services to passengers with disabilities

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate wheelchair accessible taxis used for the transport of people with disabilities. It includes carrying out pre-operational checks of the vehicle and its ancillary equipment; communicating effectively with passengers; securing passengers and ancillary/mobility equipment; providing appropriate support to passengers during their journey; and manoeuvring the vehicle with due consideration of the passenger's disability. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

This unit applies to all taxi drivers who are entering the role of drivers of wheelchair accessible taxis. Work involves transferring passengers, and applying both manual loading and unloading with the aid of equipment/appliances. The work involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle conveying people with disabilities in varying driving contexts. Transporting passengers with disabilities must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| **1** Carry out pre-operational checks on vehicles | 1.1 The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies and procedures  
1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures |
| **2** Communicate effectively with passengers | 2.1 Appropriate communication methods are selected and used to meet the requirements of passengers with disabilities  
2.2 Appropriate and effective verbal and non-verbal communication skills are used including appropriate body language and language style  
2.3 Effective listening skills are demonstrated  
2.4 Questions are used to gain appropriate information |
| **3** Assist passengers into and out of the vehicle in a manner suited to their disability | 3.1 Passenger characteristics are identified and taken into account when determining appropriate assistance into and out of the vehicle  
3.2 Compatibility of passenger's mobility device and vehicle's loading, anchoring and carrying equipment is assessed in accordance with regulations  
3.3 Passengers are assisted into and out of the vehicle, demonstrating compliance with loading regulations and workplace safety requirements  
3.4 Passengers and their mobility device/wheelchair are secured safely in accordance with vehicle and equipment specifications and regulations  
3.5 Vehicle equipment is operated and stowed in accordance with company procedures and manufacturers instructions  
3.6 Ancillary equipment is stowed safely in vehicle following relevant regulations  
3.7 Passengers are picked up and set down in a safe and efficient manner, taking into account suitable locations and safe use of equipment  
3.8 Relevant OH&S and passenger welfare is considered |
| **4** Drive a vehicle used by passengers with disabilities | 4.1 Ongoing support is provided to passengers to maximise their travelling comfort  
4.2 The vehicle is driven safely in accordance with the regulations for the class of vehicle involved  
4.3 The vehicle is driven in accordance with road and traffic conditions with due consideration to any required precautions related to the disability of the passengers and relevant government regulations |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
4.4 Signs or indicators are fixed to the vehicle if required
4.5 Documentation/transactions relevant to the provision of the taxi subsidy scheme is completed

5 Plan and organise daily work activities
5.1 Workload is assessed and prioritised
5.2 Daily routine is planned to take into account work schedules and network/communication bookings
5.3 Clarification of requirements of tasks is sought when appropriate
5.4 Achievable time and other performance measures are agreed
5.5 Tasks are completed with variations to plan identified and reported

6 Apply ethical behaviour
6.1 Ethical behaviour is applied that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers with disabilities

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations and licence requirements of the relevant state/territory road traffic authority including the need to give priority to wheelchair passengers
- Equal opportunity/anti-discrimination legislation
- Relevant OH&S and environmental procedures and regulations
- Procedures and protocols for the provision of wheelchair accessible taxi services to customers
- Customer service policies and procedures
- Typical problems that can occur when providing wheelchair accessible taxi services to customers, and related appropriate action that can be taken to prevent or solve them
- Sources of information and documentation needed when providing wheelchair accessible taxi services to customers
- Characteristics of various disabilities: intellectual/physical, congenital/acquired
- Characteristics of permanent/temporary and multiple disabilities including (singularly or multiple): cerebral palsy, spina bifida, multiple sclerosis, paraplegia, quadriplegia, muscular dystrophy, epilepsy, arthritis, diabetes, asthma, psychological disabilities, visual/hearing impairment, intellectual disabilities
- Various types of mobility aids that cannot be secured safety in wheelchair accessible taxis
- Alternate transport modes if mobility aids cannot be safely secured in a wheelchair accessible
REQUIRED KNOWLEDGE AND SKILLS

- taxi vehicle
- Passengers that cannot be seated in or on certain mobility aids whilst in transit
- Etiquette/protocols for interacting with passengers with disabilities
- Vehicle operational checks
- Methods of securing a range of wheelchair/mobility devices and passengers with various disabilities
- Procedures to be followed in the event of a driving emergency
- Taxi transport subsidy scheme bookings and fare concessions
- Vehicle and ancillary equipment controls, instructions and indicators and their use
- Duty of care responsibilities when transporting passengers with disabilities

Required skills:

- Communicate effectively with others when providing wheelchair accessible taxi services to customers
- Read and interpret instructions, procedures, information and signs relevant to the provision of wheelchair accessible taxi services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision wheelchair accessible taxi services to customers
- Operate electronic equipment to required protocol
- Work collaboratively with others when providing wheelchair accessible taxi services to customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unanticipated situations that may occur when providing wheelchair accessible taxi services to customers
- Promptly report and/or rectify any identified problems that may arise when providing wheelchair accessible taxi services to customers, in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Apply relevant codes of practice and legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and appropriately apply technology, information systems and procedures to complete
Required skills:

workplace tasks
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Assess risks and hazards when assisting passengers with disabilities into and out of the vehicle
- Take precautions to control risk when assisting passengers with disabilities into and out of the taxicab
- Ability to safely use manual handling techniques and to operate loading equipment
- Apply techniques for manoeuvring and driving vehicles transporting passengers with disabilities
- Monitor traffic and road conditions
- Conduct pre-operational checks on vehicle and ancillary equipment and take related action
- Apply fatigue management knowledge and techniques
- Monitor performance of taxicab and its equipment and take appropriate action where required

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - exercising all required safety precautions and procedures during loading, unloading and driving operations
  - assisting passengers into and out of the vehicle in accordance with workplace procedures
  - securing passengers for safe transport in accordance with relevant standards and procedures
  - maintaining the comfort and dignity of passengers with disabilities
  - providing customer service and working effectively with others
  - carrying out pre-operational checks on vehicles used by passengers with disabilities
  - identifying driving hazards and using appropriate
EVIDENCE GUIDE

defensive driving techniques

- following safe handling procedures for vehicles used by passengers with disabilities

- recognising and adapting ethical behaviour that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers with special needs

- following emergency procedures when required

- monitoring and maintaining vehicle performance and its effect on the environment

- reporting and/or rectifying any identified vehicle faults or malfunctions in accordance with manufacturers instructions

- applying procedures for taxi subsidy scheme bookings and payments

- completing workplace documentation

- participating in a range of interactions with passengers with disabilities

- following OH&S regulations and legislation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:

  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

  - access to an appropriate range of relevant operational situations in the workplace

  - participation in a range of interactions with passengers with a range of disabilities

  - drive and operate a vehicle used to transport passengers with disabilities in a range of operational situations - this is not to be done in a simulated environment

- In both real and simulated environments, access is required to:

  - relevant and appropriate materials and/or equipment, and/or

  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- Practical assessment must occur using a wheelchair accessible taxi or taxi approved by the state regulations

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Pre-operational checks may include:
- visual check of vehicle and ancillary equipment
- checking compatibility of mobility devices and vehicle loading, anchoring and carrying equipment
- checking and topping up fluid levels
- checking tyre pressure
- checking operation of vehicle lights and indicators
- checking brakes before moving vehicle

Ancillary equipment may include:
- ramps
- hoists

Workplace procedures may include:
- company policies and procedures
- established workplace procedures

Passengers may have a range of disabilities which may involve:
- intellectual/physical disability
- congenital/acquired disability
- permanent/temporary disability
- operations conducted during the day or night
- in all weather conditions
- different terrain and road surfaces

Assistance into and out of the vehicle, picking up, setting down and transporting of passengers may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- reversing a vehicle

Vehicle handling procedures must include:
RANGE STATEMENT

- operating the controls, instruments and indicators of the vehicle and the ancillary equipment
- using defensive driving techniques
- managing vehicle blind spots and height restrictions
- managing engine performance and its effect on the environment

Driving hazards may include but are not limited to:

- 'unstable' passengers
- wet and iced roads
- road damage
- bridge/tunnel damage
- road works
- oil on road
- animals and objects on road
- road closures for special events such as marches, parades
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas
- foggy conditions

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC2049A Operate heavy vehicle on unsealed roads

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate a heavy vehicle on unsealed roads safely. It includes systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations whilst operating a heavy vehicle on unsealed surfaces. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Operation of a heavy vehicle on unsealed roads must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy vehicles.

Operation of a heavy vehicle on unsealed roads is performed with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Operation of a heavy vehicle on unsealed roads involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a heavy vehicle across a variety of driving contexts and job roles.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Anticipate and make the transfer from sealed to unsealed road surfaces | 1.1 Unsealed road surfaces are identified by sight  
1.2 Adjustments are made to driving techniques before unsealed surface is encountered  
1.3 Vehicle speed and line are adjusted for smooth transition from sealed to unsealed  
1.4 Control of vehicle is maintained throughout transition  
1.5 Appropriate signage, lights and the like are checked for operational effectiveness on exiting sealed surfaces  
1.6 Whilst entering unsealed surfaces the heavy vehicle is managed and operated to ensure effective control of the vehicle |
| 2 Operate the heavy vehicle on unsealed surfaces | 2.1 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage when operating on unsealed surfaces  
2.2 Braking system of the heavy vehicle is managed and operated to ensure effective control of the vehicle whilst operating on unsealed surfaces  
2.3 Driving hazards on unsealed surfaces are identified and/or anticipated and avoided or controlled through defensive driving techniques  
2.4 Appropriate procedures are followed in the event of a driving emergency  
2.5 Heavy vehicle is operated in consideration to the surrounding environmental sensitivity of operating on unsealed roads |
| 3 Anticipate and make the transfer from unsealed to sealed road surfaces | 3.1 Sealed road surfaces are identified by sight  
3.2 Adjustments are made to driving techniques before sealed surface is encountered  
3.3 Vehicle speed and line are adjusted for smooth transition from unsealed to sealed  
3.4 Control of vehicle is maintained throughout transition  
3.5 Appropriate signage, lights and the like are checked for operational effectiveness on exiting unsealed surfaces  
3.6 Whilst exiting unsealed and sealed surfaces the heavy vehicle is managed and operated to ensure effective control of the vehicle  
3.7 Heavy vehicle is inspected and cleared of road debris prior to re-entering sealed surfaces |

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant road-bridge classification of unsealed roads
- Heavy vehicle handling procedures
- Workplace driving and operational instructions
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried on heavy vehicles and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Driving hazards and related defensive driving techniques
- Factors which may cause traffic delays and diversions, and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when operating a heavy vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a heavy vehicle on unsealed roads
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a heavy vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating heavy vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unexpected events when driving a heavy vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a heavy vehicle
Required skills:

- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required
- Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - using techniques for heavy vehicle operation on unsealed roads
  - identifying requirements for reconditioning of vehicles
  - identifying awareness of environmental sensitivities when driving on unsealed roads
  - identifying techniques for entering and exiting sealed and unsealed road surfaces

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE

for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

- A simulator/online assessment is not suitable for the final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

For the purposes of this unit heavy vehicle includes:

- medium ridged
- heavy ridged
- heavy combination
- multi combination

Unsealed road may include:

- an open road
- a private road
- formed unsealed roads
- dirt tracks
- remote areas
RANGE STATEMENT

Operation of a heavy vehicle on unsealed roads may be carried out in typical road transport situations, including:

- workplace or worksite
- by day or night
- in typical weather conditions
- on the open road
- on a private road
- on formed unsealed roads
- on dirt tracks
- in remote areas
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checks and top up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

Hazards could include:

- wet and iced roads
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
- slow moving vehicles

Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
RANGE STATEMENT

- road works
- building construction
- emergency situations such as bushfires, etc.
- livestock movement
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory heavy vehicle driving licence/permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of vehicle
- emergency procedures
- vehicle work diaries or record book (where required)
- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to operating heavy vehicles on unsealed roads
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC2050A Operate a terminal tractor

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate a terminal tractor safely and operate the associated equipment. Legislative, regulatory, permit or certification requirements are applicable to this unit.

Application of the Unit
Driving must be carried out in compliance with the licence requirements, permit, and regulations of the relevant state/territory roads and traffic authority.

Operation is performed with limited or minimum supervision, and with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Operate a terminal tractor | 1.1 Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturers instructions and company policies  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage  
1.3 The vehicle is safely driven in reverse, maintaining visibility and achieving accurate positioning for the coupling to a trailer  
1.4 Trailer is coupled, tug test is performed, legs are sufficiently raised from the ground and air and electrical leads connected in preparation for manoeuvring, in accordance with manufacturers instructions and relevant company policies  
1.5 A clear travel path is identified and the coupled vehicle is moved and positioned in a manner safe for loading, unloading or parking in accordance with workplace instructions  
1.6 Trailer legs are lowered sufficiently for unhitching, air and electrical leads are disconnected, turntable is released for uncoupling and vehicle is safely manoeuvred from underneath trailer  
1.7 Vehicle lights and indicators are used in accordance with traffic regulations, manufacturers instructions and company policy  
1.8 The vehicle is parked, shut down and is secured in accordance with manufacturers specifications, and workplace procedures  
1.9 Vehicle positioning and movement are convenient and safe for loading and unloading in accordance with workplace instructions  
1.10 All associated equipment is operated in accordance with manufacturers and workplace instructions |
| 2 Monitor and maintain vehicle performance | 2.1 Vehicle performance is safety maintained through pre-operational inspections and checks of the vehicle  
2.2 Performance and efficiency of vehicle operation is monitored during use  
2.3 The vehicle is driven in a manner that incorporates eco driving principles  
2.4 Defective or irregular performance or malfunctions are repaired as a minor repair or reported to the appropriate authority  
2.5 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental/emissions procedures and regulations
- Vehicle controls, instruments and indicators and their use
- Vehicle handling procedures
- Workplace driving and operational instructions
- Driving hazards and related defensive operating techniques
- Procedures to be followed in the event of a operating emergency
- Engine power management and safe operating strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Principles of stress management when operating a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a terminal tractor
- Read and interpret instructions, procedures, information and signs relevant to the operating of a terminal tractor
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operating of a terminal tractor
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a terminal tractor
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a terminal tractor in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when operating a terminal tractor
Required skills:
tractor
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a terminal tractor
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor performance of vehicle and take appropriate action where required
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - demonstrating operation of a terminal tractor and its associated equipment
  - demonstrating an understanding of possible associated equipment for terminal tractor
  - demonstrating the ability to couple and uncouple a trailer
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
- A simulator/online assessment is not suitable for the final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Terminal tractor may include:
- TUG
- terminal tractor
- prime mover

Operating a terminal tractor may be carried out in workplace situations, including:
- by day or night
- in typical weather conditions
- on a private road
- while at a depot, base, wharf or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:
- starting a vehicle
- eco driving
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
RANGE STATEMENT

- reversing a vehicle
- operating vehicle controls, instruments and indicators
- managing engine performance
- hydraulic oil
- lift of turntable

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- load and load restraints
- check operation of associated equipment

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Eco driving may include:

- engine management
- brake management
- ancillary brakes
- gear selection
- using air-conditioning only when necessary
- not idling engine for extended periods when not in use
- anticipating traffic flow to prevent driving at congested times

Associated equipment may include:

- hydraulic turntable lift controls
- air hoses
- electrical leads

Operating hazards may include (examples only):

- wet and iced surfaces
- oil on surfaces
- objects on surfaces
- fire in vehicle
- leaking fuel
- lack of air
- lack of hydraulic fluid
- faulty brakes
- faulty steering mechanism on vehicle
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- foggy conditions
- time of day or night
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC2054B Access rail track to run track vehicle within defined worksite

Modification History
New release - this unit replaces and is equivalent to TLIC2054A.

Unit Descriptor
This unit involves the skills and knowledge required to safely access the rail track to run a track vehicle within a defined worksite on a rail network during rail work activities. The unit includes Access Provider rules, procedures and protocols for rail safety. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety. All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

## 1 Access defined worksite

| 1.1 | Authority to enter the defined worksite is confirmed with protection officer |
| 1.2 | Appropriate personal protective equipment (PPE) is used conforming to Access Provider requirements |
| 1.3 | Limits of the defined worksite and type of track protection provided are identified and confirmed |
| 1.4 | Communication with protection officer is maintained in accordance with the workplace procedures |

## 2 Run track vehicle within defined worksite

| 2.1 | Permission for all rail movements within the worksite is obtained from the protection officer |
| 2.2 | Speed limit is observed for type or classification of track vehicle and type of track |
| 2.3 | Speed limit is varied to meet local conditions |
| 2.4 | Track vehicle is managed so as to be able to stop short of any workers or obstruction on track |
| 2.5 | Unsafe situations and/or emergencies are identified, and appropriate action is taken in accordance with workplace procedures |

## 3 Exit defined worksite

| 3.1 | Protection officer is notified when clear of the defined worksite |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider and organisational policies, procedures and protocols
- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures for working around electrical infrastructure
- Operational communication protocols and systems
- Points and signals recognition
- Rail terminology as defined by the applicable Access Provider
- Types of track protection

Required skills:

- Communicate effectively with individuals and work groups
- Follow workplace policies, procedures and protocols
- Identify changed conditions
- Identify unsafe situations and emergencies
- Use required PPE conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - explaining how to safely access defined worksite
  - explaining how to safely egress defined worksite
  - identifying changed conditions
  - observing speed limit appropriate for type of vehicle, type of track and local conditions
  - explaining appropriate response to identified unsafe situations and/or emergencies

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
- platforms/buildings
- structures

Situational safety assessment will be:
- as defined within the workplace procedures
- as defined in the safety assessment work including:
  - view - line of sight
  - direction of approaching rail traffic
  - speed of approaching rail traffic
  - position of safety
  - changed local conditions

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand and audible signals
- two-way radio
- telephone/mobile phone
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles
- railway track signals
- demarcation barriers
- lights and flags and sirens
- electronic devices

Information and documents may include:
- workplace procedures, policies and work instructions
- emergency plan
- pre-work briefing
- worksite protection plan

Types of track protection may
- lookout
- track occupancy authority (TOA)
include:

- track work authority (TWA)
- local possession authority (LPA)
- absolute signal blocking (ASB)
- electronic authority system blocking (EASB)

Defined worksite may be an area protected by:

- track occupancy authority (TOA) and local possession track occupancy authority (TOA)
- track work authority (TWA)
- local possession authority (LPA)

Type of vehicle may include:

- road/rail
- track vehicles

Varied local conditions may include:

- gradients
- line of sight
- weather
- condition of rail
- multiple rail crews
- multiple vehicles

**Unit Sector(s)**

Not applicable.

**Competency Field**

C – Vehicle Operation
TLIC2058A Travel medium or heavy self-propelled on-track equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to travel a medium or heavy self-propelled track vehicle on a rail network in accordance with the network owner’s policies and procedures.

Persons achieving competence in this unit will need to meet organisational requirements to operate each individual piece of equipment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit involves the application of operational principles and procedures to travel a medium or heavy self-propelled track vehicle as part of workplace activities across a variety of operational contexts.

Operators will need to have fulfilled licence and certification requirements for the type of equipment being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Perform pre-operational checks</td>
</tr>
<tr>
<td>1.1</td>
<td>Detailed pre-operational checks are conducted in accordance with manufacturer specifications and organisational procedures</td>
</tr>
<tr>
<td>1.2</td>
<td>Log books are checked and completed in accordance with organisational requirements and manufacturer specifications</td>
</tr>
<tr>
<td>1.3</td>
<td>Problems are identified and rectified in accordance with organisational procedures</td>
</tr>
<tr>
<td>1.4</td>
<td>Identified problems are reported and documented in accordance with organisational procedures</td>
</tr>
<tr>
<td>2</td>
<td>Obtain appropriate authority to travel</td>
</tr>
<tr>
<td>2.1</td>
<td>Authority is obtained from the appropriate person to travel from siding or on/off tracking location to designated location in accordance with network owner’s procedures</td>
</tr>
<tr>
<td>3</td>
<td>Travel vehicle</td>
</tr>
<tr>
<td>3.1</td>
<td>Vehicle is travelled in a safe and efficient manner in accordance with relevant codes of practice, safeworking systems, manufacturer specifications, and organisational and network owner’s procedures</td>
</tr>
<tr>
<td>4</td>
<td>Stable medium or heavy self-propelled track vehicle</td>
</tr>
<tr>
<td>4.1</td>
<td>Approval is requested from appropriate person to direct when and where to stable self-propelled track vehicle</td>
</tr>
<tr>
<td>4.2</td>
<td>Vehicle is moved to nominated stabling location</td>
</tr>
<tr>
<td>4.3</td>
<td>Appropriate person is contacted and informed that vehicle is at nominated location and intact</td>
</tr>
<tr>
<td>4.4</td>
<td>Vehicle is stabled as directed and left in appropriate manner to ensure security and protection of the vehicle and ancillary equipment</td>
</tr>
<tr>
<td>5</td>
<td>Perform post-operational procedures</td>
</tr>
<tr>
<td>5.1</td>
<td>Post-operative checks are conducted according to manufacturer specifications and organisational procedures to identify defects and maintenance requirements</td>
</tr>
<tr>
<td>5.2</td>
<td>Identified problems are reported in accordance with organisational procedures</td>
</tr>
<tr>
<td>5.3</td>
<td>Post-operative service schedules are conducted according to organisational procedures</td>
</tr>
<tr>
<td>6</td>
<td>Complete documentation</td>
</tr>
<tr>
<td>6.1</td>
<td>Required documentation is completed in accordance with organisational procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant rail safety OH&S and environmental procedures and regulations
- Organisational procedures for travelling medium or heavy self-propelled track vehicles
- Problems that may occur during the travel of medium or heavy self-propelled track vehicles, and action that can be taken to report or resolve them
- Hazards that may exist when travelling medium or heavy self-propelled track vehicles, and ways of controlling the risks involved
- Emergency procedures
- Network owner’s rules and regulations applicable to the job role

Required skills:

- Communicate effectively with others when travelling medium or heavy self-propelled track vehicles
- Follow operational instructions
- Complete documentation related to travelling medium or heavy self-propelled track vehicles
- Work collaboratively with others when travelling medium or heavy self-propelled track vehicles
- Report and rectify within limits of own role identified problems, faults or malfunctions when travelling medium or heavy self-propelled track vehicles in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities, particularly maintaining separation distance
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated by consistently meeting the requirements of the critical aspects for assessment over a period of time by means of evidence of work performed in a log book or similar documentation.

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Medium or heavy self-propelled track vehicles may include:
- rail crane
- spot tamper
- ballast regulator
- inserter/remover (TR10)
- track recorder
- tamper
- dynamic stabiliser
- rail grinder
- ballast cleaner
- track layer

Liaison may include:
- protection officer
- person in charge of work (PICOW)
- fellow workers

Communication systems may include:
- two-way radios
- radio headsets
- telephones, including mobile phones
- agreed audible or hand signals

Appropriate person may include:
- network control officer
- traffic officer
- possession officer
- PICOW
- track protection officer

Travel in a safe and efficient manner may include:
- route knowledge
- time of day
- prevailing weather conditions
- track conditions
- safe braking distances
- separation between vehicles
- communication between vehicles
- reading and/or interpreting on-board controls
- vigilance systems
- warning systems
- high visibility clothing
- hearing protection
- gloves

Depending on work context, safety and personal protective equipment may include:
- sunscreen
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices
- company procedures
- enterprise procedures
- workplace procedures
- established procedures
- relevant legislated rail safety requirements, including acts and regulations from each applicable state or territory
- operational instructions
- organisational policies and procedures
- relevant log and/or record book
- maintenance notices, records and requests
- local authority regulations and procedures
- technical instructions
- manufacturer’s or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio and/or mobile telephone operation procedures
- legislation and industrial agreements, including workplace agreements and awards

**Unit Sector(s)**

Not applicable.
Competency Field
C – Vehicle Operation
TLIC2059A Propel and operate light on-track equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to propel and operate light on-track equipment.

Light on-track equipment is considered to be less than 10 tonnes that may be lifted on or off track mechanically.

Light on-track equipment requires a basic operator skill level in manipulation, coordination, alignment and functional activity, with little complexity or variance in overall activity. This typically covers equipment carrying out basic repetitive and alignment type activities.

Persons achieving competence in this unit will need to meet organisational requirements to operate each individual piece of equipment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit involves the application of routine operational principles and procedures to propel and operate light equipment on track as part of workplace activities across a variety of rail operational contexts.

Operators will need to have fulfilled licence and/or certification requirements for the type of equipment being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

## ELEMENT PERFORMANCE CRITERIA

### 1 Perform pre-operational equipment checks

1.1 Detailed pre-operational equipment checks are conducted according to manufacturer specifications and organisational procedures

1.2 If applicable, log books are checked and completed accurately in accordance with organisational requirements and manufacturer specification

1.3 Problems with equipment are identified and rectified in accordance with workplace procedures

1.4 Identified problems are reported and documented in accordance with organisational procedures

### 2 Obtain approval to place equipment on track

2.1 Protection officer or person in charge of work (PICOW) is contacted to obtain approval to place light on-track equipment on track and move to designated location in accordance with network owner’s procedures

### 3 Operate light equipment on track

3.1 Equipment is travelled to designated location in accordance with network owner’s procedures

3.2 Equipment is prepared for work

3.3 Equipment is operated in a safe and efficient manner in accordance with the relevant codes of practice, safeworking systems, manufacturer and organisational procedures

3.4 Equipment is operated to meet organisational standards and specifications

3.5 If applicable, warning systems are monitored and responded to appropriately during operation

### 4 Stable or off track equipment

4.1 Protection officer or PICOW is contacted to direct where and when to stable or off track equipment

4.2 Equipment is propelled to nominated stabling or off-track location

4.3 Equipment is stabled or off tracked as directed

4.4 Protection officer or PICOW is contacted and informed when the light on-track equipment is stabled or off tracked

4.5 Equipment is left stored in appropriate manner and location to ensure security and protection of equipment

### 5 Perform post-operational equipment

5.1 Post-operational equipment checks are conducted according to manufacturer specifications and organisational

procedures

5.2 Identified problems are reported in accordance with organisational procedures

5.3 Post-operating service schedules are conducted according to organisational procedures

6 Complete documentation

6.1 If applicable, log books are checked and completed

6.2 Required documentation is completed in accordance with organisational procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant rail safety, OH&S and environmental procedures and regulations
- Organisational procedures for the operation of light on-track equipment
- Problems that may occur when operating light on-track equipment, and action that can be taken to report or resolve them
- Hazards that may exist when operating light on-track equipment, and ways of controlling the risks involved
- Emergency procedures
- Network owner’s rules and regulations applicable to the job role

Required skills:
- Communicate effectively with others when operating minor track equipment
- Follow operational instructions
- Complete documentation related to work activities
- Use appropriate numeric functions when operating equipment
- Work collaboratively with others when operating minor track equipment
- Report and rectify within limits of own role identified problems, faults and malfunctions when operating minor track equipment in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated by consistently meeting the requirements of the critical aspects for assessment over a period of time by means of evidence of work performed in a log book or similar documentation.
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Light on-track equipment may include:
- spike pullers (ride on)
- spike drivers
- ballast scarifiers
- multi-spindle borers
- small sleeper spacers
- dog screw setters/drivers
- power track jacks
- various fastening applicators
- joint lifters
- rail-mounted compressors
- profile grinders

Liaison may include:
- protection officer
- PICOW
- fellow workers

Communication systems may include:
- two-way radios
- radio headsets
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:
- relevant legislated rail safety requirements, including acts and
regulations from each applicable state or territory
- operational instructions
- organisational policies and procedures
- relevant log and/or record book
- maintenance notices, records and requests
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- legislation and industrial agreements, including workplace agreements and awards

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC2074A Couple and uncouple track maintenance vehicles

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to safely couple/uncouple track vehicles in accordance with safeworking and organisational policies and procedures. Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit
This unit is intended for all types of track maintenance vehicles which are required to be coupled and uncoupled as part of operational requirements.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Prepare to couple track maintenance vehicles

1.1 Coupling instructions are interpreted and confirmed as meeting minimum operating standards

1.2 Location of vehicles and required movements are identified

1.3 Communication methods to be used are agreed and confirmed

1.4 Vehicle/s to be coupled are secured in accordance with organisational procedures

### 2 Couple track maintenance vehicles

2.1 Setting of route and having correct authority in place is ensured prior to movement of track vehicles

2.2 Required warning is given before vehicle is moved

2.3 Vehicle is moved in a controlled manner to enable safe coupling and prevent damage

2.4 Coupling mechanisms are checked to ensure they are correctly engaged

2.5 Where applicable, connecting brake hoses and/or electrical couplings are connected in accordance with organisational procedures and/or manufacturer specifications

2.6 Securing devices are released/removed in accordance with organisational procedures

### 3 Uncouple and secure track maintenance vehicles

3.1 Vehicles are positioned to meet uncoupling requirements in accordance with organisational procedures

3.2 Securing devices are applied/attached in accordance with organisational procedures

3.3 Brake hoses and/or electrical couplings are disconnected in accordance with organisational procedures and/or manufacturer specifications

3.4 Coupling devices are correctly disengaged

3.5 Before vehicle is moved, required warning is given

3.6 Vehicles are separated in a controlled manner to enable safe uncoupling and prevent damage
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Communication protocols
- Identifying equipment defects and assessing for appropriate action
- Minimum operating requirements
- Principles of operation of protective devices, air and electrical couplings, handbrakes, derailleurs and coupling equipment
- Relevant legislated occupational health and safety (OH&S) and rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines

**Required skills:**

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when coupling/uncoupling track maintenance vehicles
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to coupling/uncoupling track maintenance vehicles
- Report and/or rectify any identified problems, faults or malfunctions when coupling/uncoupling track maintenance vehicles in accordance with regulatory requirements and workplace procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others when coupling/uncoupling track maintenance vehicles
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identify communication methodologies and requirements
  - demonstrate correct method for coupling track vehicles
  - demonstrate correct method for uncoupling track vehicles
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying alternative coupling equipment and methods for track maintenance vehicles in the workplace
  - demonstrating the correct use of communication methods during coupling and uncoupling activities
  - correctly securing vehicles before coupling and after uncoupling has been completed

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Track maintenance vehicles may include:
- track machines
- shunting tractors
- road/rail vehicles
- wagon
- track inspection vehicles
- overhead wiring maintenance vehicle

Communication methods may include:
- hand signals
- light signals
- flags
- verbal
- audible (horns, whistles etc.)

Required warnings may include:
- verbal
- audible (horns, whistles etc.)

Coupling mechanisms may include:
- automatic couplers
- draw hooks
- tow bar
- transition coupler

Securing devices may include:
- hand brake
- park brake
- chocks

Personal protective equipment may include:
- gloves
- safety eyewear
- hearing protection
- safety headwear
- safety footwear
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information/documents may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- notices
- yard orders
- manufacturers specifications
- emergency procedures

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC2075A Drive and monitor medium or heavy self-propelled on-track equipment

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to drive and monitor medium/heavy self-propelled on-track equipment in accordance with safeworking requirements, network owners and/or organisational policies and procedures. Medium/heavy on-track equipment generally weighs more than 10 tonnes and is permanently railed. Licensing, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit does not cover the operation of the medium/heavy self-propelled on-track equipment to complete work activities. This must be covered by individual assessments for the equipment concerned.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Drive and monitor medium/heavy self-propelled on-track equipment

1.1 Authority is obtained from relevant personnel to travel vehicle in accordance with network owner procedures

1.2 Vehicle is driven in accordance with manufacturer instructions and organisational procedures

1.3 Vehicle handling techniques are applied to eliminate or minimise risk of injury to personnel or damage to equipment

1.4 Vehicle is monitored to maintain optimum running conditions and identify faults, defects and inefficiencies

1.5 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of vehicle

2 Control and monitor medium/heavy self-propelled on-track equipment

2.1 Events and circumstances affecting planned running schedule are communicated to relevant personnel in accordance with organisational procedures

2.2 Instructions received from relevant personnel are interpreted and applied to ensure safe and effective control of the vehicle

2.3 Communications are maintained with relevant personnel during train journey in accordance with relevant safeworking systems, network requirements and organisational procedures

2.4 Instructions concerning vehicle operation are given to relevant personnel to ensure safe and efficient running

3 Respond to changed operating factors

3.1 Temporary signs and/or signals, hand signals and verbal movement commands are interpreted and followed, in accordance with safeworking systems, network owner requirements and organisational procedures

3.2 Hazardous/emergency situations are recognised and actions are taken in accordance with safeworking systems, network owner requirements and organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Completing required documentation
- Procedures to be followed in emergencies
- Relevant occupational health and safety (OH&S) and environmental procedures and regulations
- Relevant sections of legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Use of communications equipment

Required skills:

- Communicate effectively with others when assisting with train operations
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures and information relevant to vehicle operations
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others when assisting with train operations
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and organisational procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - demonstrating correct management techniques
  - identifying typical faults or defects that may occur
  - using correct communication protocols when driving and monitoring on-track equipment
  - correctly responding to trackside signs and signals

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the organisational
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including organisational procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur on a medium/heavy self-propelled on-track vehicle:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Vehicles may include:
- single medium/heavy self-propelled on-track equipment
- vehicles coupled together
- attached rolling stock

Medium/heavy self-propelled track vehicles may include:
- rail crane
- spot tamper
- ballast regulator
- inserter/remover (TR10)
- track recorder
- tamper
- dynamic stabiliser
- rail grinder
- ballast cleaner
- track layer

Track and road characteristics may include:
- track and bridge limitations
- speed limitations
- gauge limitation
- curves and gradients
- curfews
- location of signals and crossings
- emergency cross-overs

Vehicle handling techniques may include:
- brake operation
- use of tractive effort
- brake application and release

Relevant personnel can include:
- network control officer
- train controller
- maintenance personnel
- train crews
- yard and other operational personnel
- traffic officer
- station staff
- track protection officer
- signaller
- hand signaller

Temporary signs and/or signals may include:
- speed restrictions
- perway signs
- flashing lights
- strobe lights
railway track signals
• crossing protection
• flags
• warning signs

Hazardous/emergency situations may include but are not limited to:
• obstruction on track
• track defects
• unauthorised people on track
• animals on track
• crossings
• signal failures
• adverse weather conditions
• chemical spill
• fire beside track
• derailments

Depending on the type of organisation concerned, organisational procedures may be called:
• standard operating procedures
• company procedures
• enterprise procedures
• workplace procedures
• established procedures
• site procedures

Safety and personal protective equipment may include:
• gloves
• sunscreen and sunglasses
• safety eye wear
• safety headwear
• safety footwear
• flags
• audible indicators
• fire extinguishers
• high visibility clothing
• hearing protection

Applicable legislation, regulations and codes may include:
• legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
• relevant Australian Standards and related requirements
• relevant state/territory OH&S legislation
• relevant state/territory environmental legislation
Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC2076A Establish and operate braking system on medium/heavy self-propelled on-track equipment

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to establish, test and operate the braking system on a medium/heavy self-propelled on-track maintenance vehicle and dealing with brake system faults and failures. Medium or heavy on-track equipment generally weighs more than 10 tonnes and is permanently railed. Licensing, regulatory or certification requirements are not applicable to this unit.

Application of the Unit
This unit is intended for those persons who will drive medium/heavy self-propelled on-track equipment to ensure the braking system is suitable for operation prior to the on-track equipment being driven and to identify any faults when in transit. Depending on the type of test being used this activity may require the assistance of a second person.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Identify and establish track maintenance vehicle braking system</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Brake system and type to be used are identified</td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Where required, correct coupling of vehicle braking system is established and/or confirmed in accordance with organisational procedures</td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>Where fitted, air brake system is charged to required pressures in accordance with organisational procedures</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Test, operate and monitor track maintenance vehicle braking system</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Relevant brake system tests are conducted in accordance with organisational procedures</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Vehicle brakes are applied and released under normal operational conditions in accordance with correct handling and organisational procedures</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>Vehicle brakes are applied and released under emergency conditions in accordance with correct handling and organisational procedures</td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>Vehicle brake system is monitored in accordance with organisational and/or operational requirements</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Identify and rectify track maintenance vehicle braking system faults in transit</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Braking system faults while in transit are identified</td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td>If possible, suitable location to bring vehicle to a stand is identified in accordance with vehicle handling and organisational procedures</td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>Vehicle brake system fault is located and rectified or isolated in accordance with manufacturer and/or organisational procedures</td>
<td></td>
</tr>
<tr>
<td>3.4</td>
<td>When applicable, relevant brake system tests are conducted in accordance with organisational procedures</td>
<td></td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Appropriate sections of legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Brake systems, their components and their operation
- Relevant occupational health and safety (OH&S) and environmental procedures and regulations
- Tools and equipment applications
- Types of brake tests and their purpose

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Assess brake system defects
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in brakes and related equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to operating a train braking system
- Report any identified problems, faults or malfunctions when operating a train braking system in accordance with regulatory requirements and workplace procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identify correct procedure for testing braking system
  - correctly conduct brake test
  - operate brake when driving on-track vehicle
  - identify possible brake faults that may occur

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur on a track maintenance vehicle:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Brake system types may include:
- air brake
- electronically controlled pneumatic braking (ECP)

Brake system tests may include:
- brake leakage test
- air continuity test
- train brake test
- penalty brake test
- hose and pipe components repair or replacement

Brake system faults may include:
- minor leakage
- excessive leakage
- burst hose pipe/hose bag
- brake equipment fault/failure
- worn brake component
- external tampering

Safety and protective equipment may include:
- high visibility clothing
- gloves
- safety eyewear
- safety headwear
- safety footwear
- portable radios/mobile phones
- hearing protection

Information/documents may include:
- workplace procedures and instructions, and job specification
- manufacturer specifications and standards
- brake inspection and testing documentation

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.
Competency Field

C – Vehicle Operation
TLIC2078A Identify and respond to signals and trackside signs

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to identify, interpret and respond to fixed signals and trackside signs in accordance with network owner and/or organisational policies and procedures. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit is suitable for people who are required to identify and respond to trackside signals and signs as part of their job role. They may be working within a rail operational or infrastructure environment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

1. **Identify and respond to running signals and indicators**
   - 1.1 Types and functions of running signal and indicators are identified in accordance with network owner procedures
   - 1.2 Indications and aspects displayed by running signals and indicators are identified and interpreted
   - 1.3 Hand signals and/or track warning signals are interpreted and followed, in accordance with safeworking systems, network owner requirements and organisational procedures
   - 1.4 Rail traffic speed and movement is controlled appropriate to the indication displayed by the running signal or indicator
   - 1.5 Illegal or irregular indications or aspects displayed by running signals or indicators are indentified and appropriate action is taken

2. **Identify and respond to shunting signals and subsidiary signals**
   - 2.1 Types and functions of shunting signals and subsidiary signals are identified in accordance with network owner procedures
   - 2.2 Indications displayed by shunting signals and subsidiary signals are identified and interpreted
   - 2.3 Rail traffic speed and movement is controlled appropriate to the indication displayed by the shunting signal
   - 2.4 Illegal or irregular indications displayed by shunting signals are identified and appropriate action is taken

3. **Interpret and respond to trackside signs**
   - 3.1 Permanent trackside signs are interpreted and followed, in accordance with safeworking systems, network owner requirements and organisational procedures
   - 3.2 Temporary trackside signs are interpreted and followed, in accordance with safeworking systems, network owner requirements and organisational procedures

4. **Respond to and report defective or irregular signals or trackside signs**
   - 4.1 Defective or irregular signals and trackside signs are responded to in accordance with safeworking systems, network owner requirements and organisational procedures
   - 4.2 Defective or irregular signals and trackside signs are reported and recorded in accordance with safeworking systems, network owner requirements and organisational procedures

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Transport & Logistics Industry Skills Council
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable legislation, regulations and codes such as: relevant network owner and/or organisational policies and procedures, relevant Australian Standards and related requirements, relevant state/territory environmental legislation
- Procedures to be followed in emergencies
- Relevant sections of legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Signalling system for each network
- Use of communications equipment

Required skills:

- Communicate effectively with others
- Complete required documentation
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures and information (including numerical information) relevant to vehicle operations
- Work collaboratively with others when identifying and responding to signals and trackside signs
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and organisational procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying types of fixed signals used in rail networks
  - identifying the different indications and aspects displayed by fixed signals in the rail networks
  - identifying types of trackside signs in the rail networks
  - responding to different indications and aspects displayed by fixed signals in the rail networks
  - responding to different trackside signs in the rail networks
  - correct workplace requirements for responding to illegal or irregular indications displayed by running signals or shunting signals

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the organisational
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including organisational procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace
**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Running signals may include:
- single colour light
- double colour light
- semaphore
- indicators
- position light repeaters
- colour light repeaters
- banner repeaters
- turnout repeaters
- co acting
- starting
- home starting
- distant
- outer home
- home
- automatic
- controlled
- turnout units

Indicators may include:
- route indicators
- colour light point indicators
- colour light catch point indicators
- mechanical light point indicators
- mechanical catch point indicators
- U indicators

Indications and aspects may include:
- clear
- caution
- medium caution
- low speed
- close up
- stop

Shunting signals may include:
- colour light shunting signals
- semaphore shunting signals
- intermediate shunting signals
- banner shunting signals
- shunt repeater
- wrong road signals

Subsidiary signals may include:
- calling on signals
- shunt ahead signals
- dead end signals
Permanent trackside signs may include:
- shunt repeater
- permanent speed signs
- yard limit signs
- landmarks
- shunting limit signs
- stop signs
- catch point
- derail signal
- rolling stock prohibition signs
- whistle signs/boards
- no whistle signs
- clearance markers
- signal designation signs
- instruction signs
- level crossing signs

Temporary signs may include:
- caution speed signs
- warning speed signs
- clearance signs
- worksite warning signs

**Unit Sector(s)**
Not applicable.

**Competency Field**
C – Vehicle Operation
**Modification History**
Release 1 - New unit of competency

**Unit Descriptor**
This unit involves the skills and knowledge required to start up, prepare, shut down and stable a medium/heavy self-propelled track vehicle on a rail network in accordance with network owner policies and procedures.

Medium or heavy on-track equipment generally weighs more than 10 tonnes and is permanently railed.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Application of the Unit**
This unit is suitable for people required to start up and prepare a medium/heavy self-propelled track vehicle prior to leaving a stabling location. It also covers stabling a medium/heavy self-propelled track vehicle, including shutting the vehicle down and securing it.

**Licensing/Regulatory Information**
Not applicable.

**Pre-Requisites**
Not applicable.

**Employability Skills Information**
This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1. Inspect and prepare track vehicle

   1.1 Identification and location of track vehicle is confirmed
   1.2 Logbook and track vehicle are checked for out of service indications and to confirm serviceability and logbook is completed accurately in accordance with organisational requirements or manufactures specification
   1.3 Where applicable, track vehicle kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported in accordance with organisational procedures
   1.4 Consumables are checked and replenished as required
   1.5 External visual checks are conducted in accordance with manufacturer and/or organisational procedures
   1.6 Problems are identified and rectified in accordance with organisational procedures
   1.7 Identified problems are reported and/or documented in accordance with organisational procedures

2. Start up track vehicle

   2.1 Track vehicle is started in accordance with manufacturer instructions and/or organisational procedures
   2.2 Any operating faults are identified, diagnosed, rectified and/or reported and recorded in appropriate records
   2.3 Appropriate instruments and gauges are observed and readings are interpreted to confirm effective operation in accordance with manufacturer and/or organisational procedures
   2.4 Where required, fluid levels are rechecked after starting and appropriate action is taken if required

3. Conduct in-cab checks

   3.1 Track vehicle in-cab checks are conducted in accordance with manufacturer and/or organisational procedures
   3.2 Driver safety systems are checked to ensure they are functioning correctly and appropriate action is taken if they are not
   3.3 All communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not
   3.4 Auxiliary and emergency equipment is checked and confirmed to be operational in accordance with operating requirements
   3.5 All required documentation concerning inspecting track vehicle is completed in accordance with organisational procedures

4. Stable medium/heavy

   4.1 Approval is requested from appropriate person to direct when
Start up, shut down and stable medium/heavy self-propelled on-track equipment

4.2 Track vehicle is moved to nominated stabling location

4.3 Appropriate person is contacted and informed that track vehicle is at nominated location and intact

4.4 Track vehicle is stabled as directed

4.5 Track vehicle is left in appropriate manner to ensure security and protection of vehicle and ancillary equipment

5 Shut down track vehicle

5.1 Track vehicle is shut down in accordance with manufacturer and/or organisational procedures

5.2 Track vehicle is secured in accordance with organisational procedures

5.3 Control/isolation equipment and cab is secured in accordance with organisational procedures

6 Perform post-operational procedures

6.1 Post-operational checks are conducted in accordance with manufacturer specifications or organisational procedures to identify defects and maintenance requirements

6.2 Identified problems are reported in accordance with organisational procedures

6.3 Post-operating service schedules are conducted in accordance with organisational procedures

6.4 Required documentation is completed in accordance with organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Emergency procedures
- Hazards that may exist during start up and shut down of medium/heavy self-propelled track vehicles and ways of controlling the risks involved
- Network owner rules and regulations applicable to the job role
- Organisational procedures for starting up and shutting down medium/heavy self-propelled track vehicles
- Problems that may occur during preparing and stabling medium/heavy self-propelled track vehicles and action that can be taken to report or resolve problems
- Relevant rail safety occupational health and safety (OH&S) and environmental procedures and regulations

**Required skills:**

- Communicate effectively with others when preparing and stabling medium/heavy self-propelled track vehicles
- Complete documentation related to preparing and stabling medium/heavy self-propelled track vehicles
- Follow operational instructions
- Modify activities depending on operational contingencies, risk situations and environments
- Report and/or rectify any identified problems, faults or malfunctions when preparing and stabling medium/heavy self-propelled track vehicles in accordance with regulatory requirements and workplace procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others when preparing and stabling medium/heavy self-propelled track vehicles
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying correct start up procedures
  - identifying correct shut down procedures
  - correctly securing vehicles when stabling on-track equipment

Context of and specific resources for assessment

- Performance is demonstrated by consistently meeting the requirements of the critical aspects for assessment over a period of time by means of evidence of work performed in a log book or similar documentation.

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Medium/heavy self-propelled track vehicles may include:
- rail crane
- spot tamper
- ballast regulator
- inserter/remover (TR10)
- track recorder
- tamper
- dynamic stabiliser
- rail grinder
- ballast cleaner
- track layer

Consumables may include:
- fuel
- oils
- water
- coolant
- sand

Auxiliary and emergency equipment may include:
- fire extinguishers
- tool box
- first aid kit
- emergency chain
- railway track signals (audible track warning devices)
- spill kits
- hydraulic/manual jacks
- spare brake blocks
- spare knuckles
- chocks
- flags

Liaison may include:
- protection officer
- person in charge of work (PICOW)
- fellow workers

Communication systems may include:
- two-way radios
- radio headsets
- telephones/mobile phones
- agreed audible or hand signals

Appropriate person may include:
- network control officer
- traffic officer
- possession officer
- PICOW
Safety and protective equipment may include:
- track protection officer
- high visibility clothing
- hearing protection
- gloves
- safety eyewear
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information/documents may include:
- relevant legislated rail safety requirements including acts and regulations from each applicable state and/or territory
- operational instructions
- organisational policies and procedures
- relevant logbook and/or record book
- maintenance notices, records and requests
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures

Applicable legislation, regulations and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not applicable.
Competency Field

C – Vehicle Operation
TLIC2081A Pilot rail traffic within work on track authority limits

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to pilot rail traffic within Work on Track Authority limits in accordance with Access Provider, legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety. All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Enter Work on Track Authority limits

1.1 Protection Officers (PO)/Possession Protection Officers (PPO) are informed that rail traffic has arrived at the Work on Track Authority limits and confirmation that it is safe to enter is sought and obtained

1.2 Permission to enter Work on Track Authority limits is documented in accordance with access provider and/or organisational requirements

1.3 Authority to enter track protection is provided to rail traffic driver

1.4 Rail traffic is piloted into the Work on Track Authority limit

1.5 Advice regarding any operating restrictions and conditions is given to rail traffic crew

2 Exit Work on Track Authority limits

2.1 Rail traffic is piloted to limit of the Work on Track Authority limits

2.2 Permission is obtained from network control officer for rail traffic to exit the Work on Track Authority limits
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider and organisational policies, procedures and protocols
- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures for working around electrical infrastructure
- Audible warning equipment, use and when applicable
- Rail terminology as defined by the applicable access provider
- Operational communication protocols and systems
- Worksite protection plan

Required skills:

- Apply procedures for the use of railway track signals, when applicable
- Communicate effectively with individuals and work groups
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Use required personal protective equipment conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - explaining procedures for granting permission for rail traffic to enter Work on Track Authority limit
  - piloting rail traffic within the Work on Track Authority limit

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology used will be:
- as defined by the Access Provider

Work may occur:
- under varied visibility conditions

Safety assessment will be:
- as defined within workplace procedures
- as defined in the safety assessment work including:
  - view - line of sight
  - direction of approaching rail traffic
  - speed of approaching rail traffic
  - position of safety
  - changed local conditions

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand and audible signals
- two-way radio
- telephone/mobile phone
- signage

Communication protocols may include:
- general safety
- transmitting and receiving messages:
  - identification
  - standard radio terms
  - phonetic alphabet
  - testing communications equipment
  - emergency messages

Network control officer may be:
- network controller
- train controller
- area controller
Safety clothing and equipment may include:
- signaller
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals
- demarcation barriers
- lights and flags
- electronic devices
- signage

Information and documents may include:
- workplace procedures, policies and work instructions
- emergency plan
- pre-work briefing
- worksite protection plan

Unsafe situations may include:
- risks to the individual
- risks to the public
- risks to rail traffic
- risks to the physical assets of the network

Worksite protection plan may include:
- defining the limits of the worksite
- identifying safe places
- identifying positions for inner/outer handsignaller
- identifying positions for lookouts
- identifying level and pedestrian crossings
- identifying fixed rail infrastructure including:
  - signals
  - overhead structures
  - bridges/tunnels
  - turn outs
  - minimum sighting distances
  - parallel lines

Piloting may include:
- verbal instructions to rail traffic crew
- verbal communication with PO/PPO

**Unit Sector(s)**
Not applicable.
Competency Field

C – Vehicle Operation
TLIC3003A Drive medium rigid vehicle

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to drive a medium rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to medium rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial medium rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Drive the medium rigid vehicle | 1.1 The medium rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage  
1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective transmission use  
1.4 Braking system of medium rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions  
1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving  
1.6 The medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning  
1.7 The medium rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures  
1.8 Appropriate procedures are followed in the event of a driving emergency |
| 2 Monitor traffic and road conditions | 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities |
| 3 Monitor and maintain vehicle performance | 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle  
3.2 Performance and efficiency of vehicle operation is monitored during use  
3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority  
3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Medium rigid vehicle controls, instruments and indicators and their use
- Medium rigid vehicle handling procedures
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Principles of stress management when driving a vehicle
- Map reading and road navigation techniques including the use of a GPS device where applicable
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a medium rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a medium rigid vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a medium rigid vehicle in accordance with regulatory requirements and
Required skills:

- workplace procedures
- Implement contingency plans for unexpected events when driving a medium rigid vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Monitor and anticipate traffic hazards and take appropriate action
- Carry out pre-operational checks on a medium rigid vehicle
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

- all medium rigid vehicles, for example any 2-axle rigid vehicle, including truck and bus greater than 8 tonnes GVM

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
RANGE STATEMENT

- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include:
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory medium rigid vehicle driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to medium rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  C - Vehicle Operation
TLIC3004A Drive heavy rigid vehicle

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to drive a heavy rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Drive the heavy rigid vehicle | 1.1 The heavy rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage  
1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes  
1.4 Braking system of heavy rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions  
1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving  
1.6 The heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning.  
1.7 The heavy rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures  
1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements  
1.9 Appropriate procedures are followed in the event of a driving emergency |
| 2 Monitor traffic and road conditions | 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities |
| 3 Monitor and maintain vehicle performance | 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle  
3.2 Performance and efficiency of vehicle operation is monitored during use  
3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority  
3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Heavy rigid vehicle controls, instruments and indicators and their use
- Heavy rigid vehicle handling procedures
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on heavy rigid vehicle and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Principles of stress management when driving a vehicle
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies and on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

**Required skills:**
- Communicate effectively with others when driving a commercial heavy rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to when the driving of a commercial heavy rigid vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a commercial heavy rigid vehicle
- Work collaboratively with others when driving a commercial heavy rigid vehicle
- Operate electronic communication equipment to required protocol
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a commercial heavy rigid vehicle in accordance with regulatory requirements and workplace procedures
Required skills:

- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a commercial heavy rigid vehicle
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of the vehicle and its equipment and take appropriate action where required
- Carry out pre-operational checks in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

- all heavy rigid vehicles, for example any rigid vehicle with 3 or more axles, including trucks or buses, greater than 8 tonnes GVM

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client’s workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
RANGE STATEMENT

- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
- work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions

Factors that can cause traffic delays and diversions may include:
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
RANGE STATEMENT

- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory heavy rigid vehicle driving licence and permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
- relevant standards and certification requirements
- quality assurance procedures

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to heavy rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3005A Drive heavy combination vehicle

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to drive a heavy combination vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, coupling and uncoupling of trailer, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted, by or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy combination vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Drive the heavy combination vehicle | 1.1 The heavy combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage  
1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes  
1.4 Braking system of heavy combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions  
1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving  
1.6 The heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning  
1.7 The heavy combination vehicle is parked, uncoupled, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures  
1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements  
1.9 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations  
1.10 Appropriate procedures are followed in the event of a driving emergency |
| 2 Monitor traffic and road conditions | 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities |
| 3 Monitor and maintain vehicle performance | 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle  
3.2 Prime mover and trailer are aligned and coupled in accordance with manufacturers instructions and workplace procedures  
3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational  
3.4 Performance and efficiency of vehicle operation is monitored during use  
3.5 Defective or irregular performance or malfunctions are reported |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | to the appropriate authority
3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Heavy combination vehicle controls, instruments and indicators and their use
- Heavy combination vehicle handling procedures
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on heavy combination vehicle and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Driving hazards and related defensive driving techniques
- Map reading and navigation of the vehicle and related action
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

**Required skills:**

- Communicate effectively with others when driving a heavy combination vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a
Required skills:

heavy combination vehicle

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a heavy combination vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a heavy combination vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a heavy combination vehicle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when driving a heavy combination vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Apply map reading and road navigation techniques to the operation of a heavy combination vehicle
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

- all heavy combination vehicles that may be driven on public and private roads and work sites
RANGE STATEMENT

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
RANGE STATEMENT

- foggy conditions
- work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory heavy combination vehicle driving licence/permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to heavy combination vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field C - Vehicle Operation
TLIC3010A Pilot or escort oversized and/or overmassed loads

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to undertake pilot or escort activities in the movement of oversized and/or overmassed loads including preparing for pilot/escort operation, carrying out communications regarding pilot or escort operation, and fulfilling all functions related to the piloting and escorting of vehicles carrying oversized and overmassed loads. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to pilot or escort an oversized or overmassed vehicle in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Prepare for pilot or escort operation | 1.1 Maintenance needs of pilot and/or escort vehicles and associated equipment are identified according to maintenance schedule or reports of faults  
1.2 Pilot and/or escort vehicles and associated equipment are prepared for operation to manufacturers specifications, workplace procedures and government regulations  
1.3 Minor maintenance on vehicles is carried out in accordance with workplace policies and to manufacturers specifications  
1.4 Post-maintenance inspections and tests of pilot and/or escort vehicles and associated equipment are completed  
1.5 The outcomes of inspections, identified faults and repairs are recorded in accordance with workplace procedures |
| 2 Carry out communications regarding pilot or escort operation | 2.1 Transport companies whose vehicles are scheduled for escort are consulted to confirm requirements for escort operation  
2.2 The escort permit is verified for completeness and accuracy and convoy is checked to ensure compliance with the permit in accordance with government rules and regulations and government policy  
2.3 The permit holder is advised of the results of the check  
2.4 Convoy is briefed and given instructions and directions on the escort operation |
| 3 Conduct pilot and/or escort operation | 3.1 Required vehicle positioning, traffic warning and directional signalling procedures are implemented to enable safe passage of the load  
3.2 Safety equipment is operated and roadside obstacles are positioned to ensure safe passage of the load in accordance with government rules and regulations and workplace procedures  
3.3 Precautions are taken to ensure that convoy personnel are aware of road and other conditions that may impact on load and vehicle security  
3.4 All required liaison with relevant authorities is undertaken  
3.5 Documentation is completed in accordance with government rules and regulations and workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads
- Relevant OH&S and environmental procedures and regulations
- Vehicle controls, instruments and indicators and their use
- Vehicle handling procedures
- Procedures to be followed in the event of a driving/piloting/escort emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Driving hazards and related defensive driving techniques
- Principles of stress management when carrying out pilot/escort functions
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Workplace driving and operational instructions
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management techniques
- Lifestyles which promote the effective long-term management of fatigue
- Documentation requirements for piloting and escorting oversized/overmassed loads

Required skills:

- Communicate effectively with others when piloting and escorting vehicles with oversized and overmassed loads
- Read and interpret instructions, procedures, information and signs relevant to the piloting and escorting of vehicles with oversized and overmassed loads
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the piloting and escorting of vehicles with oversized and overmassed loads
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when piloting and escorting vehicles with oversized and overmassed loads
Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when piloting and escorting vehicles with oversized and overmassed loads in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when piloting and escorting vehicles with oversized and overmassed loads
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations include:

- all pilot and escort vehicle operations

Pilot and escort operations may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance
- visual check of vehicle

Pre-operational checks may
RANGE STATEMENT

include:

- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators including warning indicators
- checks of brakes

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace:

- company procedures
- enterprise procedures
- organisational procedures
RANGE STATEMENT

procedures may include:
- established procedures

Documentation/records may include:
- state/territory pilot/escort permit/regulatory requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to piloting and escort functions
- relevant state/territory road rules
- relevant state/territory oversized and overmassed permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3011A Transport passengers with disabilities

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate vehicles used for the transport of people with disabilities including pre-operational checks of the vehicle and its ancillary equipment; assistance to passengers in the use of restraints and ancillary equipment; provision of appropriate support to passengers during their journey; and manoeuvring the vehicle with due consideration of passengers' disabilities and the requirements of relevant government regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Transporting of passengers with disabilities must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle conveying persons with disabilities across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1  | Carry out pre-operational checks on vehicles | 1.1 The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies and procedures  
1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures |
| 2  | Drive a vehicle used by passengers with disabilities | 2.1 Passengers are assisted in a courteous manner, sensitive to the disability  
2.2 Passengers are assisted to use restraints, and the ancillary equipment which accompanies them, where appropriate  
2.3 Ongoing support is provided to the passenger to maximise their travelling comfort  
2.4 Ancillary equipment is stowed safely in vehicle following relevant regulations, where appropriate  
2.5 The vehicle is manoeuvred in accordance with the regulations for the class of vehicle involved  
2.6 The vehicle is manoeuvred with due consideration to any required precautions related to the disability of the passengers or relevant government regulations pertaining to the special load  
2.7 Signs or indicators are fixed to the vehicle if required |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant road rules, regulations and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant anti-discrimination legislation
- Duty of care responsibilities when driving vehicles used by passengers with disabilities
- Vehicle and ancillary equipment controls, instruments and indicators and their use
- Vehicle handling procedures and procedures for operating ancillary equipment
- Techniques for driving vehicles used by passengers with disabilities
- Pre-operational checks carried out on vehicle and ancillary equipment and related action
REQUIRED KNOWLEDGE AND SKILLS

- Driving hazards and related defensive driving techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Workplace driving and operational instructions

Required skills:

- Communicate effectively with others when transporting passengers with disabilities
- Read and interpret instructions, procedures, information and signs relevant to the transporting of passengers with disabilities
- Interpret and follow operational instructions and prioritise work
- Interact with passengers with disabilities
- Complete documentation related to the transporting of passengers with disabilities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when transporting passengers with disabilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when transporting passengers with disabilities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:
- cars and vehicles designed to transport passengers with disabilities
RANGE STATEMENT

Transporting of passengers may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or worksite

Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating the controls, instruments and indicators of the vehicle and ancillary equipment
- using defensive driving techniques
- managing engine performance

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Pre-operational checks may include:
- visual check of vehicle and ancillary equipment
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
RANGE STATEMENT

Factors that can cause traffic delays and diversions may include (examples only):
- replacement of broken coolant hose
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- state/territory driving licence requirements
- state/territory road rules
- workplace instructions and procedures for the transport of passengers with disabilities
- manufacturers instructions, specifications and recommended operating procedures for both vehicle and ancillary equipment, including pre-operational checks
- emergency procedures
- vehicle log book or record book (where required)
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant anti-discrimination legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field C - Vehicle Operation
TLIC3017A Shunt rolling stock

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to safely shunt rolling stock in accordance with safeworking and regulatory requirements and workplace procedures, including controlling and directing the physical movement of rolling stock and operating relevant equipment to carry out a developed shunting strategy. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to carry out shunting activities as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<tr>
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</table>
| 1 Plan and prepare for shunting operation | 1.1 Shunting requirements are interpreted and clarified and vehicles and equipment are obtained and prepared in accordance with shunting strategy  
1.2 Rolling stock movements, availability and locations are established in order to determine appropriate siding and/or track locations for vehicle placement  
1.3 Relevant OH&S legislation, codes of practice, organisational policies and procedures and safeworking systems and requirements related to shunting are identified |
| 2 Carry out shunting control procedures | 2.1 Points, levers, switches, signals and line of sight communications are used to assist the control of rolling stock movement  
2.2 Hand, light and radio shunting commands used are uniform and conform with operational and statutory requirements  
2.3 Relevant OH&S requirements are followed to prevent injury and damage  
2.4 Wagon cards are checked and wagons are obtained and sorted to comply with shunting requirements  
2.5 Shunting control techniques are applied to prevent damage of rolling stock and loads/contents |
| 3 Shunt rolling stock | 3.1 Workplace procedures for shunting are identified and applied  
3.2 Rolling stock is positioned to meet shunting requirements  
3.3 Coupling systems are identified and applied to attach and detach rolling stock  
3.4 Connecting brake hoses, electrical couplings and hand brakes are connected/disconnected and applied/released in accordance with operational and OH&S requirements  
3.5 Shunting occurs with the minimum of necessary moves within governing safety requirements and limitations |
| 4 Finalise train consist | 4.1 Train consists are made up according to operational procedures within timetabling requirements  
4.2 Irregularities and defects with equipment rolling stock are reported in accordance with operational requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Dangerous Goods Codes and regulations
- Shunting plan and instructions
- Procedures for prioritising work
- Loading and unloading procedures
- Procedures for getting on and off rolling stock in an appropriate manner
- Procedures for coupling and uncoupling rolling stock
- Procedures for operating points and signals
- Procedures for solving problems associated with shunting operations
- Procedures for identifying and reporting hazards
- Radio communication protocol
- Procedures for completing relevant documentation
- Wagon mechanisms
- Yard features
- Characteristics and features of wagons and other rolling stock
- Principles of operation of protective devices, air brakes, handbrakes, derailers
- Location and operation of signals and points
- Local track and signal layouts
- Draw gear capacities and related operating procedures
- Safeworking systems and requirements
- Shunting signals and commands and line of sight communication systems
- Procedures to be followed in the event of an emergency
- Defects that can occur on a shunting gear and equipment and related action that should be taken
- Procedures for identifying equipment defects and assessing for appropriate action
- Local procedures and operating requirements
- Procedures for operating mechanical, electronic and other line of sight communications equipment with required protocols

**Required skills:**
Required skills:

- Communicate effectively with others when shunting rolling stock
- Read and interpret instructions, procedures, information and signs relevant to the shunting of rolling stock
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the shunting of rolling stock
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when shunting rolling stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when shunting rolling stock in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when shunting rolling stock
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor condition and performance of equipment and take appropriate action if required
- Check gear and equipment in terms of service schedule and standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

unit
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rolling stock may include:
- all rolling stock in service within Australian rail systems

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Equipment may include:
- draw gear
RANGE STATEMENT

- air brake system components and handbrakes
- rail tractors
- rolling stock
- communication equipment
- switching equipment
- turntables
- motor vehicles
- fixed signals

OH&S requirements are those necessary to meet applicable workplace, state/territory and national policies and procedures and may include the use of:

- gloves
- sunscreen, sunglasses and safety glasses
- hearing protection
- insect repellent
- safety headwear and footwear
- portable radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- breakdown equipment
- emergency containers
- end-of-train unit or marker
- equipment for handling electrical cables
- emergency warning devices
- portable signs and markers

Contingencies may include:

- derailments
- collisions
- breakdowns
- injuries and fatalities
- hazardous materials spills
- fires and leaks
- track damage
- powerline damage

Contingency plans and contingencies may involve:

- emergency procedures manuals
- ADG Code and other relevant dangerous goods regulations
- safeworking systems and requirements

Depending on the type of
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

Information/documents may include:

- enterprise procedures
- organisational procedures
- established procedures
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where shunting operations are carried out on that network
- order books
- cards/deck sheets
- noticeboards
- special train notices
- yard orders
- periodical circulars
- transport authority rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
- drivers advice
- train register book
- safeworking forms
- dangerous goods manifest
- marshalling plan and shunting lists
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where shunting operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods

Applicable procedures and codes may include:
Unit Sector(s)
Not Applicable

Competency Field
Competency Field C - Vehicle Operation
TLIC3018A Operate on-train remote control system

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate an on-train remote control system in accordance with safeworking and regulatory requirements and workplace procedures. It includes positioning equipment and motive power units, operating the system and shutting it down after operation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the operation of the on-train remote control system as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Remote control equipment and motive power units are positioned in required locations</td>
</tr>
<tr>
<td></td>
<td>Brake test is conducted on each train section with the assistance of appropriate personnel</td>
</tr>
<tr>
<td></td>
<td>Front and rear train consists are coupled together to form one train, applying safeworking techniques</td>
</tr>
<tr>
<td></td>
<td>Relevant OH&amp;S requirements are followed to prevent injury and damage</td>
</tr>
<tr>
<td></td>
<td>Relevant codes of practice and safeworking systems and requirements are followed</td>
</tr>
<tr>
<td>2</td>
<td>Motive power units and control system set-up are checked to ensure safe operational status</td>
</tr>
<tr>
<td></td>
<td>Remote control equipment is operated and monitored in accordance with operational requirements during train movements to provide safe train handling and control</td>
</tr>
<tr>
<td></td>
<td>Any operational difficulties encountered are addressed by re-establishing control of the motive power unit(s) with minimum risk to personnel and equipment</td>
</tr>
<tr>
<td>3</td>
<td>Shut-down procedures of lead and remote control equipment are followed to ensure train security and de-activation of the system</td>
</tr>
<tr>
<td></td>
<td>Equipment indicators or functions are operated to ensure the shut-down process is correct and complete</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- On-train remote control unit controls, instruments and indicators and their purpose, location and use
- Positioning procedures
- Shut-down procedures
- Braking and safety system procedures
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for the control of motive power units
- Procedures for the operation of remote control units
- Motive power operating techniques
- Procedures for managing hazardous situations involving on-line remote control systems
- Operational instructions
- Shunting and marshalling procedures
- Procedures for identifying equipment defects in remote control units and assessing for appropriate action including compatible coupling, braking and drive equipment, ancillary systems and signalling systems
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when operating on-train remote control system
- Read and interpret instructions, procedures, information and signs relevant to the operation of on-train remote control system
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of on-train remote control system
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating on-train remote control system
- Promptly report and/or rectify any identified problems, faults or malfunctions when operating on-train remote control system in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when operating on-train remote control system
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Judge train speeds and movements
- Monitor performance of equipment and take appropriate action if required
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - operating remote control system in a range of configurations and/or trains
  - identifying possible operating difficulties that may occur during the operation using remote control
  - shutting down remote control system correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

On-train remote control equipment is:
- that using any mechanism and operating system to allow the control of one motive power unit which is part of a train from another unit which is part of the same train

Motive power units include all motive power units in service within Australian rail systems and may include:
- diesel locomotives
- electric locomotives
- railcars
- multiple units including electric
- non-operational units

Remote control operation may be used:
- within a yard for the purpose of marshalling
- shunting
- on running lines

Action taken as a result of identified faults, defects or deficiencies may include:
- carrying out repairs or adjustments, depending on the level and extent of work required
- reporting to appropriate personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
RANGE STATEMENT

- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- hearing protection

Information/documents may include:
- relevant log or record book
- maintenance notices, records and requests
- local instructions
- equipment operation manuals
- operational instructions, policies and procedures
- emergency procedure manuals
- two-way radio operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3027A Stable a motive power unit

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to stable a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes determining the required stabling location, shunting and securing the train, stabling and securing the motive power unit, carrying out all required post-operational checks and completing post-operational paperwork. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of railway systems.

Work is performed without supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the stabling and securing of a motive power unit across a variety of operational contexts in the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine stabling location | 1.1 Contact is made with appropriate personnel to determine planned location for stabling the train and/or motive power unit  
1.2 Location is identified and confirmed with appropriate personnel  
1.3 Directions of appropriate personnel are interpreted and followed |
| 2 Stable motive power unit | 2.1 Train is shunted and secured to prevent roll away in accordance with directions, workplace procedures and relevant rail regulations  
2.2 Motive power unit is stabled as directed  
2.3 Motive power unit is secured to prevent roll away in accordance with directions, workplace procedures and relevant rail regulations  
2.4 Motive power unit is shut down as per manufacturers instructions and workplace procedures  
2.5 Cab is secured as per workplace procedures  
2.6 If required, derailers are set in place as per workplace procedures and rail regulations |
| 3 Carry out post-operational checks | 3.1 If appropriate, fuel and fluid levels are checked and any required action is taken to replenish them  
3.2 Inspection is made of motive power unit as per workplace procedures  
3.3 Any identified faults and defects are fixed and/or reported and recorded as per workplace procedures  
3.4 Faulty and defective equipment that presents a safety risk is isolated and tagged as per workplace procedures and rail regulations  
3.5 Outcomes of post-operational checks are recorded as per workplace procedures  
3.6 All equipment is returned and stowed as per workplace requirements |
| 4 Complete post-operational paperwork | 4.1 All required safeworking documentation is completed as per workplace procedures and rail regulations |

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Procedures for stabling a motive power unit
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop a motive power unit
- Speed and load limits compliance requirements
- Procedures for managing hazardous situations when operating and stabling a motive power unit
- Procedures for operating and shutting down auxiliary systems
- Procedure for completing relevant documentation when stabling a motive power unit
- Procedures to be followed in the event of an emergency
- Procedures for minor maintenance, cleaning, lubricating and servicing of motive power unit
- Procedures for identifying equipment defects and assessing for appropriate action
- Motive power unit knowledge may include: monitoring devices, braking and power equipment, ancillary systems, and signalling systems
- Local procedures and operating requirements
- Typical defects that can occur on a motive power unit and related action that should be taken
- Procedures for securing a motive power unit to prevent roll away
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when stabling a motive power unit
- Read and interpret instructions, procedures and information relevant to the stabling of a motive power unit
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the stabling of a motive power unit
- Operate electronic communications equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
Required skills:

- Recognise problems that may arise when stabling a motive power unit and take appropriate action
- Check and replenish fuel and fluids and carry out lubrication requirements on a motive power unit (if appropriate)
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in motive power units and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Conduct a visual inspection of a motive power unit
- Document outcomes of an inspection of a motive power unit
- Shut down a motive power unit after service

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying a number of different locations where motive power units may be stabled (including in emergencies)
  - identifying typical faults or defects that may be identified during post operational checks
  - carrying out post-operational checks in accordance with workplace procedures on a range of motive power units
EVIDENCE GUIDE

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Motive power units may include all motive power units in service within Australian rail systems and may include:
- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)

Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
RANGE STATEMENT

- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Inspection of a motive power unit may include:

- lights
- hoses
- couplings
- destination boards
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- pantographs
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

Post operation checks may include:

- lubrication system
- checking for fluid leaks
- brake testing
- checking of fluid levels

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
RANGE STATEMENT

- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required)
- isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- mobile/satellite phones
- hand lamps
- flags
- safety devices
- audible indicators
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:

- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- safe working documentation
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units
RANGE STATEMENT

- from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- emergency procedures manual
- legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable legislation, regulations and codes may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3028A Operate and monitor a heritage motive power unit

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a heritage motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes operating the controls of the motive power unit; and monitoring its performance and maintaining its operational condition during a journey. It also includes working collaboratively with other train crew and relevant personnel. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to maintain the safety and operation of a motive power unit across a variety of operational contexts in the Australian heritage rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Operate motive power unit | 1.1 Motive power unit handling techniques and track and road knowledge are interpreted and applied to eliminate or minimise risk of injury to personnel or damage to equipment, rolling stock and load  
1.2 Acceleration and braking techniques are applied safely within track and road and weather conditions  
1.3 Movement of motive power unit between sections ensures that all rolling stock is positioned safely in accordance with relevant codes of practice, safeworking systems, and related requirements |
| 2 Operate and monitor on-board equipment | 2.1 Motive power unit equipment is monitored and operated to maintain optimum running conditions and identify faults, defects and deficiencies  
2.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of motive power unit, including communications with operations controller where necessary  
2.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel |
| 3 Respond effectively to external operating factors | 3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, rail regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
3.3 Hazardous situations are recognised and interpreted and appropriate initiatives and action are taken to minimise risk to personnel and equipment as per workplace procedures and applicable regulatory requirements |
| 4 Work collaboratively with other train crew and relevant personnel | 4.1 Safe operation and monitoring of the motive power unit is maintained in collaboration with other members of the train crew, train controllers and other relevant personnel as per workplace requirements and the principles of rail resource management  
4.2 Any potential or actual conflicts or grievances with other members of the train crew, train controllers and other relevant personnel during the operation of the motive power unit are recognised and resolved in accordance with workplace procedures and the principles of rail resource management |
| 5 Communicate with | 5.1 Regular communication is maintained with train crew, train |
**ELEMENT**

train crew, train controllers and other personnel

**PERFORMANCE CRITERIA**

controllers, drivers of other trains and other relevant personnel in the course of operation of the motive power unit as per workplace procedures and regulatory requirements

5.2 Train crew, train controllers, drivers of other trains and other relevant personnel are advised of operational problems, delays, safety incident and emergency situations that may arise in the course of operation of the motive power unit

5.3 Information provided by train crew, train controllers, drivers of other trains and other relevant personnel relevant to the ongoing operation of the motive power unit is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements

6 Follow all applicable rail regulatory requirements

6.1 Rail regulatory requirements applicable to the operation of the motive power unit and the train and track or road concerned are accessed, understood and interpreted

6.2 Relevant rail regulatory requirement are applied and followed in the course of operation of the motive power unit

6.3 Principles of rail resource management are applied in all rail operations involving the motive power unit as per workplace procedures and applicable rail regulatory requirements

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**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Relevant OH&S and environmental procedures and regulations
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Procedures for operating and monitoring the motive power unit
- Motive power unit knowledge including: monitoring devices, braking and drive equipment, ancillary systems, and signalling systems
- Track and road knowledge including: track/bridge limitations, speed limitations, gauge limitations, curves and gradients, curfews, location of signals and crossings, emergency cross Overs, and operation of a turntable
- Braking and safety system procedures
REQUIRED KNOWLEDGE AND SKILLS

- Operating controls to start, accelerate, decelerate and stop the motive power unit
- Speed and load limits for the motive power unit
- Procedures for adjusting controls to maximise efficient and safe running
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a motive power unit
- Procedures for operating and monitoring ancillary equipment on the motive power unit
- Procedures for checking the battery and fluid levels and lubricating a diesel motive power unit (where applicable)
- Procedures for checking the battery and fluid levels and lubricating on an electric motive power unit (where applicable)
- Procedures for identifying equipment defects and assessing them for appropriate action
- Procedures for minor maintenance, cleaning, lubricating and servicing of a motive power unit
- Typical faults that can occur on a motive power unit and related action that should be taken for repair, isolation, replacement, reporting and recording of the faulty equipment
- Procedures for raising and lowering the pantograph on an electric motive power unit (where applicable)
- Requirements for completing relevant documentation during and after operation and monitoring of a motive power unit
- Train schedules, motive power unit allocation and operational instructions
- Requirements for communicating and working collaboratively with other members of the train crew, train controllers and other relevant personnel
- Procedures to be followed in the event of an emergency when operating a motive power unit
- Personal protective equipment required when operating a motive power unit and procedures for its use
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others in the course of operating and monitoring a motive power unit
- Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a motive power unit
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation and monitoring of a motive power unit
- Operate electronic communication equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace
Required skills:

- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a motive power unit
- Recognise problems that may arise when operating and monitoring a motive power unit and take appropriate action
- Check and replenish fuel and fluids and carry out lubrication processes on a motive power unit
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in motive power units and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate a motive power unit
- Monitor the performance of a motive power unit

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night in all relevant weather conditions

Heritage motive power units may include all heritage motive power units in service within Australian rail systems and may include:
- diesel MPUs
- electric MPUs
- railcars

Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
RANGE STATEMENT

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
RANGE STATEMENT

Information and documents may include:

- high visibility clothing
- hearing protection
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (MPU status list, dangerous goods list, consist information, etc.)
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- documented details of the train including length and weight
- emergency procedures manual
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field C - Vehicle Operation
TLIC3029A Stable a heritage motive power unit

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to stable a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes determining the required stabling location, shunting and securing the train, stabling and securing the motive power unit, carrying out all required post-operational checks and completing post-operational paperwork. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the stabling and securing of a motive power unit across a variety of operational contexts in the Australian heritage rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine stabling location | 1.1 Contact is made with train controller and yard staff to determine planned location for stabling the motive power unit  
1.2 Directions of train controller and yard staff are interpreted and followed  
1.3 Care is taken to keep clear of other roads |
| 2 Stable motive power unit | 2.1 Train is shunted and secured in accordance with directions, workplace procedures and rail regulations  
2.2 Motive power unit is stabled as directed  
2.3 Derailers are set in place as per workplace procedures and rail regulations  
2.4 Handbrakes are applied  
2.5 Power brakes are applied  
2.6 Motive power unit is shut down as per manufacturers instructions and workplace procedures  
2.7 Cab is secured as per workplace procedures |
| 3 Carry out post-operational checks | 3.1 Fuel and fluid levels are checked and any required action is taken to replenish them  
3.2 Inspection is made of motive power unit as per workplace procedures  
3.3 Any identified faults and defects are fixed or reported and recorded as per workplace procedures  
3.4 Faulty and defective equipment that presents a safety risk is isolated and tagged as per workplace procedures and rail regulations  
3.5 Outcomes of post-operational checks are recorded as per workplace procedures |
| 4 Complete post-operational paperwork | 4.1 All required safeworking documentation is completed as per workplace procedures and rail regulations  
4.2 All equipment is returned and stowed as per workplace requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Relevant OH&S and environmental procedures and regulations
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Procedures for stabling a motive power unit
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop a motive power unit
- Speed and load limits compliance requirements
- Procedures for managing hazardous situations when operating and stabling a motive power unit
- Procedures for operating and shutting down auxiliary systems
- Procedure for completing relevant documentation when stabling a motive power unit
- Procedures to be followed in the event of an emergency
- Procedures for minor maintenance, cleaning, lubricating and servicing of motive power unit
- Procedures for identifying equipment defects and assessing for appropriate action
- Motive power unit knowledge may include: monitoring devices; braking and power equipment; ancillary systems; and signalling systems
- Local procedures and operating requirements
- Typical defects that can occur on a motive power unit and related action that should be taken
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when stabling a heritage motive power unit
- Read and interpret instructions, procedures and information relevant to the inspection, preparation, start up and positioning of a motive power unit
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the stabling of a motive power unit
- Operate electronic communications equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when stabling a motive power unit
- Recognise problems that may arise when stabling a motive power unit and take appropriate
Required skills:

- Check and replenish fuel and fluids and carry out lubrication requirements on a motive power unit
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in motive power units and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Conduct a visual inspection of a motive power unit
- Document outcomes of an inspection of a motive power unit
- Shut down a motive power unit after service

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night in all relevant weather conditions

Heritage motive power units may include all heritage motive power units in service within Australian rail systems and may include:
- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)

Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights
- lights
- hoses

Inspection of a heritage motive lights
- hoses
RANGE STATEMENT

Power unit may include:
- couplings
- destination boards (electric urban train services)
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- pantographs (in case of electric MPUs)
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

Post operation checks may include:
- lubrication system
- checking for fluid leaks
- brake testing
- checking of fluid levels

Risk minimisation may require differentiating between faults, defects and deficiencies that:
- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:
- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement
RANGE STATEMENT

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- safe working documentation
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
RANGE STATEMENT

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3030A Operate and monitor a heritage steam locomotive

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a heritage steam locomotive in accordance with relevant workplace practices, rail regulations and codes of practice. It includes operating the controls of a steam locomotive; and monitoring its performance and maintaining its operational condition during a journey. It also includes working collaboratively with other train crew and relevant personnel. This unit replaces part of the previous unit TDTC1401A Prepare, operate, monitor and stable steam locomotive. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to maintain the safety and operation of a steam locomotive across a variety of operational contexts in the Australian heritage rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</thead>
</table>
| 1 Operate steam locomotive | 1.1 Steam locomotive handling techniques and track and road knowledge are interpreted and applied to eliminate or minimise risk of injury to personnel or damage to equipment, rolling stock and load  
1.2 Acceleration and braking techniques are applied safely within track and road and weather conditions  
1.3 Movement of steam locomotive between sections ensures that all rolling stock is positioned safely in accordance with relevant codes of practice, safeworking systems, and related requirements |
| 2 Operate and monitor on-board equipment | 2.1 Steam locomotive equipment is monitored and operated to maintain optimum running conditions and identify faults, defects and deficiencies  
2.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of steam locomotive, including communications with operations controller where necessary.  
2.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel |
| 3 Respond effectively to external operating factors | 3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, rail regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant rail regulations and codes of practice and workplace policies and procedures, to ensure that actions taken are appropriate and safe  
3.3 Hazardous situations are recognised and interpreted and appropriate initiatives and action are taken to minimise risk to personnel and equipment as per workplace procedures and applicable regulatory requirements |
| 4 Work collaboratively with other train crew and relevant personnel | 4.1 Safe operation and monitoring of the steam locomotive is maintained in collaboration with other members of the train crew, train controllers and other relevant personnel as per workplace requirements and the principles of rail resource management  
4.2 Any potential or actual conflicts or grievances with other members of the train crew, train controllers and other relevant personnel during the operation of the steam locomotive are recognised and resolved in accordance with workplace procedures and the principles of rail resource management |
| 5 Communicate with | 5.1 Regular communication is maintained with train crew, train |
ELEMENT

train crew, train controllers and other personnel

PERFORMANCE CRITERIA

controllers, drivers of other trains and other relevant personnel in the course of operation of the steam locomotive as per workplace procedures and regulatory requirements

5.2 Train crew, train controllers, drivers of other trains and other relevant personnel are advised of operational problems, delays, safety incidents and emergency situations that may arise in the course of operation of the heritage steam locomotive

5.3 Information provided by train crew, train controllers, drivers of other trains and other relevant personnel relevant to the ongoing operation of the steam locomotive is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements

6 Follow all applicable rail regulatory requirements

6.1 Rail regulatory requirements applicable to the operation of the steam locomotive and the train and track or road concerned are accessed, understood and interpreted

6.2 Relevant rail regulatory requirement are applied and followed in the course of operation of the steam locomotive

6.3 Principles of rail resource management are applied in all rail operations involving the steam locomotive as per workplace procedures and applicable rail regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Principles of rail resource management as they apply to the operation and monitoring of the performance of a steam locomotive
- Relevant OH&S and environmental procedures and regulations
- Steam locomotive controls, instruments and indicators and their purpose, location and use
- Procedures for operating and monitoring the steam locomotive
- Steam locomotive knowledge including: basic principles of steam engine operation, monitoring devices, braking equipment, ancillary systems, and signalling systems
- Track and road knowledge including: track and bridge limitations, speed limitations, gauge limitations, curves and gradients, curfews, location of signals and crossings, emergency
REQUIRED KNOWLEDGE AND SKILLS

cross-overs, and operation of a turntable

- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop a steam locomotive
- Speed and load limits for the steam locomotive
- Procedures for adjusting controls to maximise efficient and safe running
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring the performance of a steam locomotive
- Procedures for operating and monitoring the performance of ancillary equipment on the steam locomotive
- Procedures for identifying equipment defects and assessing them for appropriate action
- Procedures for minor maintenance, cleaning, lubricating and servicing of a steam locomotive
- Typical faults that can occur on a steam locomotive and related action that should be taken for repair, isolation, replacement, reporting and recording of the faulty equipment
- Requirements for completing relevant documentation during and after operation and monitoring of the performance of a steam locomotive
- Train schedules, steam locomotive allocation and operational instructions
- Requirements for communicating and working collaboratively with other members of the train crew, train controllers and other relevant personnel
- Procedures to be followed in the event of an emergency when operating a steam locomotive
- Personal protective equipment required when operating a steam locomotive and procedures for its use
- Local procedures and operating requirements
- Procedures for operating communications equipment with required protocol

Required skills:

- Communicate effectively with others in the course of operating and monitoring the performance of a steam locomotive
- Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a steam locomotive
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation and monitoring the performance of a steam locomotive
- Operate electronic communication equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess steam locomotive defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
**Required skills:**

- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a steam locomotive
- Recognise problems that may arise when operating and monitoring a steam locomotive and take appropriate action
- Check and replenish fluids and carry out lubrication processes on a steam locomotive
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in steam locomotives and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate a steam locomotive
- Monitor the performance of a steam locomotive

**Evidence Guide**

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment,
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night in all relevant weather conditions

Heritage steam locomotives may include:

- any heritage steam locomotives in service within Australia

Equipment on a steam locomotive may include:

- steam locomotive instrumentation (gauges)
- feed water controls
- boiler controls and safety devices
- braking systems
- driving and other operational controls
- communication systems
- warning equipment
- ancillary systems
- vigilance systems
- traction systems
- head and marker lights

Communications equipment may include:

- portable and fixed two way radio
- mobile phone

Auxiliary equipment may include:

- steam regulator
- cab sprinkler
RANGE STATEMENT

- gauges
- generator
- sandboxes
- whistle
- steam turbine generator
- all ancillary valves
- hand brake
- injectors
- lubricators
- gauge glasses
- blower
- damper
- cylinder cocks
- mechanical stoker
- oil burning apparatus

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Safety and personal protective equipment may include:
- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- steam locomotive operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (status list, dangerous goods list, consist information, etc.)
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing steam locomotives from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- documented details of the train including length and weight
- emergency procedures manual

Applicable legislation, regulations and codes may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3031A Stable a heritage steam locomotive

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to stable a heritage steam locomotive in accordance with relevant workplace practices, rail regulations and codes of practice. It includes determining the required stabling location, shunting and securing the train, stabling and securing the heritage steam locomotive, carrying out all required post-operational checks and completing post-operational paperwork. This unit replaces part of the previous unit TDTC1401A Prepare, operate, monitor and stable heritage steam locomotive. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the stabling and securing a steam locomotive across a variety of operational contexts in the Australian heritage rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine stabling location</td>
<td>1.1 Contact is made with train controller and yard staff to determine planned location for stabling the steam locomotive 1.2 Directions of train controller and yard staff are interpreted and followed 1.3 Care is taken to keep clear of other roads</td>
</tr>
<tr>
<td>2 Stable and shut down steam locomotive</td>
<td>2.1 Carriages or vehicles are shunted and secured in accordance with directions, workplace procedures and rail regulations 2.2 Steam locomotive is stabled in correct location as directed 2.3 Derailers are set in place as per workplace procedures and rail regulations 2.4 Handbrakes are applied 2.5 Park brakes are secured 2.6 Steam locomotive is stabled as per operator's instructions and workplace procedures 2.7 Cab is secured as per workplace procedures</td>
</tr>
<tr>
<td>3 Carry out post-operational checks</td>
<td>3.1 Fluid and fuel levels are checked and any required action is taken to top up levels 3.2 Visual check is made of steam locomotive as per workplace procedures 3.3 Any identified faults and defects are fixed or reported and recorded as per workplace procedures 3.4 Faulty and defective equipment that presents a safety risk is isolated and tagged as per workplace procedures and rail regulations 3.5 Outcomes of post-operational checks are recorded as per workplace procedures</td>
</tr>
<tr>
<td>4 Complete post-operational paperwork</td>
<td>4.1 Timesheet or other work record is completed 4.2 Roster is checked for future work allocation 4.3 Issues and variations are discussed and resolved with roster clerk 4.4 All required safeworking documentation and actions are completed as per workplace procedures and rail regulations 4.5 All equipment is returned and stowed as per workplace requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Relevant OH&S and environmental procedures and regulations
- Steam locomotive controls, instruments and indicators and their purpose, location and use
- Procedures for operating and stabling a steam locomotive
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop a steam locomotive
- Speed and load limits
- Procedures for managing hazardous situations when operating and stabling a steam locomotive
- Procedures for operating and shutting down ancillary systems
- Procedure for completing relevant documentation when stabling a steam locomotive
- Procedures to be followed in the event of an emergency
- Procedures for minor maintenance, cleaning, lubricating and servicing of steam locomotives
- Procedures for identifying equipment defects, assessing and reporting for appropriate action
- Monitoring devices; braking and power equipment, auxiliary systems, and signalling systems
- Local procedures and operating requirements
- Typical defects that can occur on a steam locomotive and related action that should be taken
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when stabling a heritage steam locomotive
- Read and interpret instructions, procedures and information relevant to the stabling of a steam locomotive
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the stabling of a steam locomotive
- Operate electronic communications equipment to required protocol
- Work collaboratively with others when stabling a steam locomotive
- Identify and assess steam locomotive defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Satisfactorily manage unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when stabling a steam locomotive
Required skills:

- Recognise problems that may arise when stabling a steam locomotive and take appropriate action
- Check and replenish fluids and fuel and carry out lubrication requirements on a steam locomotive
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in steam locomotives and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Conduct an inspection of a steam locomotive
- Document outcomes of inspection of a steam locomotive
- Stable a steam locomotive after service

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
EVIDENCE GUIDE

Method of assessment

- Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night in all relevant weather conditions

Heritage steam locomotives may include:
- any heritage steam locomotives in service within Australia

Equipment on a steam locomotive may include:
- steam locomotive instrumentation (gauges)
- feed water controls
- boiler controls and safety devices
- braking systems
- driving and other operational controls
- communication systems
- warning equipment
- ancillary systems
- vigilance systems
- traction systems
- head and marker lights

Inspection of a heritage steam locomotive may include:
- lights and power systems
- hoses
- couplings
- head boards
- doors and door locks
RANGE STATEMENT

- suspension
- brake equipment
- wheels
- seals
- sand and fuel
- boiler and mountings
- cables
- glass windows and doors
- audible faults (e.g. hiss of escaping air or steam)
- visible faults (e.g. oil leaks, tears and cracks)

Communications equipment may include:
- portable and fixed two way radio
- mobile phone

Auxiliary equipment may include:
- steam regulator
- cab sprinkler
- gauges
- generator
- sandboxes
- whistle
- steam turbine generator
- all ancillary valves
- hand brake
- injectors
- lubricators
- gauge glasses
- blower
- damper
- cylinder cocks
- mechanical stoker
- oil burning apparatus

Post operation checks may include:
- lubrication system
- checking for fluid leaks
- brake testing
- checking of fluid and fuel levels

Risk minimisation may require differentiating between faults, defects and deficiencies that:
- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention
RANGE STATEMENT

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Positioning of heritage motive power unit may involve:

- operation of manual points
- operation of turntable
- coupling/uncoupling to other rolling stock

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
RANGE STATEMENT

- steam locomotive operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (status list, dangerous goods list, consist information, etc.)
- operational instructions, policies and procedures, including: those related to preventing steam locomotives from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- emergency procedures manual
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable legislation, regulations and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3032A Operate and monitor a passenger electric tram

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate and monitor a passenger electric tram in accordance with relevant workplace practices, tramway regulations and codes of practice. This includes planning and preparing the tram for passenger service, operating the tram, operating the revenue collection system (where applicable), monitoring the tram's performance during service, and communicating effectively with other personnel. This unit replaces the unit TDTC2201A Operate a passenger tram. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to operate and monitor a passenger electric tram across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan and identify a passenger electric tram for operations | 1.1 Driving requirement is identified and confirmed from roster, shift-card or other authorised documentation  
1.2 Sign-on/log-on procedures at the depot are completed and the tram to be driven is correctly identified and located  
1.3 Resources are identified and obtained, including documentation  
1.4 Procedures for reporting incidents and the cancellation and non-operation of services are identified and followed |
| 2 Operate a passenger electric tram | 2.1 Tram is operated within specifications and organisational requirements to meet required schedules, routes, timetables and special services  
2.2 On-board equipment is confirmed as being serviceable, and is operated in accordance with specifications and organisation's requirements  
2.3 Warning devices and gauges are monitored and responded to in accordance with organisation's requirements  
2.4 Operational restrictions established by the organisation and relevant legislation are observed  
2.5 Tram is stopped in designated and approved locations and within limitations, to permit safe embarkation and alighting of all kinds of passengers  
2.6 Destination signs are adjusted in accordance with work schedules  
2.7 Wheelchair equipment where provided is operated when required in accordance with workplace procedures |
| 3 Respond effectively to external operating factors | 3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
3.2 Fixed traffic and hand signals and verbal movement commands are interpreted and followed, in accordance with regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
3.3 Hazardous situations are recognised and appropriate action is taken to minimise risk to personnel and equipment  
3.4 Defensive driving practices are employed at all times |
| 4 Operate revenue collection systems (where applicable) | 4.1 Start-up check is completed in accordance with workplace procedures  
4.2 Ticketing system is activated, operated and updated in accordance with workplace procedures  
4.3 Ticketing system defects are reported in accordance with
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong> Operate and monitor on-board equipment</td>
<td>4.4 Ticketing system is closed down, in accordance with authorised organisation procedures</td>
</tr>
<tr>
<td></td>
<td>5.1 Electric tram equipment is monitored and operated to maintain optimum running conditions and identify faults, defects and deficiencies</td>
</tr>
<tr>
<td></td>
<td>5.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of tram, including communications with operations controller where necessary</td>
</tr>
<tr>
<td></td>
<td>5.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel</td>
</tr>
<tr>
<td></td>
<td>5.4 Defects are reported and/or recorded</td>
</tr>
<tr>
<td><strong>6</strong> Work collaboratively with other personnel (where applicable)</td>
<td>6.1 Safe operation and monitoring of the tram is maintained in collaboration with other members of the tram crew, tram controllers and other relevant personnel as per workplace requirements</td>
</tr>
<tr>
<td></td>
<td>6.2 Any potential or actual conflicts or grievances with other members of the tram crew, tram controllers and other relevant personnel during the operation of the tram are recognised and resolved in accordance with workplace procedures</td>
</tr>
<tr>
<td><strong>7</strong> Communicate with tram crew and other personnel</td>
<td>7.1 Regular communication is maintained with tram crew, drivers of other passenger electric trams and other relevant personnel in the course of operation of the tram as per workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>7.2 Tram crew, tram controllers, drivers of other passenger electric trams and other relevant personnel are advised of operational problems, delays, safety incidents and emergency situations that may arise in the course of operation of the tram</td>
</tr>
<tr>
<td></td>
<td>7.3 Information provided by tram crew, drivers of other passenger electric trams and other relevant personnel relevant to the ongoing operation of the passenger electric tram is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td><strong>8</strong> Follow all applicable tramway regulatory requirements</td>
<td>8.1 Tramway regulatory requirements applicable to the operation of the tram and the track or road concerned are accessed, understood and interpreted</td>
</tr>
<tr>
<td></td>
<td>8.2 Relevant tramway regulatory requirements are applied and followed in the course of operation of the passenger electric tram</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant road rules of the relevant state/territory roads and traffic authority, where applicable
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Relevant OH&S and environmental procedures and regulations
- Relevant driver identification procedures, licences and authorities required to drive an electric tram
- Passenger electric tram controls, instruments and indicators and their purpose, location and use including controls to start, accelerate, decelerate and stop the tram
- Passenger electric tram operating characteristics, capabilities and limitations
- Procedures for operating and monitoring the passenger electric tram
- Procedures for adjusting controls to maximise efficient and safe running
- Speed and load limits for the tram
- Operational instructions
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a passenger electric tram
- Procedures for operating and monitoring ancillary equipment on the tram
- Functions of sand as used on an electric tram and the procedures for checking and refilling sand levels and carrying out sand system testing processes on a passenger electric tram
- Passenger electric tram knowledge may include monitoring devices, braking and drive equipment, ancillary systems and signalling systems
- Track, road and route knowledge including: track limitations, speed limitations, curves and gradients and location of any signals, indicators and points
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on a passenger electric tram and related action that should be taken
- Principles of defensive driving
- Procedures to be followed in the event of an emergency when operating a passenger electric tram
- Procedures for operating any electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long term management of fatigue
Required skills:

- Communicate effectively with others when operating and monitoring a passenger electric tram
- Operate any electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a passenger electric tram
- Interpret and follow instructions and prioritise work
- Complete documentation related to the operation and monitoring of a passenger electric tram
- Work collaboratively with others when operating and monitoring a passenger electric tram
- Identify and assess tram defects and deficiencies and take appropriate action to report any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a passenger electric tram
- Recognise problems that may arise when operating and monitoring a passenger electric tram and take appropriate action
- Check and refill sand boxes where provided and carry out sand system testing processes on a passenger electric tram
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in trams and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate a passenger electric tram and monitor its performance to facilitate optimum safe operation
- Apply track and road knowledge when driving a passenger electric tram
- Monitor journey schedule
- Apply fatigue management knowledge and techniques

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit:

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

Unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night in all relevant weather conditions

Passenger electric trams include all passenger electric trams in service within Australian transport

- hand-operated or foot pedal control systems or both
RANGE STATEMENT

systems and may include:

Passenger electric tram equipment may include:

- ancillary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Relevant personnel may include:

- tram crew
- tram controllers
- rostering supervisors and staff
- other tram drivers and crews
- depot coordinators
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers
- internal and external suppliers

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- relevant National and state or territory transport regulations and codes of practice
- notices in drivers' notice board/box
RANGE STATEMENT

- reference cards
- tram driver roster sheet and/or table card
- operational instructions, policies and procedures:
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3033A Drive an electric tram to operational requirements

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to drive an electric tram to operational requirements in accordance with relevant regulations and workplace practices. It includes operating the tram efficiently and effectively; driving the tram; completing the journey; and responding effectively to external factors and emergencies. This unit replaces part of the previous unit TDTC2101A Drive tram Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to drive an electric tram as part of workplace activities across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Operate tram efficiently and effectively  | 1.1 Electric tram is operated in accordance with the relevant codes of practice, workplace procedures and instructions  
1.2 Electric tram is operated safely in accordance with traffic regulations  
1.3 Electric tram is operated with due care of the vehicle  
1.4 Movements are within limits of vehicle and road dimensions and in line with specifications  
1.5 Movements are smooth and controlled  
1.6 Performance of the electric tram is monitored to maintain optimum running condition and identify faults, defects and efficiencies in accordance with organisation's requirements |
| 2 Drive tram                                  | 2.1 Traffic flows are anticipated and appropriate defensive action is taken to maintain the efficiency of tram operation  
2.2 Electric tram is constantly monitored for any malfunctions or factors which may affect tram performance |
| 3 Complete tram journey                      | 3.1 Tram documentation is received, interpreted and followed  
3.2 Electric tram is operated and manoeuvred in accordance with tram documentation and procedures  
3.3 Events and circumstances affecting planned running schedule are communicated to relevant personnel en route  
3.4 Tram control and other instructions are received, interpreted and applied to ensure safe and effective control of the tram  
3.5 Communications are maintained with tram controllers during the tram journey in accordance with the relevant organisational requirements  
3.6 Instructions concerning tram operation are given to relevant personnel to ensure safe and efficient running |
| 4 Respond effectively to external operating factors | 4.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
4.2 Fixed traffic and hand signals and verbal movement commands are interpreted and followed, in accordance with regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
4.3 Hazardous situations are recognised and appropriate action is taken to minimise risk to personnel and equipment |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Where relevant, road rules of the relevant state/territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant driver identification procedures, licences and authorities required to drive an electric tram
- Electric tram controls, instruments and indicators and their purpose, location and use including controls to start, accelerate, decelerate and stop the tram
- Electric tram operating characteristics, capabilities and limitations
- Procedures for operating and monitoring the electric tram
- Procedures for adjusting controls to maximise efficient and safe running
- Braking and safety system procedures
- Speed limits for the tram
- Operational instructions
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring an electric tram
- Functions of sand as used on an electric tram and the procedures for checking and refilling sand levels and carrying out sand system testing processes on an electric tram
- Electric tram knowledge may include monitoring devices, braking and drive equipment, ancillary systems and signalling systems
- Track, road and route knowledge may include: tram routes, tramway limitations, speed limitations, curves and gradients and location of any signals, indicators and points
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on an electric tram and related action that should be taken
- Principles of defensive driving
- Procedures to be followed in the event of an emergency when operating an electric tram
- Procedures for operating any electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long term-management of fatigue

Required skills:
Required skills:

- Communicate effectively with others when driving an electric tram to operational requirements
- Operate any electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to driving an electric tram
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of an electric tram to operational requirements
- Work collaboratively with others as when operating and monitoring an electric tram
- Identify and assess tram defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Drive defensively, apply precautions and required action to minimise, control or eliminate hazards that may exist when driving an electric tram to operational requirements
- Recognise problems that may arise when driving an electric tram and take appropriate action
- Check and refill sand boxes where provided and carrying out sand system testing processes on a tram
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in trams, associated trams and ancillary equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate an electric tram and monitor its performance to facilitate optimum safe operation
- Apply track and road knowledge when driving an electric tram
- Monitor journey schedule
- Apply fatigue management knowledge and techniques

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:
- hand-operated or foot pedal control systems or both
RANGE STATEMENT

Electric tram equipment may include:
- ancillary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems

Action taken upon the identification of faults, defects or deficiencies may include:
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Relevant personnel may include:
- tram crew
- tram controllers
- rostering supervisors and staff
- other tram drivers and crews
- depot coordinators
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers
- internal and external suppliers

Risk minimisation may require differentiating between faults, defects and deficiencies that:
- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- relevant national and state or territory transport regulations and codes of practice
- notices in drivers' notice board/box
- reference cards
- tram driver roster sheet and/or table card
RANGE STATEMENT

- operational instructions, policies and procedures:
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3034A Berth and shut down an electric tram

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to berth and shut down an electric tram including determining the required berthing location; berthing, shutting down and securing the tram; carrying out all required post-operational activities; and completing post-operational paperwork. This unit replaces part of the previous unit TDTC2101A Drive tram. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to berth and shut down an electric tram as part of workplace activities across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 <strong>Determine berthing location</strong></td>
<td>1.1 Contact is made with tram controller and depot staff, or information is obtained from an information board, to determine planned location for berthing the tram&lt;br&gt;1.2 Directions of tram controller and depot staff are interpreted and followed</td>
</tr>
<tr>
<td>2 <strong>Berth and shut down an electric tram</strong></td>
<td>2.1 Electric tram is berthed in accordance with organisation's and site requirements&lt;br&gt;2.2 Shut-down procedures are carried out in accordance with specifications and organisation's requirements</td>
</tr>
<tr>
<td>3 <strong>Carry out post-operational checks</strong></td>
<td>3.1 Visual and other checks are made of tram as per workplace procedures&lt;br&gt;3.2 Any identified faults and defects are fixed or reported and recorded as per workplace procedures&lt;br&gt;3.3 Faulty and defective equipment that presents a safety risk is reported as per workplace procedures and relevant regulations&lt;br&gt;3.4 Outcomes of post-operational checks are recorded as per workplace procedures</td>
</tr>
<tr>
<td>4 <strong>Secure an electric tram</strong></td>
<td>4.1 Brakes are applied as per workplace procedures&lt;br&gt;4.2 Electric tram is secured in accordance with depot requirements</td>
</tr>
<tr>
<td>5 <strong>Complete post-operational paperwork</strong></td>
<td>5.1 Timesheet or other work record is completed&lt;br&gt;5.2 Roster is checked for future work allocation&lt;br&gt;5.3 Issues and variations are discussed and resolved with roster clerk&lt;br&gt;5.4 All required documentation is completed as per workplace procedures&lt;br&gt;5.5 All equipment is returned and stowed as per workplace requirements&lt;br&gt;5.6 Records of the electric tram are completed in accordance with workplace procedures and regulatory requirements</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state
REQUIRED KNOWLEDGE AND SKILLS

and territory together with any nationally approved compliance codes and/or guidelines

- Relevant state/territory roads and traffic authority and tramway operating procedures
- Relevant OH&S and environmental procedures and regulations
- Electric tram controls, instruments and indicators and their purpose, location and use
- Monitoring devices; braking and power equipment; safety systems, ancillary systems; and signalling systems
- Procedures for operating, berthing and shutting down an electric tram
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop an electric tram
- Speed and load limits compliance requirements
- Procedures for managing hazardous situations when berthing and shutting down an electric tram
- Procedures for operating and shutting down ancillary systems
- Procedure for completing relevant documentation when berthing and shutting down an electric tram
- Procedures to be followed in the event of an emergency
- Procedures for any other work necessary to berth and shut down a tram
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on an electric tram and related action that should be taken
- Procedures for operating any electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when berthing and shutting down an electric tram
- Read and interpret instructions, procedures and information relevant to the berthing and shutting down of an electric tram
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the berthing and shutting down of an electric tram
- Operate electronic communications equipment to required protocol
- Work collaboratively with others when berthing and shutting down an electric tram
- Identify and assess tram defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when berthing and shutting down an electric tram
Required skills:

- Recognise problems that may arise when berthing and shutting down an electric tram and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in trams and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Conduct a visual inspection of an electric tram
- Document outcomes of visual inspection of an electric tram
- Shut down an electric tram after service
- Apply fatigue management knowledge and techniques

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:

- hand-operated or foot pedal control systems or both

Electric tram equipment may include:

- ancillary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems

Visual inspection of an electric tram may include:

- lights
- hoses
- couplings
- destination indicators or signs
RANGE STATEMENT

- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand
- pantographs or trolley poles
- electrical cables
- glass windows and doors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

Post operation checks may include:
- sand levels
- brake testing
- internal and external lights
- air systems
- interlocks and door controls

Risk minimisation may require differentiating between faults, defects and deficiencies that:
- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:
- tram crew
- tram controllers
- rostering supervisors and staff
- other tram drivers and crews
- depot coordinators
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers
- internal and external suppliers

Action taken upon the identification of faults, defects or deficiencies may include:
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Information and documents may include:

- relevant national and state or territory transport regulations and codes of practice
- notices in drivers’ notice board/box
- reference cards
- tram driver roster sheet and/or table card
- operational instructions, policies and procedures:
  - emergency procedures manual
  - conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3035A Manage the operation of a tow truck

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to manage tow truck operations including carrying out pre-operational checks on a tow truck; driving a tow truck carrying/towing a load; operating ancillary equipment; and completing documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislation and relevant regulations covering the operation of the tow truck and related equipment, including tow truck regulations, road rules, load restraint regulations, OH&S regulations and environmental protection requirements.

Work is performed with minimum supervision. It involves the application of application of driving principles and procedures for safe tow truck operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Carry out **pre-operational checks on the tow truck** | 1.1 The pre-operational checks for the tow truck are carried out as per government regulations, manufacturers requirements, and workplace policies and procedures  
1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures  
1.3 Checks are made to ensure that the vehicle or load being towed or carried is secured as per tow truck operational practice and regulatory requirements |
| 2 Drive a tow truck **carrying or towing a vehicle or other load** | 2.1 The tow truck is manoeuvred in accordance with the established towing practice, regulations/permit requirements for the class of vehicle involved and the vehicle being towed or the load being carried  
2.2 Appropriate defensive driving techniques are applied for the prevailing road, traffic and weather conditions  
2.3 The tow truck is driven along appropriate routes in accordance with the relevant codes, relevant government regulations and workplace policies  
2.4 The vehicle or load is transported and the vehicle manoeuvred in accordance with any required precautions relating to unusual/special characteristics of the load and/or relevant government regulations pertaining to the special load  
2.5 Signs or indicators are fixed to the vehicle if required  
2.6 In the event of a driving emergency, appropriate procedures are followed taking into account the vehicle being towed or the load being carried  
2.7 Symptoms of fatigue are recognised and appropriate fatigue management strategies are applied during towing operations |
| 3 Operate ancillary equipment on the tow truck | 3.1 A visual check of the internal and external condition of the ancillary equipment on the tow truck is carried out in accordance with workplace procedures  
3.2 Towing equipment is tested to ensure it functions correctly to manufacturers specifications  
3.3 Towing equipment is operated in accordance with manufacturers specifications and regulatory requirements  
3.4 Attachment points used in the towing operation and the weight of the vehicle being towed or load being carried are checked to ensure that they are consistent with established towing practice, regulatory requirements and the permissible safe working loads for the tow truck and its associated towing equipment |
| 4 Complete **documentation** | 4.1 Records of tow truck operations and related maintenance of the tow truck and ancillary equipment are kept in accordance with |
ELEMENT PERFORMANCE CRITERIA

workplace procedures

4.2 All forms and official record requirements related to towing operations are completed in accordance with regulatory requirements and company procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant towing permit and licence requirements of the state/territory road traffic authority concerned
- Relevant road rules and related regulations of the state/territory road traffic authority concerned
- Relevant OH&S and environmental procedures and regulations
- Tow truck controls, instruments and indicators and their use
- Tow truck handling procedures both with and without a tow or load
- Driving hazards and related defensive driving techniques
- Workplace driving and operational instructions
- Procedures to be followed in the event of an emergency when operating a tow truck including the use of portable fire extinguishers
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on a tow truck and its towing equipment and related action that should be taken
- Differences between transmission types on various types of tow trucks and the implications for driving techniques
- Map reading and road navigation techniques relevant for the area of tow truck operations
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a tow truck
- Factors which increase fatigue-related accidents
- Causes and effects of fatigue on drivers
- Strategies and techniques to manage on-road fatigue
- Lifestyles which promote the effective long-term management of fatigue
- Records and documentation requirements for tow truck operations and procedures for their
REQUIRED KNOWLEDGE AND SKILLS

completion

Required skills:

- Communicate effectively with others when carrying out tow truck operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, regulations, signs, charts, maps, and labels relevant to tow truck operations and apply them to towing activities
- Complete documentation required when carrying out tow truck operations
- Work safely and collaboratively with others when carrying out tow truck operations
- Modify activities and take appropriate initiatives depending on differing towing contexts, risk situations and environments
- Recognise symptoms of fatigue that may occur during tow truck operations and take appropriate action
- Recognise problems that may occur in the course of tow truck operations and take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when carrying out tow truck operations
- Adapt to changes in equipment and standard operating procedures required for tow truck operations
- Plan own work including predicting consequences and identifying improvements
- Participate in identifying and meeting own learning needs
- Provide information on towing services and their features
- Correctly use required personal protective equipment required for tow truck operations including the operation of portable fire extinguishers
- Identify, select and use equipment, processes and procedures relevant to required tow truck operations

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

this unit and include demonstration of applying:

• the underpinning knowledge and skills
• relevant legislation and workplace procedures
• other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

• in a range of towing situations
• by day or night
• in a range of weather conditions

Required towing vehicle may

• tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10
RANGE STATEMENT

include:

- tow truck with crane and cradle
- towing vehicle with a detachable self loading table top
- articulated drop-deck low loader
- trailer

Customers may be:

- vehicle owners
- operators of expressways, freeways, tollways or tunnels
- police and other emergency services personnel
- local government authorities
- car park operators
- road traffic authorities
- owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.

Towing situations may include:

- vehicle accidents
- vehicle breakdowns
- expressway breakdowns and accidents
- tunnel breakdowns and accidents
- stolen cars
- vehicles illegally parked on clearways
- vehicles illegally parked in car parks
- abandoned vehicles
- carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.

Purpose of equipment checking and inspection is to ensure:

- it is free from damage and faults that may prejudice safety or limit operational capability
- any identified faults or problems are rectified and/or reported as per company procedures prior to towing operations

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
- repair or replacement of faulty towing equipment

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
RANGE STATEMENT

- fire in tow truck
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on tow truck
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Potential hazards that may occur in various towing situations may include:
- vehicular traffic at the scene
- live electrical wires
- contaminated blood at scene
- weather conditions
- oil on vehicle trays (slippery surfaces)
- unsafe or damaged equipment
- unsafe procedures in the use of towing equipment
- fire at the scene
- spilt or leaking fuel or dangerous or hazardous goods or substances
- unsafe manual lifting procedures
- sharps that may be contaminated with transmittable diseases

Hazard control strategies may include:
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:
- use of flashing lights on vehicles
- deployment of safety equipment such as warning signs or witch's hats
RANGE STATEMENT

- strategic positioning of towing vehicle
- use of appropriate personal protective equipment and clothing
- use of safe procedures in the use of towing equipment
- checking equipment and isolating, rectifying or reporting any defective equipment
- following correct safety procedures in the event of live fallen electrical wires at an accident scene
- following correct procedures in the event of spilt or leaking fuel or dangerous or hazardous goods or substances as per the Australian Dangerous Goods Code
- using correct portable firefighting equipment to control a fire at the scene
- use of personal protective equipment
- use of reflective raincoats and vests
- correct manual lifting strategies
- cleaning of vehicles (including removal of oil from vehicle trays)

Depending on the organisation concerned, operating procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing (raincoats and vests)
- portable fire extinguishers

Communication at towing sites and in the work area may include:

- mobile phone
- fax
- email
- internet
- RF communications
- oral, aural or signed communications

Information and documents may include:

- state/territory tow truck driver licence certification requirements
- state/territory road rules
- workplace driving instructions and procedures for drivers of tow trucks
- tow truck manufacturers instructions, specifications and
RANGE STATEMENT

recommended operating procedures, including preoperational checks of the tow truck and its equipment
• standard procedures and policies for the operating a tow truck
• manufacturers specifications for towing vehicle, equipment and tools
• workplace and client instructions
• relevant OH&S requirements and policies
• relevant Australian standards and certification requirements
• material safety data sheets where applicable
• quality assurance standards
• emergency procedures

Applicable legislation, regulations and codes may include:

• relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to the tow truck operations
• relevant state/territory load restraint regulations
• relevant state/territory OH&S legislation
• relevant state/territory fatigue management regulations
• relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3036A Apply safe car driving behaviours

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the high-level safe driving skills and knowledge required by car drivers to enable them to apply safe driving behaviours. This includes higher order skills, such as hazard perception, risk control and safe driving judgement, decision making and multi-tasking. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
This unit is required by car driving instructors and covers higher order car driving skills and knowledge that build upon basic driver licence requirements.

Safe car driving behaviours must be able to be applied without supervision. This involves the application of higher order car driving skills, such as hazard perception, judgement, decision making, multi-tasking, risk control and safe driving attitudes across a range of vehicles and driving situations.

Definition of a vehicle (car class C) in this context is 'vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including driver'.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<tr>
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</table>
| **1 Define and apply safe car behaviours** | 1.1 Requirements for safe car driving are acknowledged, interpreted and applied  
1.2 Importance of attitude in abiding by the road rules in relation to level of risk faced by a driver is understood and taken into account in car driving activities  
1.3 Importance of cooperation with other road users in order to drive safely is understood and taken into account in car driving activities  
1.4 Motivation to drive safely is interpreted and described, including values, emotions and personal needs  
1.5 Principles of proactive driving, also known as low-risk driving, that keep the driver at a low-level risk are interpreted and applied  
1.6 Specific factors that constitute an actual risk of a collision are understood and applied, including options for avoiding a collision; crash avoidance space; variables affecting minimum space; effects of observation, perception and response time; and consequences related to crash avoidance spaces |
| **2 Interpret and apply low-risk driving strategies** | 2.1 Risk factors contributing to the formation of opinions and beliefs about low-risk driving are understood and applied  
2.2 Road safety information that reflects the changing road environment is clarified and taken into account in car driving activities  
2.3 Human psychological and physiological aspects that can influence low-risk driving are acknowledged and taken into account in car driving activities  
2.4 Low-risk driving strategies are understood, interpreted and applied consistently |
| **3 Interpret and apply road rules applicable to safe car driving** | 3.1 Relevant rules and regulations are identified, interpreted correctly and consistently applied  
3.2 Road signs, signals and markings are identified and taken into account in car driving activities  
3.3 Purpose of road rules and traffic safety laws in ensuring safe and efficient regulation of traffic flow is understood and taken into account in car driving activities |
| **4 Manage collision when driving a car** | 4.1 Common contributing collision factors, including age, experience, speed, drugs, alcohol, road conditions, fatigue and time of day are recognised, and appropriate actions are managed  
4.2 External factors that could lead to collisions, including speed, space, vision, road conditions, vehicle condition and environmental conditions are understood and managed |
ELEMENT       PERFORMANCE CRITERIA

4.3 Internal factors that could lead to collisions, including emotional factors, driver's own behaviours and driver's operation at high levels of risk are acknowledged and managed.

4.4 Consequences of collisions in relation to relevant traffic laws and physical, financial and psychological costs to the individual and society are understood and managed.

4.5 Functions of vehicle controls and how to recover control of the vehicle are understood and demonstrated.

4.6 Corrective actions to be taken after a collision are understood and applied if required.

5 Demonstrate and maintain a high level of competence in car control skills

5.1 Appropriate action is taken to respond to various types of adverse conditions.

5.2 Principles of braking are applied at a high level of competence.

5.3 Principles of steering are applied at a high level of competence.

5.4 Slow speed manoeuvres are carried out at a high level of competence.

5.5 Vehicle is guided and controlled at a high level of competence.

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian road law enforcement methodology.
- Common external risk factors in collisions or crashes, such as speed, space, vision, road conditions, vehicle conditions and environmental conditions.
- Common internal risk factors in collisions or crashes, such as age, experience, speed, drugs, alcohol, fatigue, time of driving (day or night), attitude, motivation, and beliefs or values.
- Consequences of collisions or crashes in relation to physical, financial and psychological costs to individuals and to society.
- Critical factors underpinning high-level driving competence.
- Low-risk driving principles.
- Driving hazards and related low-risk driving techniques.
- Established and reviewed laws and penalties in relation to demerit point offences, such as driving while disqualified or under the influence of drugs and alcohol.
- Importance of attitude in abiding by the road rules.
- Importance of cooperation with other road users.
REQUIRED KNOWLEDGE AND SKILLS

- Importance of space and speed management to avoid a collision
- Importance of vision to avoid collision
- Processes for identifying and responding to hazards
- Purpose and benefits of road rules enforcement for safe car driving
- Rationale for ongoing development of traffic regulations to meet changing traffic conditions
- Risk management and low-risk driving
- Road safety issues, including fatigue management and effects of drugs, alcohol and medication on driving performance
- Road signs, signals and markings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
- Rules of braking
- Rules of observation
- Rules of steering
- Safe, proactive and responsible car driving behaviours
- Types of adverse driving conditions commonly encountered during driving activities

Required skills:

- Adapt appropriately to differences in vehicles, including their controls and safety devices, and the driving environment
- Apply basic and high-level road skills when driving a car
- Apply fatigue, attitude, motivation, concentration and anger management knowledge and techniques
- Apply observation skills in the course of vehicle operations
- Apply precautions and act to minimise, control or eliminate hazards that may exist while driving a vehicle
- Apply road positioning skills
- Apply safe car driving strategies
- Apply traffic management skills
- Carry out pre-operational checks and related action on vehicles
- Communicate effectively with others when applying safe car driving behaviours
- Deal effectively with adverse conditions while driving a vehicle
- Evaluate risk and behave accordingly
- Guide and control vehicles
- Implement contingency plans for unexpected events that may occur while driving a vehicle
- Interpret and follow operational instructions when applying safe car driving behaviours
Required skills:

- Manage speed and space while driving a vehicle
- Manoeuvre a vehicle at slow speed
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and take appropriate action where required
- Monitor traffic and road conditions and react appropriately
- Negotiate complex traffic and road conditions and make appropriate decisions
- Promptly report and/or rectify identified problems, faults or malfunctions that may arise when applying safe car driving behaviours
- Read and interpret instructions, road rules, procedures, jurisdictional requirements, information and signs relevant to safe car driving behaviours
- Work collaboratively with other road users when driving a vehicle
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements while driving a vehicle
  - identification of risk factors which might impact on driving behaviours and implementing appropriate low-risk driving response measures
  - selection and use of vehicle controls and safety devices to enable safe car driving

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

and/or

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:

- road transport law, for example:
  - legislation and related regulations applicable to driving and using motor vehicles in relevant state or territory
  - motor vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or territory
  - workplace relations legislation in relevant state or territory

Characteristics of car driving

- gender
**RANGE STATEMENT**

Instructors may include information in relation to:

- age (within regulatory guidelines)
- driving experience
- fluency in English
- educational background and general knowledge
- diverse social and economic backgrounds and attitudes
- effects of prior and current learning
- individual learning styles

High level of driving competence is defined as:

- ability to consistently carry out car driving tasks across a wide range of simple and complex situations and conditions, including different types of vehicles, weather conditions, road conditions and diverse potential hazards. This also includes the management of attitude, motivation, fatigue, anger and concentration.

Road positioning skills are:

- those required to maintain a safe legal position on the road when driving a vehicle. This includes observation, speed management, decision making, hazard perception and response to hazards, buffering from other vehicles, maintaining space when making turns at intersections, maintaining space from other vehicles when stopped, or reducing speed and maintaining space requirements during manoeuvres, such as kerb-side stopping, hill starts, u-turns, three-point turns and reverse parking.

Communication may include:

- oral and aural
- written communication
- reading and interpreting maps, street directories and GPS navigation devices
- using own vehicle horn, indicators, brake lights and road positioning
- recognising and responding to signals from other vehicles
- recognising and responding to road signs, traffic signals and other authorised signalling systems
- non-verbal communication with other drivers and motorcycle riders e.g. gestures and nods

Factors that affect learning progress may include:

- effects of previous and current learning
- decision making skills in a range of driving situations
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that driver's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)
RANGE STATEMENT

- learner characteristics and attitudes
- resources, e.g. time, location, space, people and costs
- vehicle type

Resources may include:
- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:
- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training

Driving may be undertaken in/at:
- a range of vehicle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- time of day

Learning activities may include:
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while driving
- self-paced learning
- assessment with feedback
- combinations of the above

Workplace documents and procedures may include:
- company/enterprise/organisational procedures and policies
- record of driving skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures
- emergency procedures
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  C - Vehicle Operation
TLIC3037A Apply safe heavy vehicle driving behaviours

Modification History
Not Applicable

Unit Descriptor

This unit involves the high-level safe driving skills and knowledge required by heavy vehicle drivers to enable them to apply safe driving behaviours. This includes higher order skills, such as hazard perception, risk control and safe driving judgment, decision making and multi-tasking. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

This unit is required by heavy vehicle driving instructors and covers higher order heavy vehicle driving skills and knowledge that build upon basic driver licence requirements.

Safe heavy vehicle driving behaviours must be able to be applied without supervision. This involves the application of higher order heavy vehicle driving skills, such as hazard perception, judgement, decision making, multi-tasking, risk control and safe driving attitudes across a range of vehicles and driving situations.

Definition of a heavy vehicle (class LR, MR, HR, HC, and MC) in this context is a 'vehicle greater than 4.5 tonnes GVM and also includes a vehicle seating more than 12 adults, including the driver'.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Define and apply safe heavy vehicle driving behaviours | 1.1 Requirements for safe heavy vehicle driving are acknowledged, interpreted and applied  
1.2 Importance of attitude in abiding by the road rules in relation to level of risk faced by a driver is understood and taken into account in heavy vehicle driving activities  
1.3 Importance of cooperation with other road users in order to drive safely is understood and taken into account in heavy vehicle driving activities  
1.4 Motivation to drive safely is interpreted and described, including values, emotions and personal needs  
1.5 Principles of proactive driving, also known as low-risk driving, that keep the driver at a low-level risk are interpreted and applied  
1.6 Specific factors that constitute an actual risk of a collision are understood and applied, including options for avoiding a collision; crash avoidance space; variables affecting minimum space; effects of observation, perception and response time; and consequences related to crash avoidance spaces |
| 2 Interpret and apply low-risk driving strategies | 2.1 Risk factors contributing to the formation of opinions and beliefs about low-risk driving are understood and applied  
2.2 Road safety information that reflects the changing road environment is clarified and taken into account in heavy vehicle driving activities  
2.3 Human psychological and physiological aspects that can influence low-risk driving are acknowledged and taken into account in heavy vehicle driving activities  
2.4 Low-risk driving strategies are understood, interpreted and applied consistently |
| 3 Interpret and apply road rules applicable to safe heavy vehicle driving | 3.1 Relevant rules and regulations are identified, interpreted correctly and consistently applied  
3.2 Road signs, signals and markings are identified and taken into account in heavy vehicle driving activities  
3.3 Purpose of road rules and traffic safety laws in ensuring safe and efficient regulation of traffic flow is understood and taken into account in heavy vehicle driving activities |
| 4 Manage collision when driving a heavy vehicle | 4.1 Common contributing collision factors, including age, experience, speed, drugs, alcohol, road conditions, fatigue and time of day are recognised, and appropriate actions are managed  
4.2 External factors that could lead to collisions, including speed, space, vision, road conditions, vehicle condition and environmental conditions are understood and managed |
ELEMENT | PERFORMANCE CRITERIA
---|---
4.3 | Internal factors that could lead to collisions, including emotional factors, driver's own behaviours and driver's operation at high levels of risk are acknowledged and managed
4.4 | Consequences of collisions in relation to relevant traffic laws and physical, financial and psychological costs to the individual and society are understood and managed
4.5 | Functions of vehicle controls and how to recover control of the vehicle are understood and demonstrated
4.6 | Corrective actions to be taken after a collision are understood and applied if required

5 | Demonstrate and maintain a high level of competence in heavy vehicle control skills

5.1 | Appropriate action is taken to respond to various types of adverse conditions
5.2 | Principles of braking are applied at a high level of competence
5.3 | Principles of steering are applied at a high level of competence
5.4 | Slow speed manoeuvres are carried out at a high level of competence
5.5 | Vehicle is guided and controlled at a high level of competence

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian road law enforcement methodology
- Common external risk factors in collisions or crashes, such as speed, space, vision, road conditions, vehicle conditions and environmental conditions
- Common internal risk factors in collisions or crashes, such as age, experience, speed, drugs, alcohol, fatigue, time of driving (day or night), attitude, motivation, and beliefs or values
- Consequences of collisions or crashes in relation to physical, financial and psychological costs to individuals and to society
- Critical factors underpinning high-level driving competence
- Low-risk driving principles
- Driving hazards and related low-risk driving techniques
- Established and reviewed laws and penalties in relation to demerit point offences, such as driving while disqualified or under the influence of drugs and alcohol
- Importance of attitude in abiding by the road rules
- Importance of cooperation with other road users
REQUIRED KNOWLEDGE AND SKILLS

- Importance of space and speed management to avoid a collision
- Importance of vision to avoid collision
- Processes for identifying and responding to hazards
- Purpose and benefits of road rules enforcement for safe heavy vehicle driving
- Rationale for ongoing development of traffic regulations to meet changing traffic conditions
- Risk management and low-risk driving
- Road safety issues, including fatigue management and effects of drugs, alcohol and medication on driving performance
- Road signs, signals and markings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
- Rules of braking
- Rules of observation
- Rules of steering
- Safe, proactive and responsible heavy vehicle driving behaviours
- Types of adverse driving conditions commonly encountered during driving activities

Required skills:

- Adapt appropriately to differences in vehicles including their controls, safety devices, and the driving environment
- Apply basic and high-level road skills when driving a heavy vehicle
- Apply fatigue, attitude, motivation, concentration and anger management knowledge and techniques
- Apply observation skills in the course of vehicle operations
- Apply precautions and act to minimise, control or eliminate hazards that may exist while driving a vehicle
- Apply road positioning skills
- Apply safe heavy vehicle driving strategies
- Apply traffic management skills
- Carry out pre-operational checks and related action on vehicles
- Communicate effectively with others when applying safe heavy vehicle driving behaviours
- Deal effectively with adverse conditions while driving a vehicle
- Evaluate risk and behave accordingly
- Guide and control vehicles
- Implement contingency plans for unexpected events that may occur while driving a vehicle
- Interpret and follow operational instructions when applying safe heavy vehicle driving behaviours
Required skills:

- Manage speed and space while driving a vehicle
- Manoeuvre a vehicle at slow speed
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and take appropriate action where required
- Monitor traffic and road conditions and react appropriately
- Negotiate complex traffic and road conditions and make appropriate decisions
- Promptly report and/or rectify identified problems, faults or malfunctions that may arise when applying safe heavy vehicle driving behaviours
- Read and interpret instructions, road rules, procedures, jurisdictional requirements, information and signs relevant to safe heavy vehicle driving behaviours
- Work collaboratively with other road users when driving a vehicle
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements while driving a heavy vehicle
  - identification of risk factors which might impact on heavy vehicle driving behaviours and implementing appropriate low-risk driving response measures
  - selection and use of vehicle controls and safety devices to enable safe heavy vehicle driving

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or
EVIDENCE GUIDE

other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:

- Road transport law, for example:
  - legislation and related regulations applicable to driving and using heavy vehicles in relevant state or territory
  - heavy vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or territory
  - workplace relations legislation in relevant state or territory
RANGE STATEMENT

Characteristics of heavy vehicle driving instructors may include information in relation to:

- gender
- age (within regulatory guidelines)
- driving experience
- fluency in English
- educational background and general knowledge
- diverse social and economic backgrounds and attitudes
- effects of prior and current learning
- individual learning styles

High level of heavy vehicle driving competence is defined as:

- ability to consistently carry out heavy vehicle driving tasks across a wide range of simple and complex situations and conditions, including different types of vehicles, weather conditions, road conditions and diverse potential hazards. This also includes the management of attitude, motivation, fatigue, anger and concentration

Road positioning skills are:

- those required to maintain a safe legal position on the road when driving a vehicle. This includes observation, speed management, decision making, hazard perception and response to hazards, buffering from other vehicles, maintaining space when making turns at intersections, maintaining space from other vehicles when stopped, or reducing speed and maintaining space requirements during manoeuvres, such as kerb-side stopping, hill starts, and reversing

Communication may include:

- oral and aural
- written communication
- reading and interpreting maps, street directories and GPS navigation devices
- using own vehicle horn, indicators, brake lights and road positioning
- recognising and responding to signals from other vehicles
- recognising and responding to road signs, traffic signals and other authorised signalling systems
- non-verbal communication with other drivers and motorcycle riders e.g. gestures and nods

Factors that affect learning progress may include:

- effects of previous and current learning
- decision making skills in a range of driving situations
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that a driver's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and
RANGE STATEMENT

resulting in a tendency to blame external causes)
- learner characteristics and attitudes
- resources, e.g. time, location, space, people and costs
- vehicle type

Resources may include:
- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:
- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training

Driving may be undertaken in/at:
- a range of heavy vehicle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- time of day

Learning activities may include:
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while driving
- self-paced learning
- assessment with feedback
- combinations of the above

Workplace documents and procedures may include:
- company/enterprise/organisational procedures and policies
- record of driving skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures
- emergency procedures
Unit Sector(s)
Not Applicable

Competency Field
Competency Field C - Vehicle Operation
TLIC3038A Apply safe motorcycle riding behaviours

Modification History
Not Applicable

Unit Descriptor
This unit involves the high-level safe riding skills and knowledge required by motorcycle riders to enable them to apply safe riding behaviours. This includes higher order skills, such as hazard perception, risk control and safe riding judgement, decision making and multi-tasking. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit is required by motorcycle riding instructors and covers higher order riding skills and knowledge that build upon basic rider licence requirements.

Safe riding behaviours must be able to be applied without supervision. This involves the application of higher order riding skills, such as hazard perception, judgement, decision making, multi-tasking, risk control and safe riding attitudes across a range of motorcycles and riding situations.

Definition of a motorcycle (class R) in this context is a 'two or three wheel motorcycle/motorbike'.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Define and apply safe motorcycle riding behaviours | 1.1 Requirements for safe riding are acknowledged, interpreted and applied  
1.2 Importance of attitude in abiding by the road rules in relation to level of risk faced by a rider is understood and taken into account in motorcycle riding activities  
1.3 Importance of cooperation with other road users in order to ride safely is understood and taken into account in motorcycle riding activities  
1.4 Motivation to ride safely is interpreted and described, including values, emotions and personal needs  
1.5 Principles of proactive riding, also known as low-risk riding, that keep the rider at a low-level risk are interpreted and applied  
1.6 Specific factors that constitute an actual risk of a collision are understood and applied, including options for avoiding a collision; crash avoidance space; variables affecting minimum space; effects of observation, perception and response time; and consequences related to crash avoidance spaces |
| 2 Interpret and apply low-risk riding strategies | 2.1 Risk factors contributing to the formation of opinions and beliefs about low-risk riding are understood and applied  
2.2 Road safety information that reflects the changing road environment is clarified and taken into account in motorcycle riding activities  
2.3 Human psychological and physiological aspects that can influence low-risk riding are acknowledged and taken into account in motorcycle riding activities  
2.4 Low-risk riding strategies are understood, interpreted and applied consistently  
2.5 Features and benefits of protective clothing are understood and applied |
| 3 Interpret and apply road rules applicable to safe motorcycle riding | 3.1 Relevant rules and regulations are identified, interpreted correctly and consistently applied  
3.2 Road signs, signals and markings are identified and taken into account in motorcycle riding activities  
3.3 Purpose of road rules and traffic safety laws in ensuring safe and efficient regulation of traffic flow is understood and taken into account in motorcycle riding activities |
| 4 Manage collision when riding a motorcycle | 4.1 Common contributing collision factors, including age, experience, speed, drugs, alcohol, road conditions, fatigue and time of day are recognised, and appropriate actions are managed  
4.2 External factors that could lead to collisions, including speed, space, vision, road conditions, motorcycle condition and |
ELEMENT | PERFORMANCE CRITERIA
---|---
| environmental conditions are understood and managed
| 4.3 Internal factors that could lead to collisions, including emotional factors, rider's own behaviours and rider's operation at high levels of risk are acknowledged and managed
| 4.4 Consequences of collisions in relation to relevant traffic laws and physical, financial and psychological costs to the individual and society are understood and managed
| 4.5 Functions of motorcycle controls are understood and demonstrated
| 4.6 Corrective actions to be taken after a collision are understood and applied if required

5 Demonstrate and maintain a high level of competence in motorcycle control skills

5.1 Appropriate action is taken to respond to various types of adverse conditions
5.2 Principles of braking are applied at a high level of competence
5.3 Principles of steering and counter-steering are applied at a high level of competence
5.4 Slow speed manoeuvres are carried out at a high level of competence
5.5 Motorcycle is guided and controlled at a high level of competence
5.6 Principles of body weight transfer are applied at a high level of competence

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian road law enforcement methodology
- Common external risk factors in collisions or crashes, such as speed, space, vision, road conditions, motorcycle conditions and environmental conditions
- Common internal risk factors in collisions or crashes, such as age, experience, speed, drugs, alcohol, fatigue, time of riding (day or night), attitude, motivation, and beliefs or values
- Consequences of collisions or crashes in relation to physical, financial and psychological costs to individuals and to society
- Critical factors underpinning high-level riding competence
- Low-risk riding principles
REQUIRED KNOWLEDGE AND SKILLS

- Riding hazards and related low-risk riding techniques
- Established and reviewed laws and penalties in relation to demerit point offences, such as riding while disqualified or under the influence of drugs and alcohol
- Importance of attitude in abiding by the road rules
- Importance of cooperation with other road users
- Importance of space and speed management to avoid a collision
- Importance of vision to avoid collision
- Processes for identifying and responding to hazards
- Purpose and benefits of road rules enforcement for safe motorcycle riding
- Rationale for ongoing development of traffic regulations to meet changing traffic conditions
- Risk management and low-risk riding
- Road safety issues, including fatigue management and effects of drugs, alcohol and medication on riding performance
- Road signs, signals and markings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. rider licensing, motorcycle registration, alcohol and drugs, and motorcycle standards)
- Rules of braking
- Rules of observation
- Rules of steering and counter-steering
- Rules of body weight transfer
- Safe, proactive and responsible motorcycle riding behaviours
- Types of adverse riding conditions commonly encountered during riding activities
- Features and benefits of protective riding apparel
- Legal requirements of protective riding apparel

Required skills:

- Adapt appropriately to differences in motorcycles, including their controls and safety devices, and the riding environment
- Apply basic and high-level road skills when riding a motorcycle
- Apply fatigue, attitude, motivation, concentration and anger management knowledge and techniques
- Apply observation skills in the course of motorcycle operations
- Apply precautions and act to minimise, control or eliminate hazards that may exist while riding a motorcycle
- Apply road positioning skills
- Apply safe motorcycle riding strategies
- Apply traffic management skills
Required skills:

- Carry out pre-operational checks and related action on motorcycles
- Communicate effectively with others when applying safe motorcycle riding behaviours
- Deal effectively with adverse conditions while riding a motorcycle
- Evaluate risk and behave accordingly
- Guide and control motorcycles
- Implement contingency plans for unexpected events that may occur while riding a motorcycle
- Interpret and follow operational instructions when applying safe riding behaviours
- Manage speed and space while riding a motorcycle
- Manoeuvre a motorcycle at slow speed
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of motorcycle and take appropriate action where required
- Monitor traffic and road conditions and react appropriately
- Negotiate complex traffic and road conditions and make appropriate decisions
- Promptly report and/or rectify identified problems, faults or malfunctions that may arise when applying safe motorcycle riding behaviours
- Read and interpret instructions, road rules, procedures, jurisdictional requirements, information and signs relevant to safe motorcycle riding behaviours
- Work collaboratively with other road users when riding a motorcycle
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements while riding a motorcycle
EVIDENCE GUIDE

- identification of risk factors which might impact on riding behaviours and implementing appropriate low-risk riding response measures
- selection and use of motorcycle controls and safety devices to ensure safe riding

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:
- road transport law, for example:
  - legislation and related regulations applicable to driving and using motorcycles in relevant state or territory
  - motorcycle rider learner permit, rider licence
RANGE STATEMENT

requirements and issue procedures applicable in relevant state or territory
- occupational health and safety legislation in relevant state or territory
- equal opportunity legislation in relevant state or territory
- workplace relations legislation in relevant state or territory

Characteristics of motorcycle riding instructors may include information in relation to:
- gender
- age (within regulatory guidelines)
- riding experience
- fluency in English
- educational background and general knowledge
- diverse social and economic backgrounds and attitudes
- effects of prior and current learning
- individual learning styles

High level of motorcycle riding competence is defined as:
- ability to consistently carry out motorcycle riding tasks across a wide range of simple and complex situations and conditions, including different types of motorcycles, weather conditions, road conditions and diverse potential hazards. This also includes the management of attitude, motivation, fatigue, anger and concentration

Road positioning skills are:
- those required to maintain a safe legal position on the road when riding a motorcycle. This includes observation, speed management, decision making, hazard perception and response to hazards, buffering from other vehicles, maintaining space when making turns at intersections, maintaining space from other vehicles when stopped, or reducing speed and maintaining space requirements during manoeuvres, such as kerb-side stopping, hill starts, u-turns and reverse parking

Communication may include:
- oral and aural
- written communication
- reading and interpreting maps, street directories and GPS navigation devices
- using own motorcycle horn, indicators, brake lights and road positioning
- recognising and responding to signals from other vehicles
- recognising and responding to road signs, traffic signals and other authorised signalling systems
- non-verbal communication with other riders/drivers e.g. gestures and nods
RANGE STATEMENT

Factors that affect learning progress may include:
- effects of previous and current learning
- decision making skills in a range of riding situations
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of riding ability; and underestimation of accident risk)
- causal attribution (explains that rider's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)
- learner characteristics and attitudes
- resources, e.g. time, location, space, people and costs
- motorcycle type

Resources may include:
- training materials and publications
- location
- personnel
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:
- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training

Riding may be undertaken in/at:
- a range of motorcycle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- time of day

Learning activities may include:
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while riding
- self-paced learning
RANGE STATEMENT

- assessment with feedback
- combinations of the above
- company/enterprise/organisational procedures and policies
- record of riding skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  C - Vehicle Operation
TLIC3039A Operate and monitor a monorail train

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate and monitor a monorail train in accordance with relevant workplace practices, regulations and codes of practice. This includes planning and identifying the monorail train for operations, operating the train, monitoring the train's performance during service, and communicating effectively with the Controller and other personnel. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to operate and monitor a monorail train across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td><strong>Plan and identify a monorail train for operations</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Driving requirement is identified and confirmed from roster, shift-card or other authorised documentation</td>
</tr>
<tr>
<td>1.2</td>
<td>Sign-on/log-on procedures at the depot are completed and the monorail train to be operated is correctly identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Essential equipment is identified and obtained</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td><strong>Operate and monitor monorail train in normal operational mode</strong></td>
</tr>
<tr>
<td>2.1</td>
<td>Monorail train is operated within specifications and organisational requirements to meet required schedules and special services</td>
</tr>
<tr>
<td>2.2</td>
<td>On-board equipment is confirmed as being serviceable, and is operated in accordance with specifications and organisation requirements</td>
</tr>
<tr>
<td>2.3</td>
<td>Warning devices and gauges are monitored and responded to in accordance with organisation requirements</td>
</tr>
<tr>
<td>2.4</td>
<td>Operational restrictions established by the organisation and relevant legislation are observed</td>
</tr>
<tr>
<td>2.5</td>
<td>Monorail train is stopped in designated and approved locations and within limitations, to permit safe embarkation and alighting of all kinds of passengers</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td><strong>Operate monorail train in abnormal situations</strong></td>
</tr>
<tr>
<td>3.1</td>
<td>In the event of an abnormal situation occurring, Controller is contacted and their instructions are requested</td>
</tr>
<tr>
<td>3.2</td>
<td>Appropriate mode of operation is selected and implemented when authorised by the Controller</td>
</tr>
<tr>
<td>3.3</td>
<td>All instructions from the Controller are followed</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td><strong>Monitor on-board equipment</strong></td>
</tr>
<tr>
<td>4.1</td>
<td>Equipment is monitored to maintain optimum running conditions and identify faults, defects and deficiencies</td>
</tr>
<tr>
<td>4.2</td>
<td>Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of train, including communications with Operations Controller where necessary</td>
</tr>
<tr>
<td>4.3</td>
<td>If instructed by the Controller, faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel</td>
</tr>
<tr>
<td>4.4</td>
<td>Defects are reported and/or recorded</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td><strong>Communicate with Controller</strong></td>
</tr>
<tr>
<td>5.1</td>
<td>Regular communication is maintained with the Controller in the course of operation of the monorail train as per workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td>5.2</td>
<td>Controller is advised of operational problems, delays, safety incidents and emergency situations that may arise in the course of operation of the monorail train</td>
</tr>
<tr>
<td>5.3</td>
<td>Information provided by the Controller relevant to the ongoing...</td>
</tr>
</tbody>
</table>
### ELEMENT

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>operation of the monorail train is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Monorail train controls, instruments and indicators and their purpose, location and use including controls to start, accelerate, decelerate and stop the train
- Monorail train operating characteristics, capabilities and limitations including all modes of operation
- Procedures for operating and monitoring the monorail train
- Procedures for adjusting controls to maximise efficient and safe running
- Operational instructions
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a monorail train
- Procedures for operating and monitoring ancillary equipment on the train
- Monorail train knowledge may include monitoring devices, braking and drive equipment and ancillary systems
- Track knowledge including track limitations, speed limitations, curves and gradients and location of any indicators
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on a monorail train and related action that should be taken
- Procedures to be followed in the event of an emergency when operating a monorail train
- Procedures for operating communications equipment with required protocol
-Fatigue management knowledge and techniques including causes and effects of fatigue, strategies to manage fatigue, factors which increase fatigue-related accidents, and lifestyles which promote the effective long-term management of fatigue
Required skills:

- Communicate effectively with the Controller when operating and monitoring a monorail train
- Operate communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a monorail train
- Interpret and follow instructions
- Complete documentation related to the operation and monitoring of a monorail train
- Work collaboratively with others when operating and monitoring a monorail train
- Identify and assess train defects and deficiencies and take appropriate action to report any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a monorail train
- Recognise problems that may arise when operating and monitoring a monorail train and take appropriate action
- Select and use required personal protective equipment
- Operate a monorail train and monitor its performance to facilitate optimum safe operation
- Apply track and road knowledge when driving a monorail train
- Apply fatigue management knowledge and techniques

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - driving monorail train in manual mode to organisational standards
EVIDENCE GUIDE

- operating monorail train in automatic and semi-automatic modes correctly
- communicating appropriately and effectively with the Controller

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all normal weather conditions

Modes of operation include:
- fully automatic
- semi-automatic
RANGE STATEMENT

Essential equipment includes:
- manual
- monorail procedures and announcements folder
- hand microphone
- keys
- pre-service sheet
- alarm sheet
- portable radio
- hold at station dial
- operator's chair
- 'no entry' signs
- vigilance systems
- traction systems
- fire extinguisher

Abnormal situations may include:
- stoppage between stations
- computer failure
- mechanical failure
- electrical failure

Relevant personnel may include:
- controllers
- rostering supervisors and staff
- other monorail train drivers/supervisors
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- relevant national and state or territory transport regulations and codes of practice
- notices in drivers' notice board/box
- train driver roster sheet
- operational instructions, policies and procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
RANGE STATEMENT

- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3042A Operate coach/bus

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate a passenger coach/bus safely. It includes maintaining systematic and efficient control of all coach/bus functions; monitoring traffic and road conditions; managing coach/bus condition and performance; and effectively managing hazardous situations. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Application of the Unit
Operation of a passenger coach/bus is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

This unit involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial coach/bus across a variety of contexts.

The entry requirement for this unit is the attainment of applicable licence from the state regulatory authority to operate a bus/coach.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Operate the coach/bus | 1.1 The coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with manufacturers instructions  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage  
1.3 Engine operation is maintained within the manufacturers specified torque range and temperature through effective transmission use  
1.4 Braking system of coach/bus is managed and operated to ensure effective control of the coach/bus under all conditions  
1.5 Hazards are identified and/or anticipated and avoided or controlled through defensive driving techniques  
1.6 The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning in accordance with workplace procedures  
1.7 The coach/bus is parked, shut down and secured in accordance with manufacturers specifications and workplace procedures  
1.8 The behaviours displayed by operators towards other road users is appropriately aligned with workplace procedures |
| 2 Monitor and respond to traffic and road conditions | 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities |
| 3 Monitor and maintain coach/bus performance | 3.1 Coach/bus performance is maintained through pre-operational inspections and checks of the coach/bus and ancillary equipment  
3.2 Performance and efficiency of coach/bus operation is monitored during use  
3.3 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with workplace procedures  
3.4 Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures  
3.5 Vehicle monitoring devices (such as tachographs) are operated in accordance with workplace procedures |
| 4 Operate the coach/bus safely | 4.1 Passenger positioning and dispersion is in accordance with manufacturers instructions and workplace procedures  
4.2 Bus/coach doors are operated safely for entry and exit from coach/bus in accordance with manufacturers and workplace instructions |
ELEMENT PERFORMANCE CRITERIA

4.3 Visual checks are conducted on entry to and exit from bus stops in accordance with workplace instructions.

4.4 Vehicle positioning and movement are convenient and safe for passengers embarking and disembarking in accordance with regulatory and workplace instructions.

5 Operate bus/coach associated equipment

5.1 All bus/coach associated equipment is operated in accordance with manufacturers and workplace instructions.

5.2 Faults with all bus/coach associated equipment are reported according to manufacturers and workplace instructions.

5.3 Route destination is clearly displayed on the vehicle as required by workplace instructions.

6 Provide customer service to passengers on coach/bus

6.1 Comfort and wellbeing of passengers are in accordance with workplace instructions.

6.2 Lost property processing is in accordance with organisational procedures.

6.3 Assistance is provided for identified special needs and/or any luggage and ancillary equipment requirements in accordance with workplace instructions.

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant state and territory regulations and procedures in relation to bus stops
- Coach/bus controls, instruments and indicators and their use
- Coach/bus handling procedures
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on coaches/buses and related action
REQUIRED KNOWLEDGE AND SKILLS

- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a commercial coach or bus
- Read and interpret instructions, procedures, information and signs relevant to the operation of a commercial coach or bus
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a commercial coach or bus
- Operate electronic communication equipment to required protocol including on-board intercom and communications equipment
- Work collaboratively with others when operating a commercial coach or bus
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when operating a commercial coach or bus in accordance with workplace procedures
- Implement contingency plans for unexpected events that may occur when operating a commercial coach or bus
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a commercial coach or bus
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of coach or bus and its equipment and take appropriate action where
Required skills:

- Service coach or bus and its equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - undertaking pre-operational checks and vehicle handling procedures
  - implementing responses to changing road conditions
  - applying knowledge of relevant legislation and workplace procedures
  - applying customer service skills in accordance with industry requirements and organisational procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a
EVIDENCE GUIDE

registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:
- all coaches and buses relevant to specific licence classifications

Operate a passenger coach/bus may be carried out in typical road transport situations pertaining to a coach/bus, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site
- kerb side bus stops
- within shopping centres
- within railway complexes
- within tourist attractions car parks

Special needs may include:
- temporarily physically impaired persons
- visually and hearing impaired persons
- mentally impaired persons
- frail and elderly persons
- school children

Bus/coach associated equipment may include:
- ticket machines
- electronic doors
- manual doors
- toilet units

Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
RANGE STATEMENT

- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- operating door opening and closing equipment
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- exterior vehicle checks
- internal vehicle checks
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- microphone operational
- equipment such as jack, wheel brace, spare tyre
- trailers such as jockey wheel, coupling of trailer

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
RANGE STATEMENT

- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- state/territory coach/bus driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- coach/bus manufacturers instructions, specifications and recommended driving procedures, including pre-operational checks of coach/bus
- emergency procedures
- vehicle log book or record book (where required)
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to coaches/buses
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3045A Operate road/rail vehicle

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate road/rail vehicles on track in accordance with safeworking and regulatory requirements, and workplace procedures. It includes performing pre-operational and post-operational checks, on tracking and off tracking vehicles, operating the equipment, and completing required documentation. It encompasses the operation of all road/rail on-track vehicles. Licensing or certification requirements may be applicable to this unit. Operators of road/rail vehicles may need to have fulfilled licence or certification requirements for the type of vehicle being used.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each applicable state and/or territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under limited supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the operation of road/rail vehicles as part of workplace activities across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 **Perform pre-operational equipment checks** | 1.1 Basic pre-operational equipment checks are conducted as per manufacturers specifications or local maintenance schedules  
1.2 Log books are checked and completed accurately as required  
1.3 Deficiencies with equipment are identified and rectified in accordance with workplace procedures  
1.4 Relevant persons are notified of problems and/or documentation completed |
| 2 **On track and operate road/rail vehicle** | 2.1 On-tracking location is identified and appropriate on-track permission/authority is obtained  
2.2 Vehicle is placed on track and set up to operate in accordance with manufacturers specifications and organisational requirements  
2.3 Vehicle is operated in a safe and efficient manner in accordance with the relevant codes of practice, safeworking systems and manufacturers and local working instructions  
2.4 Vehicle is operated with due regard for prevailing operating conditions to ensure safe working and minimise/eliminate potential hazards or accidents  
2.5 Warning systems are monitored and responded to appropriately during operation to maintain correct functionality of vehicle |
| 3 **Off track road/rail vehicle** | 3.1 Off-track location is identified and, if required, appropriate permissions to off track vehicle is obtained  
3.2 Front/rear rail wheels are retracted in accordance with manufacturer specifications  
3.3 Vehicle is driven not less than 3 metres from running rails, and safety locks to rail wheels are applied  
3.4 That vehicle is clear of all running lines is confirmed with train control/network |
| 4 **Perform post-operational equipment procedures** | 4.1 Vehicle is left stored in appropriate manner and location to ensure security and protection of equipment  
4.2 Post-operational vehicle checks are conducted as per manufacturers specifications or local maintenance schedules to identify defects and maintenance requirements  
4.3 Deficiencies with equipment are identified and rectified in an appropriate manner to maintain equipment in correct functionality of equipment  
4.4 Relevant persons are notified of problems and/or documentation is completed in accordance with instructions and the relevant codes of practice |
| 5 **Complete** | 5.1 Log books are checked and completed accurately |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the operation of road/rail vehicles
- Problems that may occur during the on tracking and off tracking of road/rail vehicles, and action that can be taken to report or resolve the problems
- Problems that may occur during the operation of road/rail vehicles, and action that can be taken to report or resolve the problems
- Hazards that may exist when operating road/rail vehicles, and ways of controlling the risks involved
- Types of road/rail vehicles and their applications
- Road rules for road/rail vehicle management and use
- Technical specifications and manuals
- Track structure and geometry
- Defects that can occur on road/rail vehicles and related action that should be taken
- Emergency procedures
- Local authority procedures

Required skills:

- Communicate effectively with others when operating road/rail vehicles
- Read and interpret instructions, procedures, information and signs relevant to the operation of road/rail vehicles
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating road/rail vehicles
- Promptly report and/or rectify any identified problems, faults or malfunctions when operating road/rail vehicles in accordance with regulatory requirements and workplace procedures
- Plan and organise work
Required skills:

- Implement contingency plans for unexpected events when operating road/rail vehicles
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management strategies
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify, select and use tools and equipment
- Access and interpret train movement information
- Operate road/rail vehicles (for which certificated, licensed or approved)

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - performing pre- and post-operational checks
  - on railing and off railing vehicles correctly
  - operating road/rail vehicles on-rail
  - communicating effectively with relevant personnel whilst operating road/rail vehicle
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriate activities in a simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- in all weather conditions

Road/rail vehicles may include but are not limited to:

- weed sprayer
- light-medium rigid vehicles
- excavators
- pettibone
- tractors
- four-wheel drives
- public level crossings

Suitable on-track and off-track
RANGE STATEMENT

locations include:

- stations and yards
- private and occupational crossings

Liaison may include:

- internal or external personnel from other work areas

Communication equipment may include:

- two-way radios, and/or
- telephones/mobile phones/satellite phones
- flags
- signals
- air horn

Information may be provided:

- electronically
- in writing, via forms/documents
- orally, via face-to-face communications

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- detonators (audible warning devices)
- personal locator beacon (PLB)

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant log or record book
- maintenance notices, records and requests
- local authority regulations and procedures
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio operation procedures
RANGE STATEMENT

- emergency procedures manual
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3046A Drive and operate electric passenger train

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to drive and operate an electric passenger train to operational requirements in accordance with safeworking and regulatory requirements and workplace procedures. This includes applying train management techniques to manage the movement of a train, conducting all movements and related activities required to meet operational requirements, changing ends, and handing over a train to a relief crew. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is generally performed without supervision and within a team environment. It involves the application of routine operational principles and procedures to drive electric passenger trains to operational requirements as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Drive train efficiently and effectively** | 1.1 Train is operated in accordance with the relevant codes of practice, workplace procedures and instructions  
1.2 Train is operated safely within track/road characteristics and route conditions  
1.3 Train operations are controlled to minimise wear, maximise efficiency and avoid damage  
1.4 Train is operated with due care for passenger comfort and quality of ride  
1.5 Train is safely operated to specified timetable and schedule in accordance with on-time running standards  
1.6 Performance of equipment and rolling stock is monitored to maintain optimum running conditions and identify faults, defects and efficiencies  
1.7 Relevant codes of practice, OH&S and environmental requirements are followed to prevent injury and damage |
| **2 Operate train according to standard operating procedures** | 2.1 Train documentation is received, interpreted and followed  
2.2 Relevant codes of practice, safeworking and signalling requirements are adhered to throughout train operations  
2.3 Train control instructions and other instructions are received, interpreted and applied to ensure safe and effective control of the train  
2.4 Communications are maintained with relevant personnel during the train journey in accordance with the relevant codes of practice and safeworking systems  
2.5 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient running |
| **3 Maintain/manage communications** | 3.1 Where applicable, passengers are advised of station identification, emergency situations and other critical information, using the train communications system  
3.2 Train control and other instructions are received, interpreted and applied to ensure safe and effective control of the train  
3.3 Communications are maintained with train control and other relevant personnel during the train journey in accordance with the workplace procedures, relevant codes of practice and safeworking systems  
3.4 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient on-time running  
3.5 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, safeworking systems and requirements and organisational policies and procedures, to ensure that actions taken are |
### ELEMENT | PERFORMANCE CRITERIA
---|---
| 4 Change ends | 3.6 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and organisational policies and procedures, to ensure that actions taken are appropriate and safe
| 4 Change ends | 4.1 Arrival procedures are carried according to organisational policies and procedures
| 4 Change ends | 4.2 Checks and terminus inspections are carried out according to organisational policies and procedures
| 4 Change ends | 4.3 Departure procedures are carried out according to organisational policies and procedures
| 5 Carry out in-service inspections | 5.1 Train checks are made in accordance with workplace procedures
| 5 Carry out in-service inspections | 5.2 Problems and defects are identified and reported/rectified in accordance with workplace procedures, other regulatory requirements and manufacturers instructions
| 5 Carry out in-service inspections | 5.3 Incidents or unusual occurrences are reported to relevant personnel in accordance with established policies and procedures
| 6 Hand over train to relieving driver | 6.1 If required, identity of relieving driver is checked and confirmed
| 6 Hand over train to relieving driver | 6.2 Relieving driver is advised of condition and, if applicable, location of the train
| 6 Hand over train to relieving driver | 6.3 Relieving driver is updated and, where applicable, is made aware of any relevant documentation
| 7 Accept train hand-over as relief driver | 7.1 Relieving driver is positioned at correct time and location as per organisational requirements
| 7 Accept train hand-over as relief driver | 7.2 If required, present identification to train driver being relieved
| 7 Accept train hand-over as relief driver | 7.3 If required, relevant documentation is identified and referred to as per organisational requirements

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Legislated rail safety requirements including acts and regulations from the applicable state and territory together with any nationally approved compliance codes and/or guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Operational instructions
- Train controls, instruments and indicators and their purpose, location and use
- Train operating procedures
- Procedures for carrying out in-service checks
- Requirements for completing relevant documentation
- Train characteristics including: track and train dynamics, and monitoring principles and procedures
- Train equipment and systems including: monitoring devices, braking and drive equipment, ancillary systems, and signalling systems
- Track and road characteristics including: track limitations, speed limitations, gauge limitation, curves and gradients, location of signals and crossings, cross-overs, and yard and siding layouts
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue, strategies to manage fatigue, factors which increase fatigue-related accidents, and lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving and operating an electric passenger train to operational requirements
- Read and interpret instructions, procedures, information and signs relevant to driving and operating an electric passenger train
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving and operating of an electric passenger train to operational requirements
- Operate electronic communication equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess train defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving and operating an electric passenger train to operational requirements
- Recognise problems that may arise when driving and operating an electric passenger train, and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to vehicles or equipment
- Adapt to differences in trains, associated trains and ancillary equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor train performance to facilitate optimum safe operation
- Apply information about the track or road to train operations
- Secure a train
- Maintain on-time running
- Apply fatigue management knowledge and techniques

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly operating the electric passenger train in accordance with operational requirements
  - appropriately using communication equipment including use of correct protocols
  - carrying out correct train hand over
  - changing ends correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or
EVIDENCE GUIDE

other simulated practical and knowledge assessment, and
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Trains may be:
- any electric passenger train operated in the Australian rail system

Operations may be conducted:
- by day or night
- in all weather conditions

Train may be secured by:
- power brakes
- hand/park brakes

Track/road characteristics may include:
- track limitations
- speed limitations
- gauge limitation
- curves and gradients
- location of signals and crossings
- cross-overs

Relevant personnel may include:
- train controllers
- those providing operational assistance
- signals staff
RANGE STATEMENT

- passengers
- station staff
- train crew

Communication protocols may include but are not limited to:
- general safety
- emergency messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include but is not limited to:
- train intercom
- hand-held or portable radio equipment
- fixed radio equipment
- computer-based communications equipment
- mobile phones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, protocols, policies and procedures, including:
  - train operation procedures
  - procedures to prevent trains from moving unintentionally or against safeworking rules
  - track speed
  - procedures for monitoring and complying with signals
  - procedures for operating in accordance with track/route conditions
  - train log or record book
  - train timetables
  - procedures/instructions for dealing with emergencies or abnormal situations
  - quality and customer service standards, policies and procedures
  - maintenance notices, records and requests
  - communication equipment procedures
  - equipment operation manuals and maintenance specifications
  - conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation
- legislated rail safety requirements including acts and
RANGE STATEMENT

and codes may include:

- regulations from the applicable state/territory together with any nationally approved compliance codes and/or guidelines
- relevant state codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292 Part 1
- relevant state OH&S legislation
- relevant state environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3047A Stable electric passenger train

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to stable an electric passenger train in accordance with safeworking and regulatory requirements and workplace procedures. This includes conducting pre-stabling checks, stabling an electric passenger train and conducting post-stabling checks in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated state rail safety requirements together with any nationally approved compliance codes and/or guidelines.

Work is generally performed without supervision and within a team environment. It involves the application of routine operational principles and procedures to stable electric passenger trains as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Conduct pre-stabling checks</td>
</tr>
<tr>
<td></td>
<td>1.1 Train stabling requirements are confirmed through workplace documents and/or relevant personnel</td>
</tr>
<tr>
<td></td>
<td>1.2 Location safety requirements are identified and followed according to workplace procedures</td>
</tr>
<tr>
<td>2</td>
<td>Stable electric passenger train</td>
</tr>
<tr>
<td></td>
<td>2.1 Train is shunted and/or stabled in accordance with workplace instructions and procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 If required, communication protocols are established and performed according to workplace requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 On arrival at stabling location, the train is secured and the brakes cut out/isolated</td>
</tr>
<tr>
<td></td>
<td>2.4 Visual inspection of the train is conducted in accordance with workplace requirements</td>
</tr>
<tr>
<td>3</td>
<td>Conduct post-stabling checks</td>
</tr>
<tr>
<td></td>
<td>3.1 Post-operational checks of the train are conducted in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 If required, problems and defects are identified and reported/rectified in accordance with workplace procedures, regulatory requirements and manufacturers instructions</td>
</tr>
<tr>
<td></td>
<td>3.3 If required, safety devices are activated or put in position to ensure the safety of personnel and equipment</td>
</tr>
<tr>
<td></td>
<td>3.4 If required, reporting/documentation is completed in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Operational instructions including shut-down procedures
- Procedures for operating electronic communications equipment with required protocol
- Procedures for pre- and post-stabling operational checks
- Procedures for carrying out terminus checks
- Procedures to be followed in the event of an emergency
- Train controls, instruments and indicators and their purpose, location and use
- Yard or siding information including layout, entry and exit requirements and emergency
REQUIRED KNOWLEDGE AND SKILLS

procedures

Required skills:

- Communicate effectively with others when stabling an electric passenger train
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to stabling an electric passenger train, if required
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when stabling an electric passenger train
- Promptly report and/or rectify any identified problems, faults or malfunctions when stabling an electric passenger train in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when stabling an electric passenger train
- Respond appropriately to abnormal situations, safety incidents and emergencies
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor and anticipate operational hazards and take appropriate action
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Carry out required pre-stabling, stabling and post-stabling checks of train

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

- relevant legislation and workplace procedures
- other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - carrying out pre-stabling checks correctly
  - stabling in a number of locations including sidings and depots/yards

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions
RANGE STATEMENT

Safety devices may include:
- hand/park brakes
- chocks
- deraillers

Stabling locations and characteristics may include:
- yards/depots
- sidings
- platforms
- workshops

Relevant personnel may include:
- train controllers
- train examiners
- maintenance personnel
- those providing operational assistance
- train crews
- cleaners
- contractors

Communication protocols may include but are not limited to:
- general safety
- emergency messages
- sending and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include but is not limited to:
- hand-held or portable radio equipment
- fixed radio equipment
- mobile phones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, protocols, policies and procedures, including:
  - pre- and post-operation and terminus inspection procedures
  - procedures to prevent trains from moving unintentionally or against safeworking rules
  - track speed, length and limitations
  - procedures for monitoring and complying with signals within yards or sidings
- train log or record book
- train running sheets
- procedures/instructions for dealing with emergencies or
RANGE STATEMENT

abnormal situations
• specified operating limits for trains
• local instructions
• communication equipment procedures
• equipment operation manuals and maintenance specifications
• conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation and codes may include:
• relevant state/territory codes of practice and safeworking system requirements
• relevant Australian Standards and related requirements including AS 4292
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3048B Shunt couple and uncouple electric passenger trains

Modification History
New release. This unit replaces and is equivalent to TLIC3048A.

Unit Descriptor
This unit involves the skills and knowledge required to shunt, couple and uncouple an electric passenger train to operational requirements in accordance with safeworking and regulatory requirements, and workplace procedures. This includes planning and preparing for shunting operations, shunting the train, coupling and uncoupling the train, and using a coupling adaptor. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including state and territory acts and regulations together with any nationally approved compliance codes and/or guidelines. Work is generally performed without supervision and within a team environment. It involves the application of routine operational principles and procedures to shunting, coupling and uncoupling electric passenger trains to operational requirements as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

| 1  | Plan and prepare for shunting operation | 1.1 | Shunting requirements are confirmed through workplace documents and/or relevant personnel |
|    |                                          | 1.2 | Local safety requirements are identified and performed in accordance with workplace procedures |
|    |                                          | 1.3 | Relevant occupational health and safety (OH&S) requirements are followed to prevent injury and damage |
| 2  | Shunt trains                             | 2.1 | Where required, points, levers and/or switches are operated in accordance with workplace requirements |
|    |                                          | 2.2 | Audible signals, hand signals and other line of sight communications are used to assist the control of train movements |
|    |                                          | 2.3 | Hand, light and radio shunting commands used are responded to in accordance with workplace requirements |
|    |                                          | 2.4 | Pre-movement inspection/tests are carried out prior to moving trains |
|    |                                          | 2.5 | Train is shunted and positioned in accordance with operational/workplace requirements |
|    |                                          | 2.6 | Following shunt movement train is secured in accordance with workplace requirements |
| 3  | Couple trains                            | 3.1 | Type of connections required are identified prior to coupling |
|    |                                          | 3.2 | Trains to be coupled are positioned in accordance with operating procedures and workplace requirements |
|    |                                          | 3.3 | Trains to be coupled are fully secured |
|    |                                          | 3.4 | Alignment of couplers in the appropriate position for type of connection required is ensured |
|    |                                          | 3.5 | Prior to coupling trains, safety requirements are ensured |
|    |                                          | 3.6 | Trains are coupled in accordance with operational/workplace requirements |
|    |                                          | 3.7 | Post-coupling inspection/tests are carried out in accordance with operating procedures and workplace requirements |
| 4  | Uncouple trains                          | 4.1 | Trains to be uncoupled are identified and pre-uncoupling checks and, where required, procedures are conducted in accordance with operating procedures and workplace requirements |
|    |                                          | 4.2 | Prior to uncoupling trains safety requirements are ensured |
|    |                                          | 4.3 | Train that will remain after uncoupling is fully secured |
|    |                                          | 4.4 | Trains are uncoupled in accordance with operating procedures and workplace requirements |
4.5 Post-uncoupling inspection/tests are carried out in accordance with operating procedures and workplace requirements

5 Use coupling adaptor

5.1 Situations requiring the use of a coupling adaptor are identified in accordance with workplace procedures

5.2 Coupling adaptor is accessed and transported to required location for use

5.3 Prior to fitting coupling adaptor, safety requirements are ensured

5.4 Coupling adaptor is attached to one of the trains prior to coupling in accordance with workplace procedures

5.5 Trains are coupled in accordance with workplace procedures and coupling adaptor is secured in place

5.6 Post-coupling inspection/tests and/or procedures are carried out in accordance with operating procedures and workplace requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable minimum standards and approved compliance codes and/or guidelines
- Communication protocols
- Coupling systems, their components and their operation
- Diagnostic techniques relating to shunting, coupling and uncoupling electric passenger trains
- Procedures to be followed in an emergency
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Shunting procedures and requirements
- Types of couplers and their purpose
- Types of coupling adaptors and their purpose (where used)

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Apply rail safety practices and regulations
- Assess shunting, coupling and uncoupling defects
- Communicate effectively with others when shunting, coupling and uncoupling electric passenger trains
- Identify and assess electric passenger train defects and deficiencies, and take appropriate action to report, isolate, repair or replace any identified defective equipment in accordance with workplace procedures
- Implement contingency plans for unplanned events
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Operate and adapt to differences in trains and related equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions when shunting, coupling and uncoupling electric passenger trains in accordance with regulatory requirements and workplace procedures
- Read and interpret instructions, procedures, information and signs relevant to shunting, coupling and uncoupling electric passenger trains
- Select and use required personal protective equipment conforming to industry and OH&S standards
• Work collaboratively with others when shunting, coupling and uncoupling electric passenger trains
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - carrying out pre-shunting checks correctly
  - shunting in a number of locations including sidings and depots/yards
  - coupling an electric passenger train,

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment may include:
- electric passenger train
- transition coupler
- emergency coupler
- coupling adaptor

OH&S requirements may include the use of:
- gloves
- sunscreen, sunglasses and safety glasses
- insect repellent
- safety footwear
- portable radios
- hand lamps
- flags
- high visibility clothing
- emergency warning devices
- portable signs and markers

Contingencies may include:
- derailments
- collisions
- breakdowns
- injuries and fatalities
- fires
- track damage
- powerline damage
- broken/missing equipment

Contingency plans and contingencies may involve:
- emergency procedures manuals
- safeworking systems and requirements

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including state and territory acts and regulations together with any nationally approved compliance codes and/or guidelines
- noticeboards
- special train notices
- periodical circulars
- rules and operating procedures
- computer-based data systems
Applicable regulations, legislation and codes may include:

- timetables
- train consist
- incident reports
- train register book
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant state/territory codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards

**Unit Sector(s)**

Not applicable.

**Competency Field**

C – Vehicle Operation
TLIC3052A Assist with shunting, coupling and uncoupling electric passenger trains

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to assist a train driver to shunt, couple and uncouple an electric passenger train to operational requirements in accordance with safeworking and regulatory requirements and workplace procedures. This includes assisting with planning and preparing for shunting operations, shunting the train, coupling and uncoupling the train, and using a coupling adaptor. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including state and territory acts and regulations together with any nationally approved compliance codes and/or guidelines.

Work is performed with minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to shunting, coupling and uncoupling electric passenger trains to operational requirements as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan and prepare for shunting operation** | 1.1 Shunting requirements are confirmed through workplace documents and/or relevant personnel  
1.2 Local safety requirements are identified and performed according to workplace procedures  
1.3 Relevant OH&S requirements are followed to prevent injury and damage |
| **2 Assist with shunting of trains** | 2.1 Where required, points, levers, and/or switches are operated in accordance with workplace requirements  
2.2 Audible signals, hand signals and other line of sight communications are used to assist the control of train movements  
2.3 Hand, light and radio shunting commands used are responded to in accordance with workplace requirements  
2.4 Pre-movement inspection/tests are carried out prior to moving trains |
| **3 Assist with coupling of trains** | 3.1 Type of connections required are identified prior to coupling  
3.2 When trains to be coupled are positioned according to operating procedures and workplace requirements, ensure couplers are aligned and in the appropriate position for type of connection required  
3.3 Ensure all safety requirements are met prior to coupling trains  
3.4 After trains are coupled, post-coupling inspection/tests are carried out according to operating procedures and workplace requirements |
| **4 Assist with uncoupling of trains** | 4.1 Train to be uncoupled is identified and checks are made to ensure all safety requirements are met prior to uncoupling  
4.2 Train is uncoupled according to operating procedures and workplace requirements  
4.3 Post-uncoupling inspection/tests are carried out according to operating procedures and workplace requirements |
| **5 Use coupling adaptor** | 5.1 Situations requiring the use of a coupling adaptor are identified as per workplace procedures  
5.2 Coupling adaptor is accessed and transported to required location for use  
5.3 Ensure all safety requirements are met prior to fitting coupling adaptor  
5.4 Coupling adaptor is attached to one of the trains prior to coupling according to workplace procedures  
5.5 Trains are coupled in accordance with workplace procedures and coupling adaptor is secured in place |
ELEMENT PERFORMANCE CRITERIA
5.6 Post-coupling inspection/tests and/or procedures are carried out according to operating procedures and workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislated rail safety requirements including acts and regulations from the applicable state together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Shunting procedures and requirements
- Coupling systems, their components and their operation
- Types of couplers and their purpose
- Types of coupling adaptors and their purpose
- Diagnostic techniques relating to shunting, coupling and uncoupling electric passenger trains
- Communication protocols
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when shunting, coupling and uncoupling electric passenger trains
- Read and interpret instructions, procedures, information and signs relevant to shunting, coupling and uncoupling electric passenger trains
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when shunting, coupling and uncoupling electric passenger trains
- Identify and assess electric passenger train defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Promptly report and/or rectify any identified problems, faults or malfunctions when shunting, coupling and uncoupling electric passenger trains in accordance with regulatory requirements and workplace procedures
Required skills:

- Apply rail safety practices and regulations
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Assess shunting, coupling and uncoupling defects
- Operate and adapt to differences in trains and related equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - carrying out pre-shunting checks correctly
  - assisting appropriately with the shunting of trains in a number of locations including sidings and depots/yards
  - assisting with coupling activities, including using coupling adaptor correctly
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- in all weather conditions

Equipment may include:

- electric passenger train
- transition coupler
- emergency coupler
- coupling adaptor

OH&S requirements may include the use of:

- gloves
- sunscreen, sunglasses and safety glasses
- insect repellent
RANGE STATEMENT

- safety footwear
- portable radios
- hand lamps
- flags
- high visibility clothing
- emergency warning devices
- portable signs and markers

Contingencies may include:

- derailments
- collisions
- breakdowns
- injuries and fatalities
- fires
- track damage
- powerline damage
- broken/missing equipment

Contingency plans and contingencies may involve:

- emergency procedures manuals
- safeworking systems and requirements

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- noticeboards
- special train notices
- periodical circulars
- rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
- train register book
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
Unit Sector(s)
Not Applicable

Competency Field
Competency Field C - Vehicle Operation
TLIC3057A Perform guard duties as part of electric passenger train operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to perform guard duties as part of electric passenger train operations in accordance with safeworking and regulatory requirements and workplace procedures as the guard of an electric passenger train. It includes assisting in all movements and related activities required to achieve operational requirements, changing work locations, handing over a train to a relief crew, providing customer service and maintaining customer safety. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated state rail safety requirements including acts and regulations together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the performance of train guard duties in traffic for an electric passenger train to operational requirements as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Perform on train role/duties efficiently and effectively** | 1.1 On train duties are performed in accordance with the relevant codes of practice, workplace procedures and instructions  
1.2 Right of way activities are performed to ensure train is operated safely within the confines of platform or station limits  
1.3 On train duties are performed in a manner that provides optimal customer safety and comfort  
1.4 On train duties are performed to meet specified timetable and schedule in accordance with on-time running standards  
1.5 Train carriages and the performance and operation of equipment are monitored to optimise running conditions by identifying any faults, defects and deficiencies  
1.6 Relevant workplace procedures, OH&S and environmental requirements are followed to prevent injury and damage |
| **2 Complete train journey** | 2.1 Train documentation is received, interpreted and applied in accordance with relevant workplace procedures and safeworking systems  
2.2 Relevant workplace procedures, safeworking and signalling requirements are followed throughout train operations  
2.3 Communications are maintained with relevant personnel during the train journey in accordance with the relevant workplace procedures and safeworking systems  
2.4 Assistance is provided to customers with or without special needs in accordance with workplace requirements  
2.5 Correspondence and/or cash and/or valuables are carried in cooperation with relevant personnel  
2.6 Platform duties are performed in accordance with workplace procedures |
| **3 Maintain/manage communications** | 3.1 Passengers are advised of station identification, emergency situations and other critical information, using the train communications system in accordance with workplace procedures  
3.2 Instructions from network control and other relevant personnel are received, interpreted and applied to ensure safe and effective control of the train  
3.3 Communications are maintained with network control and other relevant personnel during the train journey in accordance with the workplace rules and procedures, and safeworking systems  
3.4 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient on-time running  
3.5 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, |
## TLIC3057A Perform guard duties as part of electric passenger train operations

**Date this document was generated:** 16 August 2014

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### ELEMENT

<table>
<thead>
<tr>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>safeworking systems and requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe</td>
</tr>
<tr>
<td>3.6 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with safeworking systems and organisational policies and procedures</td>
</tr>
</tbody>
</table>

### 4 Carry out inspections during train journey

<table>
<thead>
<tr>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Train visual checks are made in accordance with workplace procedures</td>
</tr>
<tr>
<td>4.2 Identified problems and or defects are reported and/or rectified in accordance with workplace procedures, other regulatory requirements and manufacturers instructions</td>
</tr>
<tr>
<td>4.3 Incidents or unusual occurrences are reported to relevant personnel in accordance with established policies and procedures</td>
</tr>
<tr>
<td>4.4 Safety of train is monitored through on-board surveillance systems</td>
</tr>
</tbody>
</table>

### 5 Change ends

<table>
<thead>
<tr>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Arrival procedures are carried out in accordance with workplace procedures</td>
</tr>
<tr>
<td>5.2 Checks and terminus inspections of the train are carried out in accordance with workplace procedures</td>
</tr>
<tr>
<td>5.3 Incidents or unusual occurrences are reported to relevant personnel in accordance with established policies and procedures</td>
</tr>
</tbody>
</table>

### 6 Conduct train hand-over to relieving crew

<table>
<thead>
<tr>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Identity of relieving crew is checked and confirmed</td>
</tr>
<tr>
<td>6.2 Relevant personnel are advised of condition and location of the train</td>
</tr>
<tr>
<td>6.3 Relieving crew is updated and where applicable documentation is completed and/or handed over</td>
</tr>
</tbody>
</table>

### 7 Accept train hand-over as relief guard

<table>
<thead>
<tr>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1 Relieving guard is positioned at correct time and location as per organisational requirements</td>
</tr>
<tr>
<td>7.2 Identity of relief guard is confirmed</td>
</tr>
<tr>
<td>7.3 If required, train status and/or other relevant information and/or documentation is received and referred to as per organisational requirements</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Legislated rail safety requirements including state and territory acts and regulations together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Train operational instructions
- On-train controls, instruments and indicators and their purpose, location and use
- Train operating procedures
- Procedures for carrying out in-service checks
- Requirements for completing relevant documentation
- Train characteristics including: track and train dynamics, monitoring principles and procedures, and signalling systems
- Train equipment and systems including: monitoring devices, braking and drive equipment, ancillary systems, and signalling systems
- Track and road characteristics including: track limitations, speed limitations, gauge limitation, curves and gradients, curfews, location of signals and crossings, emergency cross-overs, and yard and siding layouts
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue, strategies to manage fatigue, factors which increase fatigue-related accidents, and lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when performing guard duties as part of electric passenger train operations
- Read and interpret instructions, procedures, information and signs relevant to performing guard duties on an electric passenger train
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the guard duties on an electric passenger train to operational requirements
- Operate electronic communication equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess on-train defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when performing guard duties on an electric passenger train to operational requirements
- Recognise problems that may arise when performing guard duties on an electric passenger
Required skills:

- Train and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, vehicles or equipment
- Adapt to differences in trains and ancillary equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor train performance and security to facilitate optimum safe operation
- Apply information about the track or road to train operations
- Monitor journey schedule
- Apply fatigue management knowledge and techniques

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - performing on-train guard duties correctly
  - carrying out inspections in accordance with workplace requirements
  - performing hand-over and relief activities correctly
  - monitoring the performance of the train including passenger safety and comfort during service

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Rolling stock includes:
- any electric passenger rolling stock in service within Australian rail systems

Safety devices may include:
- power brakes
- hand brakes
- chocks
- lock-out equipment to prevent train from moving
- emergency and safety equipment

Track and road characteristics:
- track and bridge limitations
- speed limitations
RANGE STATEMENT

include:
- gauge limitation
- curves and gradients
- curfews
- location of signals and crossings
- emergency cross-overs

Relevant personnel can include:
- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Communication protocols may include:
- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include:
- oral, aural or signed communications
- hand-held or portable two-way radio equipment
- fixed and mobile telephone equipment

Depending on the type of organisation concerned, workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Information and documents may include:
- train running sheets
- time sheets
- equipment operation manuals and maintenance specifications
- emergency procedure manuals
- relevant maintenance specifications
- two-way radio operation procedures
- maintenance notices, records and requests
- isolation and lock-out procedures
RANGE STATEMENT

- procedures for using protective clothing and equipment
- local instructions
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated state/territory rail safety requirements together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3063A Operate vehicle carrying special loads

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to drive a vehicle carrying a special load safely including compliance with road traffic authority and other relevant government regulations and company policies; and effective management of hazardous situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Driving must be carried out in compliance with the licence and permit requirements and regulations of the relevant state/territory roads and traffic authority as well as the specific regulatory and permit requirements pertaining to the special load being carried.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle carrying a special load across a variety of driving contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Carry out pre-operational checks | 1.1 The pre-operational checks for the special purpose vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies and procedures  
1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures |
| 2 Drive a vehicle carrying special loads | 2.1 The vehicle is manoeuvred in accordance with the regulations/permit requirements for the class of vehicle involved and the load being carried  
2.2 Vehicles carrying explosives or dangerous goods are driven along designated routes in accordance with the relevant codes, relevant government regulations and workplace policies  
2.3 The load is transported and the vehicle manoeuvred in accordance with any required precautions relating to unusual/special characteristics of the load and/or relevant government regulations pertaining to the special load including the Australian Dangerous Goods Code and the Australian Explosives Code  
2.4 Signs or indicators are fixed to the vehicle if required  
2.5 Appropriate procedures are followed for the load concerned in the event of a driving emergency |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Where applicable, Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code
- Relevant OH&S and environmental procedures and regulations
- Vehicle controls, instruments and indicators and their use
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency
REQUIRED KNOWLEDGE AND SKILLS

- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a vehicle designed to carry special loads
- Read and interpret instructions, procedures, information and signs relevant to the driving of a vehicle designed to carry special loads
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a vehicle designed to carry special loads
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a vehicle designed to carry special loads
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a vehicle designed to carry special loads in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when driving a vehicle designed to carry special loads
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a vehicle designed to carry special loads
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of vehicle and its equipment and load and take appropriate action if required
- Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

- all vehicles designed to carry special loads, for example concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
RANGE STATEMENT

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Designated routes are:

- those that are determined by permit/regulatory requirements for a specific class of load such as explosives or dangerous goods

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc
- road closures for special events such as marches, parades, etc
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory driving licence requirements
RANGE STATEMENT

include:

- state/territory road rules
- workplace driving instructions and procedures for drivers of vehicles carrying the specific load concerned
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- procedures/designated routes prescribed by the relevant authority for vehicles carrying the specific loads concerned

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to the class of vehicle
- relevant regulations/permit requirements specific to the load being carried
- Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant State/Territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC3064A Operate car carrier vehicle

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to prepare for and transport a load while operating a car carrier vehicle.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the licence requirements and regulations of the relevant state or territory roads and traffic authority pertaining to heavy vehicles.
Work is performed with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for a trip** | 1.1 Inventory of equipment is completed in accordance with organisational requirements  
1.2 Driver’s clothing is selected in accordance with organisational and customer requirements  
1.3 Vehicles assessed as unsuitable for the car carrier are excluded from loading in accordance with organisational requirements  
1.4 Inspection documentation for vehicles to be loaded is completed in accordance with organisational and customer requirements  
1.5 Delivery instructions, including oral instructions for pick-up points and destinations, are checked to ensure they are consistent with manifest and inconsistencies are remedied in accordance with organisational requirements  
1.6 Suitable route is selected to ensure the most efficient, safe and secure route and in consideration of load |
| **2 Load the car carrier vehicle** | 2.1 Car carrier vehicle is loaded without damage to the vehicles in the correct order and in accordance with organisational requirements  
2.2 Vehicles are loaded on to car carrier vehicle in line with regulatory requirements, and organisational safety and operating procedures; with adjustments made as required when loading commercial vehicles  
2.3 Vehicles are parked in gear and with brakes applied  
2.4 Load is secured with correct tie down methods for transporting vehicles in accordance with organisational requirements  
2.5 Checks are made to ensure loaded car carrier complies with legal requirements for height, weight, width and axle loading  
2.6 Ancillary equipment attached to car carrier is operated in accordance with operating instructions |
| **3 Transport load** | 3.1 Driving techniques used when operating car carrier minimise the risk of damage to the loaded vehicles and are in line with eco-driving considerations  
3.2 Load is conveyed to meet customer requirements for delivery times while complying with traffic laws  
3.3 Loaded vehicle car keys are secured in accordance with organisational requirements |
| **4 Unload the car carrier vehicle** | 4.1 Identity of persons taking delivery of vehicles is confirmed in accordance with delivery instructions |
4.2 Vehicle unloading procedures are followed in line with organisational and customer requirements for safety and in a manner that minimises inconvenience to other road users

4.3 Unloaded vehicles are inspected and documentation of their condition is completed

4.4 Any differences between initial vehicle inspection are reported, in accordance with organisational and customer requirements
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills required at the completion of this unit.

Required knowledge:

- Heavy vehicle handling procedures
- Workplace driving and operational instructions
- Engine power management and safe driving strategies
- Efficient driving techniques and eco-driving considerations
- Driving hazards and related defensive driving techniques
- Factors that may cause traffic delays and diversions and related action that can be taken
- Loading and unloading techniques for car carrying
- Factors involved in trip preparation
- Workplace documentation

Required skills:

- Communicate effectively with others while operating a car carrier vehicle
- Read and interpret procedures, information and signs relevant to operating car carrier vehicles
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to operating car carrier vehicles
- Work collaboratively with others when operating car carrier vehicles
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interaction with others
- Implement contingency plans for unexpected events when operating car carrier vehicles
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating car carrier vehicles
- Monitor and anticipate traffic hazards and take appropriate action
- Make accurate estimates in a range of situations
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment (PPE) conforming to industry and OH&S standards
• Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required
• Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying correct techniques and methods for loading and unloading a car carrier
  - identifying requirements for accepting the correct vehicle for cartage
  - applying eco-driving techniques when operating a car carrier vehicle
  - understanding relevant legislation and workplace procedures
  - understanding customer requirements when delivering cars

Context of and specific resources for assessment

- Access is required to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Practical assessment must occur:
  - in three different activities of the job function in the workplace
  - if in a simulated work environment, using industry-standard equipment
  - A simulator is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up fluid levels
- checking:
  - tyre pressures
  - operation of vehicle lights and indicators
  - brakes
  - coupling equipment

Hazards may include:
- working from heights
- wet and iced roads
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
- slow moving vehicles

Loading must ensure:
- vehicles do not overhang more than 1.2 meters at the front or rear of vehicle
- vehicles do not touch each other during transit
- vehicles are loaded in reverse sequence of the planned unloading sequence
- adjustments are made when loading commercial vehicles

Factors that can cause traffic:
- traffic accidents
delays and diversions may include:
- flooded sections of road
- road damage
- bridge or tunnel damage
- road works
- building construction
- emergency situations, such as bushfires
- livestock movement
- holiday traffic
- road closures for utility works, such as electricity, water, sewerage, telecommunications and gas

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:
- state and territory heavy vehicle driving licence or permit requirements
- state and territory road rules
- workplace driving instructions and procedures
- vehicle manufacturer’s instructions, specifications and recommended driving procedures, including pre-operational checks of vehicle
- emergency procedures
- vehicle work diaries or record books, where required

Applicable procedures and codes may include:
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
  - fatigue management regulations
  - environmental protection legislation

Unit Sector(s)
Not applicable.
Competency Field
C – Vehicle Operation
TLIC3071A Operate an agitator

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate an agitator safely, including systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, and managing vehicle condition and performance.

Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state and territory roads and traffic authority pertaining to an agitator.

Work is performed with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT PERFORMANCE CRITERIA**

1 Prepare the vehicle
   1.1 Pre-operational check of the agitator is completed in line with organisational requirements
   1.2 Concrete is charged to the agitator and slump is adjusted in line with customer requirements and organisational procedures
   1.3 Vehicle exterior is cleaned to meet organisational policy and regulatory requirements
   1.4 Most efficient route of travel is determined to achieve customer and regulatory requirements
   1.5 Traffic and road conditions are constantly monitored and acted upon to enable safe operation
   1.6 Appropriate procedures are followed in the event of a driving emergency

2 Monitor and maintain vehicle performance
   2.1 Performance position and efficiency of vehicle operation are monitored during use
   2.2 Defective or irregular performance and malfunctions are reported to the appropriate authority
   2.3 Vehicle records are updated and maintained, and information is processed in accordance with workplace procedures

3 Deliver concrete to site
   3.1 Pre-site check is completed before entry on to worksite in line with regulatory and company requirements
   3.2 Personal protective equipment (PPE) is worn in accordance with workplace policy
   3.3 Vehicle is parked and secured in accordance with manufacturer specifications, traffic regulations and workplace procedures
   3.4 Ancillary equipment is attached and operated in accordance with company procedures and regulatory requirements.
   3.5 Concrete is discharged in line with customer requirements and company policy and procedure

4 Finalise concrete delivery
   4.1 Relevant documentation is completed on delivery of concrete, in line with customer requirements and company policy and procedure
   4.2 Vehicle is cleaned to meet organisational policy
and regulatory requirements
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations
- Procedures to be followed in the event of a driving emergency
- Pre-operational checks carried out on vehicle and related action
- Procedures for measuring mass to ensure axle weight compliance
- Driving hazards and related defensive driving techniques
- Map reading and navigation of the vehicle
- Factors that may cause traffic delays and diversions and related action that can be taken
- Pre-site check procedures
- Procedures to be followed when concrete is charged and discharged
- Effect of different slumps on vehicle stability

Required skills:

- Communicate effectively during all aspects of operating an agitator
- Read and interpret instructions, procedures, information and signs relevant to driving an agitator
- Follow operational instructions
- Complete documentation relating to driving an agitator
- Check and adjust slump of concrete
- Operate electronic communication equipment in line with required protocols
- Work collaboratively with others when driving an agitator
- Report and rectify within limits of own role identified problems, faults and malfunctions that may occur when driving an agitator vehicle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when driving an agitator
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Use ancillary equipment
- Apply map reading and road navigation techniques to the operation of an agitator
- Select and use required PPE, conforming to industry and OH&S standards
- Monitor performance of vehicle and take appropriate action where required
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - knowledge of relevant regulations and workplace procedures
  - correct positioning and charging of agitator
  - operating an agitator and ancillary equipment
  - adjusting slump of concrete to meet customer requirements
  - conducting pre-site checks of worksites
  - using PPE
  - discharging the concrete using the following four methods: concrete pump, wheelbarrow, kibble and chutes
  - cleaning vehicle to required company and regulatory standard

Context of and specific resources for assessment

- Assessment must ensure access to:
  - agitator vehicle that is consistent with current industry standards
  - tools, equipment and PPE currently used in the concrete industry
  - regulatory requirements and equipment documentation that impact on work activities currently used in the concrete industry

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
- Simulation and online assessment are not suitable for final assessment of this unit
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up fluid levels
- checking:
  - tyre pressures
  - operation of vehicle lights and indicators
  - brakes
  - wheel nuts
  - barrel functions
  - emergency stops
  - radio functions

Communication includes:
- constant communication with:
  - relevant authority on site
  - customers
  - batcher

Personal safety measures include:
- manual-lifting techniques
- three points of contact when using ladders
- correct use of safety rails and walkways
- safety glasses
- safety footwear
- hard hats
- high visibility clothing
- hearing protection

Concrete discharge methods include:
- concrete pump
- wheelbarrow
- kibble

Ancillary equipment includes:
- hoses
- chutes
- remote control
- ladders
- chute locks

Minor routine repairs may include:
- replacing:
  - blown globes in vehicle lights
  - broken fanbelts
  - blown fuses
  - door mirrors
- broken coolant hoses
- repairs to rear tail-light lens
- changing tyres
- repairing tyre punctures
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
- worksite hazards, including:
  - power and service lines
  - buildings, structures and facilities
  - underground services
  - uneven or unstable ground and recently filled trenches
  - stationary and moving machinery and equipment
  - hazardous or dangerous materials
  - noise and light
  - energy sources
  - people on worksite
  - obstructions

Driving hazards may include:

Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge or tunnel damage
- road works
- building construction
- emergency situations, such as bushfires or building fires
- road closures for special events, such as for marches, parades and sporting events
- holiday traffic
- road closures for utility works, such as electricity, water, sewerage,
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

Documentation and records may include:

Applicable procedures and codes may include:

**Unit Sector(s)**
Not applicable.

**Competency Field**

C – Vehicle Operation
TLIC3072A Conduct the duties of an assistant on a heritage locomotive

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to conduct the duties of an assistant on a heritage locomotive in accordance with workplace procedures and the requirements of relevant rail regulations and codes of practice.
It includes carrying out or assisting with the following activities on a heritage locomotive in accordance with organisational requirements: checking, preparing and starting up prior to operation; coupling, uncoupling and shunting; assisting with operations and stabling.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of railway systems.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1. Prepare to operate a heritage locomotive
   1.1 Roster is checked and interpreted for day's operational activities
   1.2 Allocation of locomotive is checked and confirmed
   1.3 Train schedules/notices and other operational and regulatory documentation is accessed and interpreted in accordance with workplace procedures
   1.4 Required personal protective equipment is obtained for use while operating the locomotive
   1.5 Trackside safety and basic electrification awareness procedures are followed while locating the allocated heritage locomotive

2. Assist with preparing and starting a heritage locomotive
   2.1 Logbook is checked to confirm serviceability of heritage locomotive
   2.2 Locomotive is confirmed as being securely stabled prior to commencing preparation and safety checks
   2.3 Preparation and safety checks are conducted in accordance with occupational health and safety (OH&S) and other workplace policies and procedures
   2.4 Fluid levels and mechanical equipment are checked and appropriate action is taken if required
   2.5 Locomotive is started in accordance with manufacturer and/or organisational instructions
   2.6 For critical or serious equipment faults that cannot be readily rectified, locomotive is shut down, faulty equipment is isolated and tagged, and problem reported for rectification
   2.7 All instruments and gauges are observed, readings are interpreted to confirm effective air and electrical operation, and where a problem is indicated, action is taken to determine the cause and to rectify or report the situation
   2.8 Fluid levels are rechecked after starting and appropriate action is taken as required
   2.9 Assistance is provided with pre-departure checks
   2.10 Logbook and other service records on the locomotive are completed in accordance with organisational requirements

3. Assist with coupling, uncoupling and securing rail vehicles
   3.1 Rail vehicles are positioned to meet coupling requirements in accordance with organisational policies and procedures
   3.2 Coupling systems are identified and applied appropriately to couple and/or uncouple rail vehicles
3.4 Connecting hoses and electrical couplings are connected/disconnected in accordance with organisational policies and procedures

3.5 Hand brakes and other securing devices are applied/released attached/removed in accordance with organisational policies and procedures

4 Assist with operating a heritage locomotive

4.1 Safeworking activities are undertaken in accordance with organisational and/or network owner policies and procedures

4.2 Supervisory controls and indicators are monitored and operated in accordance with organisational policies and procedures

4.3 Assistance is provided with communications for network control officers and ground staff

4.4 Observation of all aspects of the rail corridor and environs is maintained and communicated to driver in accordance with organisational and/or network owner policies and procedures

4.5 When driver is incapacitated train is stopped, network control is informed and instructions are followed in accordance with organisational policies and procedures

4.6 Assistance with locomotive operation is provided as requested by driver

5 Assist with stabling a heritage locomotive

5.1 Locomotive is secured in accordance with directions, organisational procedures and rail regulations

5.2 Locomotive is shut down in accordance with manufacturer and/or operator instructions

5.3 Logbook and other service records on the locomotive are completed in accordance with organisational requirements

5.4 Cab is secured in accordance with organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Braking and safety system procedures for heritage locomotives
- Communication equipment checks
- External features of a heritage locomotive that must be checked during a pre-operational visual inspection
- Functions of auxiliary systems on a motive power unit and related checks for correct operation
- In-cab pre-operational checks for a heritage locomotive
- Local procedures and operating requirements
- Lubrication requirements for a motive power unit
- Operating controls to start, accelerate, decelerate and stop a heritage locomotive
- Operating procedures for heritage locomotives
- Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
- Procedures for checking fuel and fluid levels, and carrying out lubrication processes on a heritage locomotive
- Procedures for identifying equipment defects and assessing for appropriate action
- Procedures for managing and controlling hazardous situations when preparing and starting up a heritage locomotive
- Procedures for starting and operating auxiliary systems on a heritage locomotive
- Procedures to be followed in an emergency
- Relevant safety, OH&S and environmental procedures and regulations
- Requirements for completing relevant documentation when inspecting and preparing a heritage locomotive
- Start-up procedures for heritage locomotives
- Visual inspection procedures for a heritage locomotive

**Required skills:**

- Check and replenish fluids and carry out lubrication requirements on a heritage locomotive
- Communicate effectively with others when inspecting and preparing a heritage locomotive
- Complete documentation related to operating a heritage locomotive
- Conduct a visual inspection of a heritage locomotive and associated equipment
- Document outcomes of visual inspection of a heritage locomotive
- Interpret and follow instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Prepare a heritage locomotive prior to service
- Read and interpret instructions, procedures, information and signs relevant to operating a
heritage locomotive

- Work collaboratively with others as part of a train crew

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - assisting with pre-operational activities
  - coupling and uncoupling a heritage locomotive
  - stabling a heritage locomotive

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Inspection of a heritage locomotive may include:
- lights
- hoses
- couplings
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel
- electrical cables
- glass windows and doors
- compressor oil levels
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

In-cab pre-operational checks will include:
- brake checks
- vigilance control test
- functionality checks of supervisory controls and indicators
- radio communication check
- seat
- windows and blinds
- air conditioners and heaters
- door locks
- fire extinguishers
- emergency toolbox

Relevant personnel may include:
- train crew
- train controllers and signallers
- maintenance personnel
Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:

- notices in driver notice board/box
- train driver roster sheet and/or table card
- operational instructions, policies and procedures
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C – Vehicle Operation
TLIC3073A Fire a steam locomotive

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to conduct the duties of an assistant on a steam locomotive in accordance with workplace procedures and the requirements of relevant rail regulations and codes of practice.
It includes preparing for operations; preparing and starting the locomotive; assisting with un/coupling and securing the steam locomotive; assisting in operating and stabling the locomotive in accordance with organisational requirements.
Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of railway systems.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Prepare to operate a steam locomotive

1.1 Roster is checked and interpreted for day's operational activities

1.2 Allocation of locomotive is checked

1.3 Train schedules/notices and other operational and regulatory documentation is accessed and interpreted in accordance with workplace procedures

1.4 Required personal protective equipment is obtained for use while operating the locomotive

1.5 Trackside safety and basic electrification awareness procedures are followed while locating the allocated locomotive

### 2 Prepare and start a steam locomotive

2.1 Logbook is checked to confirm serviceability of locomotive

2.2 Locomotive is confirmed as being securely stabled prior to commencing preparation and safety checks

2.3 Preparation and safety checks are conducted in accordance with occupational health and safety (OH&S) and other organisational policies and procedures

2.4 Water levels and fuels are checked and replenished as required

2.5 Mechanical equipment is checked and appropriate action taken as required

2.6 Fire is lit and steam is raised in accordance with organisational instructions, with consideration for thermal expansion and environmental considerations

2.7 For critical or serious equipment faults that cannot be readily rectified, fire is dropped, faulty equipment is isolated and problem is reported for rectification

2.8 All indicators and gauges are continuously monitored and readings are interpreted to confirm effective pressure, water level and air operation and where a problem is indicated, action is taken to determine the cause and to rectify or report the situation

2.9 Operation of locomotive equipment is established and verified

2.10 Lubrication, cleaning, preparation, and provisioning of the locomotive is undertaken in accordance with organisational requirements

2.11 Logbook and other service records on the locomotive are completed in accordance with organisational requirements

### 3 Assist with coupling, uncoupling and

3.1 Rail vehicles are positioned to meet coupling requirements in accordance with organisational policies and procedures
## securing rail vehicles

3.3 Coupling systems are identified and applied appropriately to couple and/or uncouple rail vehicles

3.4 Connecting hoses and electrical couplings are connected/disconnected in accordance with organisational policies and procedures

3.5 Hand brakes and other securing devices are applied/released attached/removed in accordance with organisational policies and procedures

## 4 Assist with operating a steam locomotive

4.1 Safeworking activities are undertaken in accordance with organisational and/or network owner policies and procedures

4.2 Gauges and indicators are monitored and operated in accordance with organisational policies and procedures

4.3 Boiler is fired to meet load requirements and environmental considerations

4.4 Water level is maintained to ensure safe boiler operation meets load requirements and track characteristics

4.5 Assistance is provided with communications with network control officers and ground staff

4.6 Observation of all aspects of the rail corridor and environs is maintained and communicated to driver in accordance with organisational and/or network owner policies and procedures

4.7 In case of driver being incapacitated train is stopped and network control informed and instructions are followed in accordance with organisational policies and procedures

4.8 Assistance with locomotive operation is provided as requested by driver

## 5 Assist with stabling a steam locomotive

5.1 Locomotive is secured in accordance with directions, workplace procedures and rail regulations

5.2 Boiler water levels are checked and replenished as required

5.3 Locomotive is shut down in accordance with operators instructions

5.4 Ash is disposed of responsibly in accordance with network owner and operators policies

5.5 Assistance is provided to conduct a post-operational inspection

5.6 Logbook and other service records on the locomotive are completed in accordance with organisational requirements

5.7 Controls are secured in accordance with organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Braking and safety system procedures for steam locomotives
- Communication equipment checks
- External features of a steam locomotive that must be checked during a pre-operational visual inspection
- Functions of auxiliary systems on a motive power unit and related checks for correct operation
- In-cab pre-operational checks for a steam locomotive
- Local procedures and operating requirements
- Lubrication requirements for a motive power unit
- Operating controls to start, accelerate, decelerate and stop a steam locomotive
- Operating procedures for steam locomotives
- Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
- Procedures for checking fuel and fluid levels and carrying out lubrication processes on a steam locomotive
- Procedures for identifying equipment defects and assessing appropriate action
- Procedures for managing and controlling hazardous situations when preparing and starting up a steam locomotive
- Procedures for starting and operating auxiliary systems on a steam locomotive
- Procedures to be followed in an emergency
- Relevant safety, OH&S and environmental procedures and regulations
- Requirements for completing relevant documentation when inspecting and preparing a steam locomotive
- Start-up procedures for steam locomotives
- Visual inspection procedures for a steam locomotive

Required skills:

- Check and replenish fluids and carry out lubrication requirements on a steam locomotive
- Communicate effectively with others when inspecting and preparing a steam locomotive
- Complete documentation related to operating a steam locomotive
- Conduct a visual inspection of a steam locomotive and associated equipment
- Document outcomes of visual inspection of a steam locomotive
- Interpret and follow instructions and prioritise work
- Maintain steam and water levels commensurate with operating requirements
- Operate electronic communication equipment to required protocol
- Prepare a steam locomotive prior to service
- Read and interpret instructions, procedures, information and signs relevant to operating a steam locomotive
- Work collaboratively with others as part of a train crew
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - assisting with pre-operational activities
  - firing a steam locomotive
  - coupling and uncoupling a steam locomotive
  - stabling a steam locomotive

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Gauges and instruments may include:
- steam pressure
- sight glasses
- brake gauges
- drivers assistance gauges
- firing gauges

Locomotive equipment may include:
- boiler systems
- feed water systems
- firing systems
- braking systems
- gauges and instrumentation
- communication systems
- whistle
- head and marker lights
- ancillary equipment

Inspection of a steam locomotive may include:
- lights
- motion and valve gear
- boiler integrity and fittings
- running gear and tender
- hoses
- couplings
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel
- glass windows and doors
- compressor oil levels
- audible faults (e.g. hiss of escaping air and/or steam)
- visible faults (e.g. oil leaks, tears and cracks)
- safety appliances

Relevant personnel may include:
- train crew
- train controllers and signallers
- maintenance personnel

Safety and personal protective equipment may include:
- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:
- notices in driver notice board/box
- train driver roster sheet and/or table card
- operational instructions, policies and procedures
- emergency procedures manual

Applicable legislation, regulations and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC3082A Operate a locomotive by portable remote control

Modification History
Release 1 - New unit of competency
This unit replaces and is equivalent to TLIC3044A Operate power motive by portable radio remote control.

Unit Descriptor
This unit involves the skills and knowledge required to operate a motive power system by a portable remote control unit in accordance with safeworking and manufacturer instructions, and organisational procedures. It includes preparing the locomotive, setting up the portable remote control equipment, operating the system after the set-up is complete and shutting it down after operation.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This equipment is used to control a locomotive remotely when loading, unloading, and/or shunting trains within defined limits, terminals, yards or sidings.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1  Set up locomotive for portable remote operation

   1.1  Locomotive is set up for portable remote control operation in accordance with manufacturer instructions and/or organisational policies and procedures

   1.2  Where necessary, portable remote control equipment is installed in accordance with manufacturer instructions and/or organisational policies and procedures

   1.3  Remote control system is tested and operation is confirmed in accordance with manufacturer instructions and/or organisational policies and procedures

   1.4  Relevant occupational health and safety (OH&S) requirements are followed to prevent injury and damage to equipment

2  Operate locomotive using portable remote control equipment

   2.1  Where applicable, relevant warning signage is placed in accordance with organisational policies and procedures

   2.2  Portable remote control equipment is operated and monitored in accordance with operational requirements during train movements to provide safe train handling and control

   2.3  Portable remote control equipment is operated with an awareness that not all persons in the vicinity of the work area may know that the locomotive is being operated remotely

   2.4  Any operational difficulties encountered are addressed by re-establishing control of the locomotive with minimum risk to personnel and equipment

3  Shut down portable remote control equipment

   3.1  Locomotive is secured against unintentional movement in a safe location in accordance with organisational procedures

   3.2  Portable remote control equipment is shut down in accordance with manufacturer instructions and/or organisational policies and procedures

   3.3  When required, portable remote control equipment is removed from the locomotive in accordance with manufacturer instructions and/or organisational policies and procedures

   3.4  Relevant OH&S requirements are followed to prevent injury and damage to equipment
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Braking and safety system procedures
- Locomotive operating techniques
- Operational instructions
- Procedures for identifying defects in portable remote control units, and assessing appropriate action to be taken
- Procedures for managing hazardous situations involving portable remote control systems
- Procedures for operating electronic communications equipment with required protocol
- Relevant rail safety, OH&S and environmental procedures and regulations
- Shunting and marshalling procedures

**Required skills:**

- Communicate effectively with others when setting up and operating a portable remote control system
- Implement contingency plans for unexpected events when operating a portable remote control system
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, and information relevant to operating a portable remote control system
- Report and/or rectify any identified problems, faults or malfunctions when operating a portable remote control system in accordance with regulatory requirements and workplace procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work collaboratively with others when operating a portable remote control system
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - setting up portable remote control equipment correctly
  - operating the locomotive using the remote control equipment
  - shutting down the remote control equipment

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Locomotives may include:
- diesel locomotives
- electric locomotives
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information/documents may include:
- relevant log or record book
- maintenance notices, records and requests
- local instructions
- equipment operation manuals
- operational instructions, policies and procedures
- emergency procedure manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C – Vehicle Operation
TLIC3083A Operate a front lift mobile compaction/collection vehicle

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate a front lift mobile compaction/collection vehicle (the ‘vehicle’).
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Vehicle must be operated in compliance with vehicle licence requirements and regulations pertaining to the relevant state or territory and traffic authorities.
Vehicle is operated with limited or no supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Elements and Performance Criteria</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Follow safety requirements</td>
</tr>
<tr>
<td>1.1</td>
<td>Operator and third party safety is observed in accordance with organisational/manufacturer and legislative requirements</td>
</tr>
<tr>
<td>1.2</td>
<td>Vehicle controls are checked and operated in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td>1.3</td>
<td>Vehicle cleaning and non-technical maintenance is undertaken in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td>1.4</td>
<td>Safety items are used and stored in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td>1.5</td>
<td>Defective equipment is reported in accordance with organisational/manufacturer requirements</td>
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<tr>
<td>2</td>
<td>Load product into vehicle</td>
</tr>
<tr>
<td>2.1</td>
<td>Vehicle is made ready to operate in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td>2.2</td>
<td>Product streams are identified</td>
</tr>
<tr>
<td>2.3</td>
<td>Documentation provided is used to determine locations to collect product</td>
</tr>
<tr>
<td>2.4</td>
<td>Product is deposited into vehicle collection area (hopper) in accordance with organisational/manufacturer legislative and requirements</td>
</tr>
<tr>
<td>2.5</td>
<td>Blockages and non-compliant product are cleared in accordance with organisational/manufacturer and legislative requirements</td>
</tr>
<tr>
<td>2.6</td>
<td>Prior to travel, product is removed from ground and no product is left on lifting equipment, vehicle or body</td>
</tr>
<tr>
<td>3</td>
<td>Compact product in vehicle</td>
</tr>
<tr>
<td>3.1</td>
<td>Loading of product within vehicle body is monitored</td>
</tr>
<tr>
<td>3.2</td>
<td>Compaction equipment is operated in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td>3.3</td>
<td>Once vehicle reaches gross vehicle mass (GVM), compaction/loading is ceased in accordance with relevant organisational/manufacturer and relevant state/territory legislation</td>
</tr>
<tr>
<td>4</td>
<td>Unload product from vehicle and complete relevant</td>
</tr>
<tr>
<td>4.1</td>
<td>Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading</td>
</tr>
<tr>
<td>4.2</td>
<td>Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements</td>
</tr>
</tbody>
</table>
4.3 Unloading equipment is operated in accordance with organisational/manufacturer and legislative requirements

4.4 Return of equipment used to transit position is ensured

4.5 Documentation for unloaded product is completed in accordance with organisational/manufacturer and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**
- Efficient driving techniques and eco-driving considerations
- Factors involved in trip preparation
- Factors that may cause traffic delays and diversions
- Relevant dangerous goods (DG) information pertaining to vehicle operations
- Relevant state/territory roads and traffic authority road rules, regulations, permits and licence requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations relating to vehicle operations
- Safe pickup and delivery of product to and from site
- Vehicle loading and unloading procedures
- Workplace documentation
- Workplace driving and operational instructions

**Required skills:**
- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating the vehicle
- Complete vehicle documentation
- Identify, load and transport product streams in accordance with organisational/manufacturer and legislative requirements
- Implement contingency plans for unexpected events when operating the vehicle
- Interpret and follow operational instructions and prioritise work
- Manually position product bins
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and equipment and take appropriate action where required
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the vehicle
- Select and use required personal protective equipment (PPE), conforming to organisational, industry and WHS/OHS standards
- Work collaboratively with others when operating vehicle
- Work systematically with required attention to detail, without injury to self or others or damage to infrastructure or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying techniques for loading and unloading vehicle
- applying correct operation of vehicle cabin functions
- using correct manual handling techniques when operating vehicle and/or product containers
- identifying and using the PPE required for the product being loaded/transported
- applying eco-driving techniques when operating the vehicle
- knowledge of relevant legislation and organisational/manufacturer procedures for transporting product in the vehicle
- knowledge of customer requirements when picking up product or delivering product to a product collection facility.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant and appropriate materials and equipment to meet performance criteria
- applicable documentation, including workplace procedures, regulations, codes of practice and operating manuals.

Method of assessment

Practical assessment must:

- occur in three different aspects of the job function in the workplace
- ensure written and verbal understanding of all types of product to identify compatibility.

A range of assessment methods should be used to assess practical skills and knowledge.

Use of a simulator is not suitable for final assessment of this unit of competency.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Equipment fitted to vehicle may include:**
- emergency information holder
- emergency shutdown controls
- eyewash kit
- fire extinguishers
- first aid kit
- spill kit
- vehicle emergency equipment

**Loading and unloading sites may include:**
- council sites
- customer site
- depot
- private sites
- waste, transfer or recycling sites

**Personal safety measures may include:**
- conflict management techniques
- correct use of safety rails and walkways
- fitness for duty
- hearing protection
- high visibility clothing
- location of pinch points
- manual handling techniques
- PPE required for the product class being transported
- safety footwear
- three points of contact when accessing/egressing vehicle/body

**Eco driving includes:**
- braking efficiently
- ensuring transmission control
- not over-revving engine
- observing speed limits
- using auxiliary braking controls
- vehicle sympathy

**Factors that may cause traffic delays and diversions include:**
- bridge or tunnel damage
- building construction
- emergency situations such as bushfires, flooding, changes to weather
- holiday traffic
- inefficient run planning
- livestock movement
- road closures for utility works such as electricity,
water, sewerage or telecommunications
- road damage/road works
- traffic accidents
- vehicle breakdowns

Workplace procedures may include:
- established
- manufacturer
- organisational
- regulatory/codes of practice

Documentation and records may include:
- daily driver run sheet
- environmental documents relating to state of operation
- fatigue documentation
- mass/work diary
- vehicle reporting documentation

Applicable procedures and codes may include:
- Relevant state/territory procedures and codes for the vehicle including:
  - fatigue management regulations
  - licensing rules
  - mass management regulations
  - permit requirements
  - road and traffic rules
  - WHS/OHS and environmental legislation

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC3084A Operate a lift on/lift off collection vehicle

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate a lift on/lift off (skip/marel) collection vehicle (the ‘vehicle’). Licensing, legislative, regulatory and certification requirements may be applicable to this unit.

Application of the Unit
Operation of the vehicle must be carried out in compliance with vehicle licence requirements and regulations relating to the relevant state/territory and traffic authorities. Work is performed with limited or no supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Follow safety requirements

1.1 Operator and third party safety is observed in accordance with organisational/manufacturer and legislative requirements

1.2 Vehicle controls are checked and operated in accordance with organisational/manufacturer requirements

1.3 Vehicle cleaning and non-technical maintenance is undertaken in accordance with organisational/manufacturer requirements

1.4 Safety items are used and stored in accordance with organisational/manufacturer requirements

1.5 Defective equipment is reported in accordance with organisational/manufacturer requirements

2 Load product bin onto vehicle

2.1 Vehicle is made ready to operate in accordance with organisational/manufacturer requirements.

2.2 Product streams to be collected are identified

2.3 Documentation provided is used to determine locations to collect product

2.4 Prior to (manual tarping) or after (automated tarping) loading product bin onto vehicle, covering of load is determined

2.5 Product bin is loaded onto vehicle in accordance with organisational/manufacturer and legislative requirements.

2.6 Product bin is secured to vehicle in accordance with organisational/manufacturer and legislative requirements

2.7 Product is removed from ground and no product is left on lifting equipment, vehicle or body

2.8 Prior to travel, load covers are tied down in accordance with organisational/manufacturer and legislative requirements

3 Unload product from vehicle and complete relevant documentation

3.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading

3.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements

3.3 Load covers (tarps) are removed in accordance with organisational/manufacturer and legislative requirements

3.4 Unloading equipment is operated in accordance with
organisational/manufacturer and legislative requirements

3.5 Return of equipment used to transit position is ensured

3.6 Documentation for unloaded product is completed in accordance with organisational/manufacturer and legislative requirements

4 Unload product bin from vehicle

4.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading

4.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements

4.3 Unloading equipment is operated in accordance with organisational/manufacturer and legislative requirements

4.4 Return of equipment used to transit position is ensured

4.5 Documentation for unloaded product bin is completed in accordance with organisational/manufacturer and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Efficient driving techniques and eco-driving considerations
- Factors involved in trip preparation
- Factors that may cause traffic delays and diversions
- Relevant dangerous goods (DG) information relating to operating the vehicle
- Relevant state/territory roads and traffic authority road rules, regulations, permits and licence requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations relating to vehicle operations
- Safe pickup and delivery of product to and from site
- Vehicle loading and unloading procedures
- Workplace documentation
- Workplace driving and operational instructions

Required skills:

- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating the vehicle
- Complete documentation relating to the vehicle
- Identify, load and transport product streams in accordance with organisational/manufacturer and legislative requirements
- Implement contingency plans for unexpected events when operating the vehicle
- Interpret and follow operational instructions and prioritise work
- Manually position product containers/bins
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and equipment and take appropriate action where required
- Operate and adapt to differences in equipment in accordance with standard operating procedures.
- Read and interpret instructions, procedures, information and signs relevant to the vehicle
- Select and use required personal protective equipment (PPE), conforming to organisational, industry and WHS/OHS standards
- Work collaboratively with others when operating the vehicle
• Work systematically with required attention to detail, without injury to self or others or damage to infrastructure or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying techniques for loading and unloading of the vehicle
- applying correct operation of vehicle cabin functions
- applying correct manual handling techniques when operating vehicle and/or product containers
- identifying and using the PPE required for the product being loaded/transported
- applying eco-driving techniques when operating the vehicle
- ensuring currency of relevant legislative and regulatory knowledge
- ensuring currency of knowledge of organisational and manufacturer procedures for transporting product in the vehicle
- ensuring currency of knowledge of customer requirements when picking up product or delivering product to a product collection facility.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

- Resources for assessment include access to:
  - workplace where individual or small group work can be conducted
  - tools, equipment and personal protective equipment currently used in industry
  - relevant regulatory and equipment documentation that impacts on work activities
  - range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
  - appropriate range of relevant operational situations in the workplace.

In both real (within safe means) and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures,
regulations, codes of practice and operations manuals.

**Method of assessment**

Practical assessment must occur in:

- appropriately simulated workplace environment and/or
- safe and appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate individually or as a part of a small group
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment fitted to the vehicle may include:
- emergency information holder
- emergency shutdown controls
- eyewash kit
- fire extinguishers
- first aid kit
- spill kit
- vehicle emergency equipment

Loading and unloading sites may include:
- council sites
- customer site
- depot
- private sites
- waste, transfer or recycling sites

Personal safety measures may include:
- conflict management techniques
- correct use of safety rails and walkways
- fitness for duty
- hearing protection
- high visibility clothing
- location of pinch points
- manual handling techniques
- PPE required for the product class being transported
- safety footwear
- three points of contact when accessing/egressing vehicle/body

Eco driving includes:
- braking efficiently
- ensuring transmission control
- not over-revving engine
- observing speed limits
- using auxiliary braking controls
- vehicle sympathy

Factors that may cause traffic delays and diversions include:
- bridge or tunnel damage
- building construction
- emergency situations such as bushfires, flooding, changes to weather
- holiday traffic
- inefficient run planning
- livestock movement
- road closures for utility works such as electricity,
Workplace procedures may include:
- established
- manufacturer
- organisational
- regulatory/codes of practice

Documentation and records may include:
- daily driver run sheet
- environmental documents relating to state of operation
- fatigue documentation
- mass/work diary
- vehicle reporting documentation

Applicable procedures and codes may include:
- Relevant state/territory procedures and codes for the vehicle including:
  - fatigue management regulations
  - licensing rules
  - mass management regulations
  - permit requirements
  - road and traffic rules
  - WHS/OHS and environmental legislation

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC3085A Operate a liquid waste collection vehicle

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate a liquid waste collection tanker (the ‘vehicle’).
These vehicles can be used to collect septic waste, grease trap waste and industrial liquid wastes.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Vehicle must be operated in compliance with vehicle licence requirements and regulations relating to the relevant state/territory and traffic authorities.
Vehicle is operated with limited or no supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to the Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Follow safety requirements

1.1 Operator and third party safety is observed in accordance with organisational/manufacturer and legislative requirements

1.2 Safe work area controls are implemented in accordance with organisational/waste generator requirements

1.3 Vehicle is positioned on stable ground to ensure vehicle safety and stability for loading in accordance with organisational/manufacturer requirements

1.4 Vehicle controls are checked and operated in accordance with organisational/manufacturer requirements

1.5 Appropriate safety items are selected, used and re-stowed in accordance with organisational/manufacturer requirements

1.6 Defective equipment is reported in accordance with organisational/manufacturer requirements

2 Load product into vehicle

2.1 Pit and trap lids/hatches are opened and removed in accordance with organisational/waste generator requirements

2.2 Vehicle is checked for readiness to operate in accordance with organisational/manufacturer requirements

2.3 Provided documentation is used to determine collection location

2.4 Product streams are checked before loading, any incorrect product streams are identified and appropriate action is taken in accordance with organisational requirements

2.5 Product stream is transferred into vehicle tank via hoses in accordance with organisational/manufacturer and legislative requirements

2.6 Blockages and non-compliant product are cleared in accordance with organisational/manufacturer and legislative requirements

2.7 Load volumes are monitored to ensure the gross vehicle mass (GVM) is not exceeded, and where required, excess product is unloaded to an approved point

2.7 Hoses and surrounding areas are cleaned and cleared in accordance with organisational/manufacturer requirements

2.8 Hoses are returned to transit position, pit and trap lids/hatches at waste generators premises are put back in place and secured, and vehicle hatches and vents are closed
2.9 Available load capacity is confirmed and appropriate action is taken in accordance with organisational requirements

3 Unload product and complete documentation

3.1 Vehicle is positioned for unloading on level, stable ground to ensure vehicle safety and stability in accordance with site, organisational/manufacturer and legislative requirements

3.2 Waste liquid is discharged via vacuum, pressure or gravity feed in accordance with organisational/manufacturer and legislative requirements

3.3 Tanker is cleaned in accordance with organisational/manufacturer requirements

3.4 Return of equipment used to transit position is ensured

3.5 Documentation for unloaded product is completed in accordance with organisational/manufacturer and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Concepts of vacuum and pressure in relation to collecting liquid waste
- Efficient driving techniques and eco-driving considerations
- Factors involved in trip preparation
- Factors that may cause traffic delays and diversions
- GVM of liquid waste collection vehicle
- Initial spill response procedures
- Relevant dangerous goods (DG) information relating to operating the vehicle
- Relevant state/territory road rules, regulations, permits and licence requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS), environmental procedures and regulations relating to vehicle operations and proper disposal of liquid waste
- Safe pickup and delivery of product to and from site
- Vehicle loading and unloading procedures
- Workplace driving and operational instructions

Required skills:

- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating the vehicle
- Complete workplace documentation
- Identify, load and transport product streams in accordance with organisational/manufacturer and legislative requirements
- Implement contingency plans for unexpected events
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and equipment and take appropriate action where required
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the vehicle
- Select and use required personal protective equipment (PPE), conforming to organisational, industry and WHS/OHS standards
- Work collaboratively with others
• Work systematically with required attention to detail, without injury to self or others or damage to infrastructure or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying techniques for loading and unloading of the vehicle
- applying correct operation of all vehicle functions including in cabin, pump and tank controls whether fixed or remote
- using correct manual handling techniques when operating vehicle and/or product containers
- identifying and using PPE required for the product being loaded/transported
- applying eco-driving techniques when operating the vehicle
- knowledge of relevant legislation and organisational/manufacturer procedures for transporting product in the vehicle
- knowledge of customer requirements when picking up product or delivering product to a product collection facility.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant and appropriate materials and equipment to meet performance criteria
- applicable documentation, including workplace procedures, regulations, codes of practice and operating manuals.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge.

Practical assessment must:

- occur in three different aspects of the job function in the workplace
- ensure written and verbal understanding of all types of product to identify compatibility.
Use of a simulator is not suitable for final assessment of this unit of competency.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment fitted to the vehicle may include:
- emergency information holder
- emergency shutdown controls
- eyewash kit
- fire extinguishers
- first aid kit
- placarding (for dangerous goods)
- portable bunding
- spill kit
- vehicle emergency equipment

Equipment used to load/unload may include:
- couplings e.g. camlocks
- flexible or rigid hoses
- gravity fed lines
- pressure pumps (fitted to vehicle or remotely)
- vacuum pumps (fitted to vehicle or remotely)

Loading and unloading sites may include:
- council sites
- customer site
- depot
- private sites

Personal safety measures may include:
- conflict management techniques
- correct use of safety rails and walkways
- fitness for duty
- gloves suitable for the product/task
- hearing protection
- high visibility clothing
- location of pinch points
- manual handling techniques
- PPE required for the product class being transported
- safety footwear
- three points of contact when accessing/egressing vehicle/body

Eco driving includes:
- braking efficiently
- ensuring transmission control
- not over-revving engine
- observing speed limits
- using auxiliary braking controls
- vehicle sympathy

Factors that may cause traffic
- bridge or tunnel damage
- building construction
delays and diversions include:
- emergency situations such as bushfires, flooding, changes to weather
- holiday traffic
- inefficient run planning
- livestock movement
- road closures for utility works such as electricity, water, sewerage or telecommunications
- road damage/road works
- traffic accidents
- vehicle breakdowns

Workplace procedures may include:
- established
- manufacturer
- organisational
- regulatory/codes of practice

Documentation and records may include:
- daily driver run sheet
- environmental documents pertaining to state of operation
- fatigue documentation
- mass/work diary
- vehicle reporting documentation

Applicable procedures and codes may include:
- Relevant state/territory procedures and codes for the vehicle including:
  - fatigue management regulations
  - licensing rules
  - mass management regulations
  - permit requirements
  - road and traffic rules
  - water/sewerage authorities
  - WHS/OHS and environmental legislation

Approved unload point may include:
- collection vessel
- intermediate bulk container (IBC)
- other liquid waste tanker

**Unit Sector(s)**
Not applicable.
Competency Field

C – Vehicle Operation
TLIC3086A Operate a multi-lift collection vehicle

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate a multi-lift collection vehicle (the ‘vehicle’). Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Vehicle must be operated in compliance with vehicle licence requirements and regulations relating to the relevant state/territory and traffic authorities. Vehicle is operated with limited or no supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1 Follow safety requirements</th>
<th>1.1 Operator and third party safety is observed in accordance with organisational/manufacturer and legislative requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Vehicle controls are checked and operated in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td></td>
<td>1.3 Vehicle cleaning and non-technical maintenance is undertaken in accordance with organisational/manufacturer requirements</td>
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<td></td>
<td>1.4 Safety items are used and stored in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td></td>
<td>1.5 Defective equipment is reported in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td>2 Load product bin onto vehicle</td>
<td>2.1 Vehicle is made ready to operate in accordance with organisational/manufacturer requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Product streams to be collected are identified</td>
</tr>
<tr>
<td></td>
<td>2.3 Documentation provided is used to determine locations to collect product</td>
</tr>
<tr>
<td></td>
<td>2.4 Prior to (manual tarping) or after (automated tarping) loading product bin onto vehicle, covering of load is determined</td>
</tr>
<tr>
<td></td>
<td>2.5 Product bin is loaded onto vehicle in accordance with organisational/manufacturer and legislative requirements</td>
</tr>
<tr>
<td></td>
<td>2.6 Product bin is secured to vehicle in accordance with organisational/manufacturer and legislative requirements</td>
</tr>
<tr>
<td></td>
<td>2.7 Product is removed from ground and no product is left on lifting equipment, vehicle or body</td>
</tr>
<tr>
<td></td>
<td>2.8 Prior to travel, load covers are tied down in accordance with organisational/manufacturer and legislative requirements</td>
</tr>
<tr>
<td>3 Unload product from vehicle and complete relevant documentation</td>
<td>3.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading</td>
</tr>
<tr>
<td></td>
<td>3.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements</td>
</tr>
<tr>
<td></td>
<td>3.3 Load covers (tarps) are removed in accordance with organisational/manufacturer and legislative requirements</td>
</tr>
<tr>
<td></td>
<td>3.4 Unloading equipment is operated in accordance with</td>
</tr>
</tbody>
</table>
organisational/manufacturer and legislative requirements

3.5 Return of equipment used to transit position is ensured

3.6 Documentation for unloaded product is completed in accordance with organisational/manufacturer and legislative requirements

4 Unload product bin from vehicle

4.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading

4.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements

4.3 Unloading equipment is operated in accordance with organisational/manufacturer and legislative requirements

4.4 Return of equipment used to transit position is ensured

4.5 Documentation for unloaded product bin is completed in accordance with organisational/manufacturer and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Efficient driving techniques and eco-driving considerations
- Factors that may cause traffic delays and diversions
- Factors involved in trip preparation
- Relevant dangerous goods (DG) information relating to operating the vehicle
- Relevant state and territory roads and traffic authority road rules, regulations, permits and licence requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations relating to vehicle operations
- Safe pickup and delivery of product to and from site
- Vehicle loading and unloading procedures
- Workplace documentation
- Workplace driving and operational instructions

Required skills:

- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating the vehicle
- Complete vehicle documentation
- Identify, load and transport product streams in accordance with organisational/manufacturer and legislative requirements
- Implement contingency plans for unexpected events when operating vehicle
- Interpret and follow operational instructions and prioritise work
- Manually cover/tarp product bins
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and equipment and take appropriate action where required
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the vehicle
- Select and use required PPE, conforming to organisational, industry and WHS/OHS standards
- Work collaboratively with others when operating the vehicle
- Work systematically with required attention to detail, without injury to self or others or
damage to infrastructure or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying techniques for loading and unloading of the vehicle
- applying correct operation of vehicle cabin functions
- using correct manual handling techniques when operating the vehicle and/or product containers
- identifying and using the PPE required for the product being loaded/transported
- applying eco-driving techniques when operating the vehicle
- knowledge of relevant legislation and organisational/manufacturer procedures for transporting product in the vehicle
- knowledge of customer requirements when picking up product or delivering product to a product collection facility.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant and appropriate materials and equipment to meet performance criteria
- applicable documentation, including workplace procedures, regulations, codes of practice and operating manuals.

Method of assessment

Practical assessment must:

- occur in three different aspects of the job function in the workplace
- ensure written and verbal understanding of all types of product to identify compatibility.

A range of assessment methods should be used to assess practical skills and knowledge.

Use of a simulator is not suitable for final assessment of this unit of competency.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment fitted to the vehicle may include:
- emergency information holder
- emergency shutdown controls
- eyewash kit
- fire extinguishers
- first aid kit
- spill kit
- vehicle emergency equipment

Loading and unloading sites may include:
- council sites
- customer site
- depot
- private sites
- waste, transfer or recycling sites

Personal safety measures may include:
- conflict management techniques
- correct use of safety rails and walkways
- fitness for duty
- hearing protection
- high visibility clothing
- location of pinch points
- manual handling techniques
- PPE required for the product class being transported
- safety footwear
- three points of contact when accessing/egressing vehicle/body

Eco driving includes:
- braking efficiently
- ensuring transmission control
- not over-revving engine
- observing speed limits
- using auxiliary braking controls
- vehicle sympathy

Factors that may cause traffic delays and diversions include:
- bridge or tunnel damage
- building construction
- emergency situations such as bushfires, flooding, changes to weather
- holiday traffic
- inefficient run planning
- livestock movement
- road closures for utility works such as electricity,
water, sewerage or telecommunications
• road damage/road works
• traffic accidents
• vehicle breakdowns

Workplace procedures may include:
• established
• manufacturer
• organisational
• regulatory/codes of practice

Documentation and records may include:
• daily driver run sheet
• environmental documents pertaining to state of operation
• fatigue documentation
• mass/work diary
• vehicle reporting documentation

Applicable procedures and codes may include:
• Relevant state/territory procedures and codes for the vehicle including:
  • fatigue management regulations
  • licensing rules
  • mass management regulations
  • permit requirements
  • road and traffic rules
  • WHS/OHS and environmental legislation

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC3087A Operate a rear loading mobile compaction/collection vehicle

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate a rear loading mobile compaction/collection vehicle (the ‘vehicle’).
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Vehicle must be operated in compliance with vehicle licence requirements and regulations relating to the relevant state/territory and traffic authorities.
Vehicle is operated with limited or no supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

| 1 Follow safety requirements | 1.1 Operator and third party safety is observed in accordance with organisational/manufacturer and legislative requirements |
| 1.2 Vehicle controls are checked and operated in accordance with organisational/manufacturer requirements |
| 1.3 Vehicle cleaning and non-technical maintenance is undertaken in accordance with organisational/manufacturer requirements |
| 1.4 Safety items are used and stored in accordance with organisational/manufacturer requirements |
| 1.5 Defective equipment is reported in accordance with organisational/manufacturer requirements |

| 2 Load product onto vehicle | 2.1 Vehicle is made ready to operate in accordance with organisational/manufacturer requirements |
| 2.2 Product streams to be collected are identified |
| 2.3 Documentation provided is used to determine locations to collect product |
| 2.4 Product is deposited into vehicle collection area (hopper) in accordance with organisational/manufacturer and legislative requirements |
| 2.5 Blockages and non-compliant product are cleared in accordance with organisational/manufacturer and legislative requirements |
| 2.6 Prior to travel, product is removed from ground and no product is left on lifting equipment, vehicle or body |

| 3 Compact product in vehicle | 3.1 Loading of product within the body of the vehicle is monitored |
| 3.2 Compaction equipment is operated in accordance with organisational/manufacturer requirements |
| 3.3 Once vehicle reaches gross vehicle mass (GVM) compaction/loading is ceased in accordance with relevant organisational/manufacturer and legislative requirements |

| 4 Unload product from vehicle and complete relevant | 4.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading |
| 4.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements |
4.3 Unloading equipment is operated in accordance with organisational/manufacturer and legislative requirements

4.4 Return of equipment used to transit position is ensured

4.5 Documentation for unloaded product is completed in accordance with organisational/manufacturer and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Efficient driving techniques and eco-driving considerations
- Factors involved in trip preparation
- Factors that may cause traffic delays and diversions
- Relevant dangerous goods (DG) information relating to operating the vehicle
- Relevant state and territory roads and traffic authority road rules, regulations, permits and licence requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations relating to vehicle operations
- Safe pickup and delivery of product to and from site
- Vehicle loading and unloading procedures
- Workplace documentation
- Workplace driving and operational instructions

Required skills:

- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating the vehicle
- Complete documentation relating to the vehicle
- Implement contingency plans for unexpected events when operating the vehicle
- Identify, load and transport product streams in accordance with organisational/manufacturer and legislative requirements
- Interpret and follow operational instructions and prioritise work
- Manually position product containers/bins
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and equipment and take appropriate action where required
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the vehicle
- Select and use required personal protective equipment (PPE), conforming to organisational, industry and WHS/OHS standards
- Work collaboratively with others when operating the vehicle
- Work systematically with required attention to detail, without injury to self or others or damage to infrastructure or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying techniques for loading and unloading vehicle
- applying correct operation of vehicle cabin functions
- using correct manual handling techniques when operating vehicle and/or product containers
- identifying and using the PPE required for the product being loaded/transported
- applying eco-driving techniques when operating the vehicle
- knowledge of relevant legislation, and organisational and manufacturer procedures for transporting product in the vehicle
- knowledge of customer requirements when picking up product or delivering product to a product collection facility.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant and appropriate materials and equipment to meet performance criteria
- applicable documentation, including workplace procedures, regulations, codes of practice and operating manuals.

Method of assessment

Practical assessment must:

- occur in three different aspects of the job function in the workplace
- ensure written and verbal understanding of all types of product to identify compatibility.

A range of assessment methods should be used to assess practical skills and knowledge.

Use of a simulator is not suitable for final assessment of this unit of competency.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment fitted to the vehicle may include:
- emergency information holder
- emergency shutdown controls
- eyewash kit
- fire extinguishers
- first aid kit
- spill kit
- vehicle emergency equipment

Loading and unloading sites may include:
- council sites
- customer site
- depot
- private sites
- waste, transfer or recycling sites

Personal safety measures may include:
- conflict management techniques
- correct use of safety rails and walkways
- fitness for duty
- hearing protection
- high visibility clothing
- location of pinch points
- manual handling techniques
- PPE required for the product class being transported
- safety footwear
- three points of contact when accessing/egressing vehicle/body

Eco driving includes:
- braking efficiently
- ensuring transmission control
- not over-revving engine
- observing speed limits
- using auxiliary braking controls
- vehicle sympathy

Factors that may cause traffic delays and diversions include:
- bridge or tunnel damage
- building construction
- emergency situations such as bushfires, flooding, changes in weather
- holiday traffic
- inefficient run planning
- livestock movement
- road closures for utility works such as electricity,
water, sewerage or telecommunications
- road damage/road works
- traffic accidents
- vehicle breakdowns

Workplace procedures may include:
- established
- manufacturer
- organisational
- regulatory/codes of practice

Documentation and records may include:
- daily driver run sheet
- environmental documents pertaining to state of operation
- fatigue documentation
- mass/work diary
- vehicle reporting documentation

Applicable procedures and codes may include:
- Relevant state/territory procedures and codes for the vehicle including:
  - fatigue management relations
  - licensing rules
  - mass management regulations
  - permit requirements
  - road and traffic rules
  - WHS/OHS and environmental legislation

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC3088A Operate a roll on/roll off collection vehicle

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate a roll on/roll off or RoRo, also known as dino or hook lift, collection vehicle (the ‘vehicle’). Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Vehicle must be operated in compliance with vehicle licence requirements and regulations relating to the relevant state/territory and traffic authorities.
Vehicle is operated with limited or no supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
**Elements and Performance Criteria**

1. **Follow safety requirements**
   - 1.1 Operator and third party safety is observed in accordance with organisational/manufacturer and legislative requirements
   - 1.2 Vehicle controls are checked and operated in accordance with organisational/manufacturer requirements
   - 1.3 Vehicle cleaning and non-technical maintenance is undertaken in accordance with organisational/manufacturer requirements
   - 1.4 Safety items are used and stored in accordance with organisational/manufacturer requirements
   - 1.5 Defective equipment is reported in accordance with organisational/manufacturer requirements

2. **Load product bin onto vehicle**
   - 2.1 Vehicle is made ready to operate in accordance with organisational/manufacturer requirements
   - 2.2 Product streams to be collected are identified
   - 2.3 Documentation provided is used to determine locations to collect product
   - 2.4 Prior to (manual tarping) or after (automated tarping) loading product bin onto vehicle, load cover is determined
   - 2.5 Product bin is loaded onto vehicle in accordance with organisational/manufacturer and legislative requirements
   - 2.6 Product bin is secured to vehicle in accordance with organisational/manufacturer and legislative requirements
   - 2.7 Product is removed from ground and no product is left on lifting equipment, vehicle or body
   - 2.8 Prior to travel, load covers are tied down in accordance with organisational/manufacturer and legislative requirements

3. **Unload product from vehicle and complete relevant documentation**
   - 3.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading
   - 3.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements
   - 3.3 Load covers (tarps) are removed in accordance with organisational/manufacturer and legislative requirements
   - 3.4 Unloading equipment is operated in accordance with
3.5 Return of equipment used to transit position is ensured

3.6 Documentation for unloaded product is completed in accordance with organisational/manufacturer and legislative requirements

4 Unload product bin from vehicle

4.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading

4.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements

4.3 Unloading equipment is operated in accordance with organisational/manufacturer and legislative requirements

4.4 Return of equipment used to transit position is ensured

4.5 Documentation for unloaded product bin is completed in accordance with organisational/manufacturer and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Efficient driving techniques and eco-driving considerations
- Factors involved in trip preparation
- Factors that may cause traffic delays and diversions
- Relevant dangerous goods (DG) information relating to operating the vehicle
- Relevant state/territory roads and traffic authority road rules, regulations, permits and licence requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations relating to vehicle operations
- Safe pickup and delivery of product to and from site
- Vehicle loading and unloading procedures
- Workplace documentation
- Workplace driving and operational instructions

Required skills:

- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating the vehicle
- Complete documentation relating to the vehicle
- Implement contingency plans for unexpected events when operating the vehicle
- Identify, load and transport product streams in accordance with organisational/manufacturer and legislative requirements
- Interpret and follow operational instructions and prioritise work
- Manually cover/tarp product bins
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and equipment and take appropriate action where required
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the vehicle
- Select and use required personal protective equipment (PPE), conforming to organisational, industry and WHS/OHS standards
- Work collaboratively with others when operating the vehicle
• Work systematically with required attention to detail, without injury to self or others or damage to infrastructure or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying techniques for loading and unloading vehicle
- applying correct operation of vehicle cabin functions
- using correct manual handling techniques when operating vehicle and/or product containers
- identifying and using the PPE required for the product being loaded/transported
- applying eco-driving techniques when operating the vehicle
- knowledge of relevant legislation and organisational/manufacturer procedures for transporting product in the vehicle
- knowledge of customer requirements when picking up product or delivering product to a product collection facility.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant and appropriate materials and equipment to meet performance criteria
- applicable documentation, including workplace procedures, regulations, codes of practice and operating manuals.

Method of assessment

Practical assessment must:

- occur in three different aspects of the job function in the workplace
- ensure written and verbal understanding of all types of product to identify compatibility.

A range of assessment methods should be used to assess practical skills and knowledge.

Use of a simulator is not suitable for final assessment of this unit of competency.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment fitted to the vehicle may include:
- emergency information holder
- emergency shutdown controls
- eyewash kit
- fire extinguishers
- first aid kit
- spill kit
- vehicle emergency equipment

Loading and unloading sites may include:
- council sites
- customer site
- depot
- private sites
- waste, transfer or recycling sites

Personal safety measures may include:
- conflict management techniques
- correct use of safety rails and walkways
- fitness for duty
- hearing protection
- high visibility clothing
- location of pinch points
- manual handling techniques
- PPE required for the product class being transported
- safety footwear
- three points of contact when accessing/egressing vehicle/body

Eco driving includes:
- braking efficiently
- ensuring transmission control
- not over-revving engine
- observing speed limits
- using auxiliary braking controls
- vehicle sympathy

Factors that may cause traffic delays and diversions include:
- bridge or tunnel damage
- building construction
- emergency situations such as bushfires, flooding, changes to weather
- inefficient run planning
- holiday traffic
- livestock movement
- road closures for utility works such as electricity,
water, sewerage or telecommunications
- road damage/road works
- traffic accidents
- vehicle breakdowns

Workplace procedures may include:
- established
- manufacturer
- organisational
- regulatory/codes of practice

Documentation and records may include:
- daily driver run sheet
- environmental documents pertaining to state of operation
- fatigue documentation
- mass/work diary

**Unit Sector(s)**
Not applicable.

**Competency Field**
C – Vehicle Operation
TLIC3089A Operate a side loading mobile compaction/collection vehicle

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate a side loading mobile compaction/collection vehicle (the ‘vehicle’). Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Vehicle must be operated in compliance with vehicle licence requirements and regulations relating to the relevant state/territory and traffic authorities. Vehicle is operated with limited or no supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Follow safety requirements

1.1 Operator and third party safety is observed in accordance with organisational/manufacturer and legislative requirements

1.2 Vehicle controls are checked and operated in accordance with organisational/manufacturer requirements

1.3 Vehicle cleaning and non-technical maintenance is undertaken in accordance with organisational/manufacturer requirements

1.4 Safety items are used and stored in accordance with organisational/manufacturer requirements

1.5 Defective equipment is reported in accordance with organisational/manufacturer requirements

### 2 Load product into vehicle

2.1 Vehicle is made ready to operate in accordance with organisational/manufacturer requirements

2.2 Product streams to be collected are identified

2.3 Documentation (paper or electronic) provided is used to determine locations to collect product

2.4 Product is deposited into vehicle collection area (hopper) in accordance with organisational/manufacturer and legislative requirements

2.5 Blockages and non-compliant product are cleared in accordance with organisational/manufacturer and legislative requirements

2.6 Prior to travel, product is removed from ground and no product is left on lifting equipment, vehicle or body

### 3 Compact product in vehicle

3.1 Loading of product within vehicle body is monitored

3.2 Compaction equipment is operated in accordance with organisational/manufacturer requirements

3.3 Once vehicle reaches gross vehicle mass (GVM), compaction/loading is ceased in accordance with relevant organisational/manufacturer and relevant state/territory legislation

### 4 Unload product from vehicle and complete relevant

4.1 Vehicle is positioned on level, stable ground to ensure vehicle safety and stability when unloading

4.2 Vehicle is positioned to allow unloading, in accordance with site, organisational/manufacturer and legislative requirements
4.3 Unloading equipment is operated in accordance with organisational/manufacturer and legislative requirements

4.4 Return of equipment used to transit position is ensured

4.5 Documentation for unloaded product is completed in accordance with organisational/manufacturer and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Efficient driving techniques and eco-driving considerations
- Factors involved in trip preparation
- Factors that may cause traffic delays and diversions
- Relevant dangerous goods (DG) information relating to operating the vehicle
- Relevant state/territory roads and traffic authority road rules, regulations, permits and licence requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations relating to vehicle operations
- Safe pickup and delivery of product to and from site
- Vehicle loading and unloading procedures
- Workplace documentation
- Workplace driving and operational instructions

Required skills:

- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating the vehicle
- Complete vehicle documentation
- Identify, load and transport product streams in accordance with organisational/manufacturer and legislative requirements
- Implement contingency plans for unexpected events when operating the vehicle
- Interpret and follow operational instructions and prioritise work
- Manually position product bins
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor and anticipate traffic hazards and take appropriate action
- Monitor performance of vehicle and equipment and take appropriate action where required
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the vehicle
- Select and use required personal protective equipment (PPE), conforming to organisational, industry and WHS/OHS standards
- Work collaboratively with others when operating vehicle
• Work systematically with required attention to detail, without injury to self or others or damage to infrastructure or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying techniques for loading and unloading vehicle
- applying correct operation of vehicle cabin functions
- using correct manual handling techniques when operating vehicle and/or product containers
- identifying and using the PPE required for the product being loaded/transported
- applying eco-driving techniques when operating the vehicle
- knowledge of relevant legislation and organisational/manufacturer procedures for transporting product in the vehicle
- knowledge of customer requirements when picking up product or delivering product to a product collection facility.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant and appropriate materials and equipment to meet performance criteria
- applicable documentation, including workplace procedures, regulations, codes of practice and operating manuals.

Method of assessment

Practical assessment must:

- occur in three different aspects of the job function in the workplace
- ensure written and verbal understanding of all types of product to identify compatibility.

A range of assessment methods should be used to assess practical skills and knowledge.

Use of a simulator is not suitable for final assessment of this unit of competency.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment fitted to the vehicle may include:
- emergency information holder
- emergency shutdown controls
- eyewash kit
- fire extinguishers
- first aid kit
- spill kit
- vehicle emergency equipment

Loading and unloading sites may include:
- council sites
- customer site
- depot
- private sites
- waste, transfer or recycling sites

Personal safety measures may include:
- correct use of safety rails and walkways
- fitness for duty
- hearing protection
- high visibility clothing
- location of pinch points
- manual handling techniques
- PPE required for the product class being transported
- safety footwear
- three points of contact when accessing/egressing vehicle/body

Eco driving includes:
- braking efficiently
- ensuring transmission control
- not over-revving engine
- observing speed limits
- using auxiliary braking controls
- vehicle sympathy

Factors that may cause traffic delays and diversions include:
- bridge or tunnel damage
- building construction
- emergency situations such as bushfires, flooding, changes to weather
- holiday traffic
- inefficient run planning
- livestock movement
- road closures for utility works such as electricity,
water, sewerage or telecommunications
- road damage/road works
- traffic accidents
- vehicle breakdowns

Workplace procedures may include:
- established
- manufacturer
- organisational
- regulatory/codes of practice

Documentation and records may include:
- daily driver run sheet
- environmental documents relating to state of operation
- fatigue documentation
- mass/work diary
- vehicle reporting documentation

Applicable procedures and codes may include:
- Relevant state/territory procedures and codes for the vehicle including:
  - fatigue management regulations
  - licensing rules
  - mass management regulations
  - permit requirements
  - road and traffic rules
  - WHS/OHS and environmental legislation

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC4006A Drive multi-combination vehicle

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to drive a multi-combination vehicle safely, including systematic and efficient control of all vehicle functions, coupling and uncoupling of dollies, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to multi-combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial multi-combination vehicle across a variety of driving contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1  Drive the multi-combination vehicle** | 1.1 The multi-combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions  
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage  
1.3 Braking system of multi-combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions  
1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving  
1.5 The multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning  
1.6 The multi-combination vehicle is parked, shut down, uncoupled and secured according to manufacturers specifications, traffic regulations and workplace procedures  
1.7 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations  
1.8 Appropriate procedures are followed in the event of a driving emergency |
| **2  Monitor traffic and road conditions** | 2.1 The most efficient and permissible route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations  
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities |
| **3  Monitor and maintain vehicle performance** | 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle  
3.2 Prime mover, dollies and trailer are aligned and coupled in proper sequence in accordance with manufacturers instructions and workplace procedures  
3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational  
3.4 Performance and efficiency of vehicle operation is monitored during use  
3.5 Defective or irregular performance or malfunctions are reported to the appropriate authority  
3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Multi-combination vehicle controls, instruments and indicators and their use
- Multi-combination vehicle handling procedures
- Workplace driving and operational instructions
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on multi-combination vehicle and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Driving hazards and related defensive driving techniques
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a multi-combination vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a multi-combination vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a multi-combination vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a multi-combination vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

- Interactions with others

- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a multi-combination vehicle in accordance with regulatory requirements and workplace procedures

- Implement contingency plans for unexpected events when driving a multi-combination vehicle

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a multi-combination vehicle

- Monitor and anticipate traffic hazards and take appropriate action

- Modify activities depending on differing operational contingencies, risk situations and environments

- Apply fatigue management knowledge and techniques

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

- Operate and adapt to differences in equipment in accordance with standard operating procedures

- Select and use required personal protective equipment conforming to industry and OH&S standards

- Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required

- Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures

- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE

for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:
- all multi-combination vehicles that may be driven on public and private roads and work sites

Driving may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may
- starting a vehicle
RANGE STATEMENT

include:

- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
RANGE STATEMENT

- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory multi-combination vehicle driving licence/permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to multi-combination vehicles
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC4016A Conduct marshalling operations

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to conduct marshalling operations in accordance with safeworking and regulatory requirements and workplace procedures including the planning and organisation of the efficient movement and positioning of rolling stock to make up a train, break up a train, load or unload. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to carry out marshalling across a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| **1 Establish marshalling requirements** | 1.1 Job specifications and instructions are interpreted in order to clarify the train consist requirements  
1.2 Personnel requirements and availability to make up the train consist are identified and confirmed  
1.3 Equipment requirements are identified, obtained, and prepared for use  
1.4 Relevant OH&S legislation, codes of practice, organisational policies and procedures and safeworking systems and requirements related to marshalling and shunting are identified |
| **2 Plan rolling stock movements** | 2.1 Rolling stock is located and movements are planned to ensure that track use and/or rolling stock placements are appropriate  
2.2 Rolling stock cards are checked to determine availability and appropriateness to the consist |
| **3 Position rolling stock** | 3.1 Sequence of rolling stock movements is determined to achieve correct consist  
3.2 Rolling stock is sorted, organised in correct sequence, positioned and coupled for efficient movement  
3.3 Marshalling strategy minimises rolling stock movement and restrictions to track access  
3.4 Marshalling strategy ensures that rolling stock is moved and placed safely by following relevant safeworking systems and requirements  
3.5 Radio and line of sight communication tools are used in accordance with standard operational procedures and conventions  
3.6 Contingency plans are implemented, when necessary, to overcome unplanned events  
3.7 Appropriate end-of-train monitoring unit/signals are fitted and operation is confirmed prior to departure  
3.8 Train is finalised in accordance with operational requirements, and irregularities are reported and rectified to ensure movement will be safe for personnel and load  
3.9 Relevant OH&S requirements are followed to prevent injury and damage |
| **4 Prepare and distribute documentation** | 4.1 Train consist information is prepared and filed and/or computer entered, according to operational requirements  
4.2 Appropriate documentation is delivered to train crews and yard personnel to meet operational requirements  
4.3 Documentation is provided to other relevant personnel, including those responsible for marshalling/shunting operations |
ELEMENT | PERFORMANCE CRITERIA
---|---
en route, to achieve operational requirements

### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Dangerous Goods Codes and regulations
- Marshalling plan and instructions
- Loading and unloading procedures
- Procedures for getting on and off rolling stock in an appropriate manner
- Procedures for coupling and uncoupling rolling stock
- Procedures for operating points and signals
- Procedures for managing hazardous situations when marshalling rolling stock
- Radio communication protocol
- Procedures for completing relevant documentation
- Yard features
- Characteristics and features of wagons and other rolling stock
- Principles of operation of protective devices, air brakes, handbrakes, derailers
- Local track and signal layouts
- Draw gear capacities and related operating procedures
- Safeworking systems and requirements
- Shunting signals and commands and line of sight communication systems
- Relevant documentation
- Procedures to be followed in the event of an emergency
- Procedures for identifying equipment defects and assessing for appropriate action
- Local procedures and operating requirements
- Defects that can occur on marshalling gear and equipment and related action that should be taken
- Procedures for operating mechanical, electronic and other line of sight communications equipment within required protocols
Required skills:

- Communicate effectively with others when conducting marshalling activities
- Read and interpret instructions, plans, procedures, information and signs relevant to the conduct of marshalling activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of marshalling activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting marshalling activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting marshalling activities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when conducting marshalling activities
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques when conducting marshalling activities
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

• relevant legislation and workplace procedures
• other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rolling stock includes:
• all rolling stock in service within Australian rail systems

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Equipment may include:
• draw gear
• air brake system components and handbrakes
RANGE STATEMENT

- rail tractors
- rolling stock
- communication equipment
- switching equipment
- turntables
- motor vehicles
- fixed signals

OH&S requirements are those necessary to meet applicable organisational, state/territory and national policies and procedures and may include the use of:

- gloves
- sunscreen, sunglasses and safety glasses
- hearing protection
- insect repellent
- safety headwear and footwear
- portable radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- breakdown equipment
- emergency containers
- end-of-train unit or marker
- equipment for handling electrical cables
- emergency warning devices
- portable signs and markers

Contingencies may include:

- derailments
- collisions
- breakdowns
- injuries and fatalities
- hazardous materials spills
- fires and leaks
- track damage
- powerline damage

Contingency plans and contingencies may involve:

- emergency procedures manuals
- ADG Code and other regulations pertaining to the carriage of dangerous goods
- safeworking systems and requirements

Depending on the type of organisation concerned and the
RANGE STATEMENT

local terminology used, workplace procedures may include:
- organisational procedures
- established procedures
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- order books
- cards/deck sheets
- noticeboards
- special train notices
- yard orders
- periodical circulars
- transport authority rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
- drivers advice
- train register book
- safeworking forms
- dangerous goods manifest
- marshalling plan
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- order books
- cards/deck sheets
- noticeboards
- special train notices
- yard orders
- periodical circulars
- transport authority rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
- drivers advice
- train register book
- safeworking forms
- dangerous goods manifest
- marshalling plan
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods

Applicable procedures and codes may include:
- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  C - Vehicle Operation
TLIC4019A Drive train to operational requirements

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to drive a train to operational requirements in accordance with safeworking and regulatory requirements and workplace procedures. This includes applying train management techniques to manage the movement of a train and, as the driver of a motive power unit, to conduct all movements and related activities required to achieve operational requirements. It also includes responding effectively to external factors and emergencies, handing over a train to a relief crew and stabling it at the end of a journey. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the driving of trains as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Drive train efficiently and effectively | 1.1 Motive power unit is operated in accordance with the relevant codes of practice, workplace procedures and instructions  
1.2 Motive power unit is operated safely within track/road characteristics and conditions and to minimise wear and fuel use and avoid damage  
1.3 Train is driven with due care for passenger comfort and/or condition of freight  
1.4 Performance of equipment and rolling stock is monitored to maintain optimum running conditions and identify faults, defects and inefficiencies  
1.5 Relevant codes of practice, OH&S and environmental requirements are followed to prevent injury and damage |
| 2 Complete train journey in accordance with operational requirements | 2.1 Train documentation is received, interpreted and followed  
2.2 Train is operated in accordance with documentation and procedures  
2.3 Events and circumstances affecting planned running schedule are communicated to relevant personnel en route  
2.4 Relevant codes of practice, safeworking and signalling requirements are followed throughout train operations  
2.5 Train control other instructions are received, interpreted and applied to ensure safe and effective control of the train  
2.6 Communications are maintained with train control and other relevant personnel during the train journey in accordance with the relevant codes of practice and safeworking systems  
2.7 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient running |
| 3 Respond to changed external operating factors | 3.1 Instructions regarding changed external operating factors are verified, interpreted and followed, in accordance with relevant codes of practice, safeworking systems and organisational policies and procedures, to ensure that actions taken are appropriate and safe  
3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems & organisational policies & procedures, to ensure that actions taken are appropriate & safe  
3.3 Hazardous situations are recognised and appropriate action is taken to minimise risk to passengers/freight and equipment  
3.4 Emergency situations are recognised and actions are taken that are appropriate and safe |
| 4 Prepare train for crew | 4.1 Relevant personnel are advised of condition and location of the |
ELEMENT

hand-over

PERFORMANCE CRITERIA

train

4.2 Documentation is updated and faults identified en route are reported to relevant personnel in accordance with established policies and procedures

4.3 Incidents or unusual occurrences are recorded and reported to relevant personnel in accordance with workplace policies and procedures

5 Stable train

5.1 Location for stabling of the train is confirmed with relevant personnel

5.2 Train is shunted and secured in accordance with directions, workplace procedures and relevant rail regulations

5.3 Safety devices are activated or put in position to ensure the safety of personnel and equipment

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Operational instructions
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Starting-up and shutting-down procedures
- Train driving procedures
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop
- Techniques and procedures for complying with speed and load limits
- Processes for adjusting controls to maximise efficient and safe running
- Procedures for responding to hazardous situations and emergencies
- Procedures for operating and monitoring the performance of ancillary systems on a train
- Procedures for refuelling and lubricating a motive power unit (as applicable for various types of MPUs)
- Procedures for minor maintenance, cleaning, lubricating and servicing of motive power unit (as applicable)
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for identifying equipment faults and defects and assessing for appropriate action
- Requirements for completing relevant documentation
- Train operating characteristics including: track and train dynamics, monitoring principles and procedures, load types and security, and signalling systems
- Motive power unit equipment and systems including: monitoring devices, braking and drive equipment, and ancillary systems
- Track and road characteristics including: track and bridge limitations, speed limitations, gauge limitation, curves and gradients, curfews, location of signals and crossings, emergency cross-overs, and yard and siding layouts
- Local procedures and operating requirements
- Typical defects that can occur on a motive power unit and related action that should be taken
- Procedures for operating electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue, strategies to manage fatigue, factors which increase fatigue-related accidents, and lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a train to operational requirements
- Read and interpret instructions, procedures, information and signs relevant to driving a train
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a train to operational requirements
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a train to operational requirements
- Recognise problems that may arise when driving a train, and take appropriate action
- Check and replenish fluids and carry out lubrication processes in the course of train operations as per workplace requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods, vehicles or equipment
- Adapt to differences in trains, associated motive power units and ancillary equipment
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:
- Monitor train performance and security of load to facilitate optimum safe operation
- Apply information about the track or road to train operations
- Stable and secure a train
- Monitor journey schedule as per train documentation
- Apply fatigue management knowledge and techniques

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - driving train according to equipment and track/road characteristics
  - identifying typical faults/defects that may occur
  - monitoring equipment in accordance with organisational requirements

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Motive power units may include:
- diesel locomotives
- electric locomotives
- railcars
- multiple units
- electric multiple units

Rolling stock includes:
- any rolling stock in service within Australian rail systems

Safety devices can include:
- power brakes
- hand brakes
- chocks
- lock-out equipment to prevent train from moving
- emergency and safety equipment such as vigilance control and deadman relays

Track and road characteristics include:
- track and bridge limitations
- speed limitations
- gauge limitation
- curves and gradients
- curfews
- location of signals and crossings
RANGE STATEMENT

Relevant personnel can include:
- emergency cross-overs
- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Communication protocols may include:
- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include:
- oral, aural or signed communications
- hand-held or portable two-way radio equipment
- fixed and mobile telephone equipment
- Direct Traffic Control (DTC) communications

Depending on the type of organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Information and documents may include:
- motive power unit log book
- train running sheets
- time sheets
- roadworthy certificate
- equipment operation manuals and maintenance specifications
- emergency procedure manuals relevant maintenance specifications
- two-way radio operation procedures
- maintenance notices, records and requests
- isolation and lock-out procedures
- procedures for using protective clothing and equipment
RANGE STATEMENT

- specified operating limits for motive power units
- local instructions
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC4023A Operate train with due consideration of route conditions

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate a train with due consideration of route conditions in accordance with safeworking and regulatory requirements and workplace procedures. This includes identifying route requirements, applying route knowledge to the planning of a train journey, and using route knowledge during a train journey in accordance with workplace requirements and standards. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is generally performed without supervision and within a team environment. It involves the application of routine operational principles and procedures to operate a train with due consideration of route conditions as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and interpret route information | 1.1 Information on anything likely to affect critical aspects of a train route is accessed in accordance with workplace procedures  
1.2 Information on critical aspects of a train route is interpreted and analysed for use when planning a train journey and operating a train during a journey |
| 2 Apply route knowledge when planning a train journey | 2.1 Route information is applied to the planning of a train journey in accordance with workplace procedures and safeworking codes of practice and regulations  
2.2 Events and circumstances likely to affect planned running schedule are communicated to relevant personnel  
2.3 Relevant codes of practice, safeworking and signalling requirements are applied when planning train operations  
2.4 Instructions concerning planned train operation are communicated to relevant personnel to ensure safe and efficient on-time running |
| 3 Use route knowledge during a train journey | 3.1 Route information is evaluated and applied to the management of train operations during a train journey in accordance with workplace procedures and safeworking codes of practice and regulations  
3.2 Hazardous situations along the train route are recognised and appropriate action is taken to minimise risk to personnel and equipment  
3.3 Communications are maintained with traffic control and other relevant personnel during the train journey in accordance with the relevant codes of practice, safeworking systems and workplace procedures  
3.4 Train control and other instructions are received, interpreted and applied to ensure safe and effective operation of the train |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Route information including track/bridge limitations, speed limitations, gauge limitation, curves and gradients, curfews, location of signals and crossings, emergency cross-overs, end of safeworking system locations, stations and platforms, abnormal weather conditions along the route, track work along the route, reports of accidents or breakdowns along the route, yard and siding layouts and typical problems that can occur along a train route
- Procedures for identifying and/or anticipating route problems and related action that can be taken
- Operational instructions
- Local procedures and operating requirements
- Safe operational procedures and techniques for optimising efficiency, minimising wear and tear on rolling stock and motive power units, using route knowledge and terrain for advantage and optimising the quality of ride for passengers
- Procedures for operating electronic communications equipment with required protocol
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Driving procedures
- Braking and safety system procedures
- Procedures for operating controls to start, accelerate, decelerate and stop
- Procedures for complying with speed and load limits
- Procedures for adjusting controls to maximise efficient and safe running
- Procedures for managing hazardous situations
- Procedures for operating ancillary systems
- Motive power unit systems and equipment including monitoring devices, braking and drive equipment, ancillary systems and signalling systems

Required skills:

- Communicate effectively with others when operating a train with due consideration of route conditions including fixed and hand signals and the use of train communications equipment
- Read and interpret instructions, procedures, route information and signs relevant to the operation of a train with due consideration of route conditions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a train with due consideration of route conditions
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a train with due consideration of route conditions
- Promptly report and/or rectify any identified problems that may occur when operating a train with due consideration of route conditions in accordance with regulatory requirements and workplace procedures
Required skills:

- Implement contingency plans for unexpected events when operating a train with due consideration of route conditions
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Apply route knowledge to train operations
- Monitor train performance and its security to facilitate optimum safe operation and quality of ride to passengers (where applicable)
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying and interpreting information relevant to a number of routes
  - applying identified information to route planning
  - maintaining effective communications with
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Trains may be operated:

- over tracks owned and maintained by different organisations

Motive power units include any motive power units in service within Australian rail systems and may include:

- diesel locomotives
- electric locomotives
- railcars
- multiple units
- electric multiple units
RANGE STATEMENT

Rolling stock includes:

- any rolling stock in service within Australian rail systems

Operations may be conducted:

- by day or night
- in all weather conditions

Critical route information may include but is not limited to:

- track/bridge limitations
- speed limitations
- gauge limitation
- curves and gradients
- curfews
- location of signals and crossings
- stations and platforms
- emergency cross-overs
- abnormal weather conditions along the route
- track work along the route
- reports of accidents or breakdowns along the route

Depending on context, train management considerations to which route information may be applied may include but are not limited to:

- safety of the train and passengers/freight
- comfort and quality of ride of passengers
- use of track terrain for the advantage of train operations
- optimisation of the efficiency of operations
- on-time running
- wear and tear on rolling stock and motive power units
- security of freight in the case of a freight train
- size and dimensions of a freight train and its load

Relevant personnel may include:

- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Communication protocols may include but are not limited to:

- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures
RANGE STATEMENT

Communications equipment may include but is not limited to:
- train intercom
- hand-held or portable radio equipment
- fixed radio equipment
- computer-based communications equipment
- mobile/satellite phone
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- motive power unit log book
- train running sheets
- route information
- local instructions
- track speed, length and load limitations
- train notices, records and requests
- weather information and alerts
- specified operating limits and optimum efficiency running speeds for motive power units
- operational instructions, protocols, policies and procedures, including:
  - those related to preventing trains from moving
  - track speed, length and load limitations
  - monitoring and complying with signals
  - operating in accordance with track condition
- equipment operation manuals and maintenance specifications
- emergency procedure manuals
- two-way radio operation procedures
- procedures for using protective clothing and equipment
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information/documents may include:
- track speed, length and load limitations
- train notices, records and requests
- weather information and alerts
- specified operating limits and optimum efficiency running speeds for motive power units
- operational instructions, protocols, policies and procedures, including:
  - those related to preventing trains from moving
  - track speed, length and load limitations
  - monitoring and complying with signals
  - operating in accordance with track condition
- equipment operation manuals and maintenance specifications
- emergency procedure manuals
- two-way radio operation procedures
- procedures for using protective clothing and equipment
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian standards and related requirements
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

| Competency Field | C - Vehicle Operation |
TLIC4024A Operate urban passenger train

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate an urban passenger train in accordance with safeworking and regulatory requirements and workplace procedures. This includes driving an urban train efficiently and effectively; assisting passengers as required; carrying out pre- and post-operation checks and terminus inspections; responding effectively to abnormal situations, incidents and external operating factors; and stabling an urban train in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is generally performed without direct supervision. It involves the application of routine operational principles and procedures to operate urban trains as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Drive urban train efficiently and effectively | 1.1 Train is operated in accordance with the relevant codes of practice, workplace procedures and instructions  
1.2 Train is operated safely within track/road characteristics and route conditions  
1.3 Train operations are controlled to minimise wear and fuel use and avoid damage  
1.4 Train is operated with due care for passenger comfort and quality of ride  
1.5 Train is safely operated to specified timetable and schedule in accordance with on-time running standards  
1.6 Performance of equipment and rolling stock is monitored to maintain optimum running conditions and identify faults, defects and efficiencies  
1.7 Relevant codes of practice, OH&S and environmental requirements are followed to prevent injury and damage |
| **2** Assist passengers | 2.1 Passenger needs when boarding the train are monitored and identified in accordance with workplace procedures and customer service standards  
2.2 Passengers are given appropriate assistance in accordance with workplace procedures  
2.3 Passengers with disabilities and/or difficulties are identified and given appropriate assistance when embarking/disembarking to/from the train  
2.4 Where applicable, passengers are advised of station identification, emergency situations and other critical information, using the train communications system  
2.5 Train control and other instructions are received, interpreted and applied to ensure safe and effective control of the train  
2.6 Communications are maintained with traffic control and other relevant officers during the train journey in accordance with the workplace procedures, relevant codes of practice and safeworking systems  
2.7 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient on-time running |
| **3** Carry out train inspections | 3.1 Pre- and post-operation checks and terminus inspections are carried out in accordance with workplace procedures  
3.2 Train visual checks are made in accordance with workplace procedures  
3.3 Problems and defects are identified and reported/rectified in accordance with workplace procedures, other regulatory requirements and manufacturers instructions |
ELEMENT PERFORMANCE CRITERIA

3.4 Cleanliness and tidiness of train are checked, if required, and appropriate action is taken to maintain quality standards in accordance with workplace procedures

3.5 Incidents or unusual occurrences are recorded and reported to relevant personnel in accordance with established policies and procedures

4 Respond effectively to abnormal situations and external operating factors

4.1 Abnormal operating situations are identified and appropriate action is taken to report and/or respond to the situations in accordance with workplace procedures and regulatory requirements

4.2 Hazardous situations are recognised and appropriate action is taken to minimise risk to personnel and equipment in accordance with workplace procedures and OH&S and regulatory requirements

4.3 Safety and other incidents are identified and dealt with in accordance with workplace procedures and OH&S and regulatory requirements

4.4 Appropriate communications are maintained with relevant personnel during safety and other incidents in accordance with workplace procedures and OH&S and regulatory requirements

4.5 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, safeworking systems and requirements and workplace policies and procedures, to ensure that actions taken are appropriate and safe

4.6 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and workplace policies and procedures, to ensure that actions taken are appropriate and safe

4.7 Reports on safety and other incidents are completed and referred to appropriate personnel in accordance with workplace procedures and regulatory requirements

5 Stable urban train

5.1 Urban train is stabled in accordance with workplace instructions and procedures

5.2 Post-operative checks of the train are conducted in accordance with workplace procedures

5.3 If required, problems and defects are identified and reported/rectified in accordance with workplace procedures, regulatory requirements and manufacturers instructions

5.4 Safety devices are activated or put in position to ensure the safety of personnel and equipment

5.5 Required documentation on train operations is completed in accordance with workplace procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Operational instructions including start-up and shut-down procedures
- Urban train operating procedures including driving procedures, braking and safety system procedures, operating controls to start, accelerate, decelerate and stop, complying with speed and load limits, adjusting controls to maximise efficient and safe running, managing hazardous situations and ancillary system procedures
- Procedures for operating electronic communications equipment with required protocol
- Procedures for pre-and post-operational checks
- Procedures for carrying out terminus checks
- Procedures for fuelling (where relevant) and lubrication of motive power units
- Procedures to be followed in the event of an emergency
- Train controls, instruments and indicators and their purpose, location and use
- Safe operational procedures and techniques for optimising efficiency, minimising wear and tear on rolling stock and motive power units, using route knowledge and terrain for advantage and optimising the quality of ride for passengers
- Route information including track/bridge limitations, speed limitations, gauge limitation, curves and gradients, location of signals and crossings, emergency cross-overs, track work along the route, reports of accidents or breakdowns along the route, typical problems that can occur along an urban train route and procedures for identifying and/or anticipating route problems and related action that can be taken
- Urban train operating equipment and systems including monitoring devices, braking and drive equipment, ancillary systems and signalling systems
- Customer services policies, standards and procedures

Required skills:

- Communicate effectively with others when operating an urban passenger train including the use of train communications equipment
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
Required skills:

- Complete documentation related to urban passenger train operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating an urban passenger train
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when operating an urban passenger train in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when operating an urban passenger train
- Respond appropriately to abnormal situations, safety incidents and emergencies
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor and anticipate operational hazards and take appropriate action
- Modify activities to cater for variations in workplace contexts, route conditions and environment
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor train performance to facilitate optimum safe operation and quality of ride to passengers (where applicable)
- Carry out required pre-operational, terminus and post-operational checks of train
- Apply route information to train operations
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Trains may be:

- any urban train operated in the Australian rail system

Operations may be conducted:

- by day or night in all relevant weather conditions

Safety devices may include:

- power brakes
- hand brakes
RANGE STATEMENT

- chocks
- lock-out equipment to prevent train from moving
- emergency and safety equipment such as vigilance control and deadman relays

Track/road characteristics include:
- track/bridge limitations
- speed limitations
- gauge limitation
- curves and gradients
- curfews
- location of signals and crossings
- emergency cross-overs

Abnormal situations may include but are not limited to:
- technology failure
- illness
- signals in stop mode
- assault
- brawls
- false alarm
- passenger initiated alarm
- track obstructions
- passenger caught in self-closing doors
- pedestrians crossing the track
- suicide on the track
- level crossing accidents
- incorrect information or failure in communications
- overhead wiring failure

Relevant personnel can include:
- train controllers
- train examiners
- maintenance personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Communication protocols may include but are not limited to:
- general safety
- emergency messages
- testing communications equipment
- sending and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures
RANGE STATEMENT

Communications equipment may include but is not limited to:
- train intercom
- hand-held or portable radio equipment
- fixed radio equipment
- computer-based communications equipment
- specialised testing facilities
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, protocols, policies and procedures, including:
  - train operation procedures
  - pre- and post-operation and terminus inspection procedures
  - procedures to prevent trains from moving unintentionally or against safeworking rules
  - track speed, length and limitations
  - procedures for monitoring and complying with signals
  - procedures for operating in accordance with track/route conditions
  - train log or record book
  - train running sheets
  - procedures/instructions for dealing with emergencies or abnormal situations
  - quality and customer service standards, policies and procedures
  - maintenance notices, records and requests
  - specified operating limits for trains
  - local instructions
  - communication equipment procedures
  - equipment operation manuals and maintenance specifications
  - conditions of service, legislation and industrial agreements including workplace agreements and awards
  - relevant state/territory codes of practice and safeworking system requirements
  - relevant Australian standards and related requirements

Applicable procedures and codes may include:
RANGE STATEMENT

including AS 4292 Part 1
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field C - Vehicle Operation
TLIC4026A Operate and monitor a motive power unit

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes operating the controls of the motive power unit, and monitoring its performance and maintaining its operational condition during a journey. It also includes working collaboratively with other train crew and relevant personnel. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed without supervision, generally within a team environment. It involves the application of routine operational principles and procedures to maintain the safety and operation of a motive power unit across a variety of operational contexts in the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Operate motive power unit</td>
<td>1.1 Motive power unit handling techniques and track and road knowledge are applied to eliminate or minimise risk of injury to personnel or damage to equipment, rolling stock and load &lt;br&gt;1.2 Acceleration and braking techniques are applied safely within track and road and weather conditions &lt;br&gt;1.3 Movement of motive power unit between sections ensures that all rolling stock is positioned safely in accordance with relevant codes of practice, safeworking systems, and related requirements</td>
</tr>
<tr>
<td>2 Operate and monitor on-board equipment</td>
<td>2.1 Motive power unit equipment is monitored and operated to maintain optimum running conditions and identify faults, defects and deficiencies &lt;br&gt;2.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of motive power unit, including communications with operations controller where necessary &lt;br&gt;2.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel</td>
</tr>
<tr>
<td>3 Respond effectively to external operating factors</td>
<td>3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, rail regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe &lt;br&gt;3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and organisational policies and procedures, to ensure that actions taken are appropriate and safe &lt;br&gt;3.3 Hazardous situations are recognised and interpreted and appropriate initiatives and action are taken to minimise risk to personnel and equipment as per workplace procedures and applicable regulatory requirements</td>
</tr>
<tr>
<td>4 Work collaboratively with relevant personnel</td>
<td>4.1 Safe operation and monitoring of the motive power unit is maintained in collaboration with relevant personnel as per workplace procedures and applicable regulatory requirements &lt;br&gt;4.2 Any potential or actual conflicts or grievances with other members of the train crew, train controllers and other relevant personnel during the operation of the motive power unit are recognised and resolved in accordance with workplace procedures &lt;br&gt;4.3 Where implemented, the principles of rail resource management are applied in all rail operations involving the motive power unit as per workplace procedures</td>
</tr>
</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
---|---
5 Communicate with personnel | 5.1 Regular communication is maintained with train crew, train controllers, drivers of other trains and other relevant personnel in the course of operation of the motive power unit as per workplace procedures and regulatory requirements
 | 5.2 Train crew, train controllers, drivers of other trains and other relevant personnel are advised of operational problems, delays, and safety incident and emergency situations that may arise in the course of operation of the motive power unit
 | 5.3 Information provided by train crew, train controllers, drivers of other trains and other relevant personnel relevant to the ongoing operation of the motive power unit is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements
6 Follow all applicable rail regulatory requirements | 6.1 Rail regulatory requirements applicable to the operation of the motive power unit and the train and track or road concerned are accessed, understood and interpreted
 | 6.2 Relevant rail regulatory requirements are applied and followed in the course of operation of the motive power unit
 | 16.3 Principles of rail resource management are applied in all rail operations involving the motive power unit as per workplace procedures and applicable rail regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Procedures for operating and monitoring the motive power unit
- Motive power unit knowledge including: monitoring devices, braking and drive equipment, ancillary systems, and signalling systems
- Track and road knowledge including: track/bridge limitations, speed limitations, gauge limitations, curves and gradients, curfews, location of signals and crossings, emergency cross-overs, stations platforms and operation of a turntable
- Braking and safety system procedures

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REQUIRED KNOWLEDGE AND SKILLS

- Operating controls to start, accelerate, decelerate and stop the motive power unit
- Speed and load limits for the motive power unit
- Procedures for adjusting controls to maximise efficient and safe running
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a motive power unit
- Procedures for operating and monitoring ancillary equipment on the motive power unit
- Procedures for checking the battery and fluid levels and lubricating a diesel motive power unit (where applicable)
- Procedures for checking the battery and fluid levels and lubricating an electric motive power unit (where applicable)
- Procedures for identifying equipment defects and assessing them for appropriate action
- Procedures for minor maintenance, cleaning, lubricating and servicing of a motive power unit
- Typical faults that can occur on a motive power unit and related action that should be taken for repair, isolation, replacement, reporting and recording of the faulty equipment
- Procedures for raising and lowering the pantograph on an electric motive power unit (where applicable)
- Requirements for completing relevant documentation during and after operation and monitoring of a motive power unit
- Train schedules, motive power unit allocation and operational instructions
- Requirements for communicating and working collaboratively with relevant personnel
- Procedures to be followed in the event of an emergency when operating a motive power unit
- Personal protective equipment required when operating a motive power unit and procedures for its use
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when operating and monitoring a motive power unit
- Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a motive power unit
- Complete documentation related to the operation and monitoring of a motive power unit
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
Required skills:

- Recognise problems that may arise when operating and monitoring a motive power unit, and take appropriate action
- Check and replenish fuel and fluids and carry out lubrication processes on a motive power unit (where applicable)
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in motive power units and associated equipment and procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Operate a motive power unit
- Monitor the performance of a motive power unit

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - applying handling techniques and track and road knowledge correctly
  - identifying and responding to all types of signals, including fixed and hand signals and verbal commands
  - maintaining appropriate levels of communication with appropriate personnel

Context of and specific resources

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Motive power units may include:
- diesel motive power units (MPU)
- electric motive power units (MPU)
- railcars

Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
RANGE STATEMENT

- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios/mobile phones/satellite phone hand lamps
- flags
- safety devices
RANGE STATEMENT

- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection
- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets, certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (MPU status list, dangerous goods list, consist information, etc.)
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- documented details of the train including length and weight
- emergency procedures manual
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable legislation, regulations and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field C - Vehicle Operation
TLIC4065A Operate chemical tanker

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate a chemical tanker.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
A chemical tanker vehicle must be operated in compliance with the Dangerous Goods Act and vehicle licence requirements and regulations pertaining to heavy vehicles relative to the relevant state and territory and traffic authorities.
A chemical tanker is operated with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not Applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT PERFORMANCE CRITERIA

1. Identify the properties and hazards of the chemicals being transported and the features of the chemical tankers that transport chemicals

1.1 UN number, product class, its packing group and any sub-risks of the fuel being transported are identified in accordance with emergency response documentation

1.2 Approved handler and approved filler requirements for the chemicals being transported are identified in accordance with the regulatory requirements

1.3 Properties of the chemicals being transported are identified in accordance with emergency response documentation

1.4 Hazards associated with the chemicals being transported are identified in accordance with emergency response documentation

1.5 Hazardous atmosphere zones are identified in accordance with organisational requirements

1.6 Circumstances in which a chemical tanker may be left unattended are described in accordance with the current Australian Dangerous Goods (ADG) Code and company procedures

1.7 Functions of equipment fitted to a chemical tanker are identified in relation to the safe transfer and transport of chemicals

1.8 Factors that cause static electricity and ways of minimising the risks associated with it are identified in accordance with organisational requirements
2. **Carry out a pre-trip inspection**

2.1 Vehicle is inspected to confirm that the tanker 5-yearly hydrostatic test is current, that it is tagged and compliant with the ADG Code, and meets company procedures; and non-compliant vehicles or trailers are repaired or reported in accordance with company procedures.

2.2 Vehicle load transfer equipment is inspected to confirm security and state of repair, and that all hoses are tested and tagged according to the ADG Code; and non-compliant equipment is repaired or reported in accordance with company procedures.

2.3 Safety equipment is inspected to confirm that it meets organisational and ADG Code requirements, is accessible and properly maintained, stowed and secured; and unserviceable items, or items with expired test dates, are replaced or reported in accordance with company procedures.

2.4 Personal protective equipment (PPE) is inspected to confirm that it is available, ready for use, and meets ADG Code requirements.

2.5 Dangerous goods placards are inspected to confirm that they are correct for the load being carried and are displayed in accordance with the current ADG Code.

3. **Position the chemical tanker and prepare to load**

3.1 Vehicle is driven into the loading site in accordance with site procedures and using PPE that complies with organisational and regulatory requirements.

3.2 Vehicle is positioned without injury to people or damage to property and in a position that enables loading to be carried out in accordance with site procedures.

3.3 Park brake is applied, engine turned off and, where applicable, battery is isolated.

3.4 Locations of emergency equipment and emergency procedures are identified before loading commences.

3.5 Product type and quantity to be loaded are checked to confirm that they are in accordance with delivery documentation and are within the safe carrying capacity and gross weight limitations of the vehicle, and any discrepancies are rectified in accordance with company procedures.
3.6 Product transfer equipment is connected in accordance with organisational requirements
4. **Load a chemical tanker with chemicals**

4.1 Site procedures are followed for commencement of the loading process

4.2 Products to be loaded are checked for compatibility and correct segregation, also taking account of product sub-risks

4.3 Products to be loaded are checked to ensure that they are compatible with the tanker and that tanker is fit for purpose

4.4 Loading process and fill levels are monitored by the driver in accordance with company and site procedures

4.5 Vehicle is safely loaded with chemicals using only approved equipment and in accordance with organisational and regulatory requirements

4.6 At completion of the loading process, all valves on the vehicle and load-out facility are closed and where site procedures specify, then all transfer equipment is vented and/or depressurised before being disconnected and stowed, with all equipment secured in accordance with site and company procedures

4.7 Loaded vehicle is confirmed as being within legal weight limitations and complying with company and regulatory procedures

4.8 Loaded vehicle is inspected pre-departure to ensure all hoses, pipes and cables are disconnected and secure, brake interlock is deactivated if fitted, and any obstacles cleared in accordance with company and site procedures

4.9 Site is restored to a clean and tidy condition in accordance with site procedures

4.10 Vehicle is moved from the loading area without damage to property or injury to people and in accordance with site procedures

4.11 Delivery documentation is completed, checked, and secured in the vehicle in accordance with regulatory requirements

4.12 Vehicle and tanker are checked to ensure correct placarding
5. **Transport a load safely and efficiently to a customer site**

5.1 Tanker is driven and manoeuvred in accordance with legal requirements, taking into consideration eco-driving techniques.

5.2 Any prescribed routes are followed in accordance with organisational requirements, exhibiting courtesy and professionalism toward other road users.

6. **Deliver a load of chemicals to a customer site**

6.1 Pre-delivery assessment is made before entering the delivery site, and site features that constitute a hazard and/or prevent delivery are rectified or reported in accordance with organisational and site requirements.

6.2 Any site instructions and/or restrictions are complied with.

6.3 Vehicle is manoeuvred and positioned in such a way that the product can be delivered efficiently and safely, with the park brake applied and engine, unless required for pumping, turned off.

6.4 PPE is used in accordance with organisational and regulatory requirements and steps are taken to apply personal safety measures.

6.5 Worksite is marked with signs and/or cones and driver remains with the vehicle and manages the delivery, managing potential hazards in accordance with organisational and site requirements.

6.6 Receiving vessel and components are checked for damage, and contents are checked to ensure sufficient ullage exists for the delivery, with any deficiencies reported or actioned in accordance with company and site procedures.

6.7 Preparation for delivery is consistent with organisational and site requirements.

6.8 Product type and quantity are confirmed against delivery documents.

6.9 Delivery is undertaken in line with the product being delivered, company and site procedures, and special delivery instructions.

6.10 Pressure gauges if fitted are checked, valves opened and closed in the correct sequence, and hoses and connections checked for leaks.

6.11 At the completion of delivery, product transfer equipment is disconnected in accordance with the product type, and company and site procedures.
6.12 Site is secured and restored to a clean and tidy condition in accordance with site procedures

6.13 Delivery documentation is completed to reflect changes in vehicle load and receiving vessel, and distributed in accordance with organisational and regulatory requirements

6.14 Vehicle is inspected pre-departure in accordance with organisational requirements

6.15 Vehicle is driven from the site safely and in accordance with site and organisational procedures

7. Apply driver emergency procedures in the event of an emergency

7.1 Procedures for emergencies that may occur during loading and unloading are followed in accordance with emergency response documentation and organisational transport emergency response plan (TERP)

7.2 Procedures for emergencies that may occur in transit are identified in accordance with emergency response documentation and organisational TERP

7.3 Emergency response documentation and organisational requirements are followed in initial responses to a person exposed to the chemicals being transported
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills required at the completion of this unit.

Required knowledge:  
- Relevant road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations relating to chemical tanker operations
- Relevant dangerous goods information pertaining to operating chemical tankers
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency and in response to a TERP
- Efficient driving techniques and eco-driving considerations
- Safe delivery of chemicals to a customer site
- Factors that may cause traffic delays and diversions
- Loading and unloading procedures for chemical tankers
- Factors involved in trip preparation
- Workplace documentation

Required skills:  
- Current dangerous goods licence
- Identify a product and placard the tanker accordingly
- Read and interpret instructions, procedures, information and signs relevant to operating chemical tankers
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to operating chemical tankers
- Work collaboratively with others when operating a chemical tanker
- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Implement contingency plans for unexpected events when operating a chemical tanker
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating a chemical tanker
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required PPE, conforming to industry and OH&S standards
• Monitor performance of chemical tanker, its trailers and equipment, and take appropriate action where required
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying techniques for loading and unloading a chemical tanker
  - identifying the properties of the chemicals to be carried
  - applying the correct placarding required for the product being loaded
  - identifying the PPE required for the product being transported
  - applying eco-driving techniques when operating chemical tankers
  - understanding relevant legislation and workplace procedures for transporting chemicals
  - understanding customer requirements when delivering fuel to a customer’s site
  - planning routes to avoid congested areas, tunnels or areas where people may congregate

**Context of and specific resources for assessment**

- Access is required to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Practical assessment must occur:
  - in three different aspects of the job function in the workplace
  - ensuring written and verbal understanding of all classes to identify compatibility, e.g. tanker with product
  - A simulator is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Properties and hazards of chemicals include understanding:
- effect of heat and pressure on the chemical when stored in a container
- characteristics of the fuel in a leak, fire situation, or in the presence of static electricity
- density
- odour
- expansion rates
- segregation requirements

Equipment fitted to a chemical tanker may include:
- eyewash kit
- fire extinguishers
- emergency shutdown controls
- emergency information holder

Chemical tanker vehicle includes:
- all vehicle configurations

Loading and unloading site may include:
- refinery
- customer site
- depot

Personal safety measures may include:
- manual-lifting techniques
- three points of contact when using ladders
- correct use of safety rails and walkways
- safety footwear
- high visibility clothing
- hearing protection
- PPE required for the product class being transported

Product transfer equipment may include:
- delivery hoses
- scully systems
- external piping and fittings
- bonding devices
- pressure vessels
- master switch
- valves
- warning devices
- brake interlock
- pressure and ullage gauges

Eco driving includes:
- observing speed limits
- ensuring transmission control
Factors that can cause traffic delays and diversions may include:

- using auxiliary braking systems
- traffic accidents
- flooded sections of road
- road damage
- bridge or tunnel damage
- road works
- building construction
- emergency situations, such as bushfires
- livestock movement
- holiday traffic
- road closures for utility works, such as electricity, water, sewerage and telecommunications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- regulatory procedures

Documentation and records may include:

- dangerous goods paperwork
- emergency procedure guides or HB76 Handbook
- dangerous goods licence
- site inductions
- state and territory heavy vehicle driving licence or permit requirements
- state and territory road rules
- workplace driving instructions and procedures
- vehicle manufacturer instructions, specifications and recommended driving procedures, including pre-operational checks of vehicle
- emergency procedures
- TERP
- vehicle work diaries or record books

Applicable procedures and codes may include:

- Australian code for the transport of dangerous goods by road or rail: the current ADG Code
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
• fatigue management regulations

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC4066A Operate fuel tanker

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate a fuel tanker.
Licensing, legislative and regulatory and certification requirements are applicable to this unit.

Application of the Unit
A fuel tanker must be operated in compliance with the Dangerous Goods Act and vehicle licence requirements and regulations of the relevant state and territory roads and traffic authorities pertaining to heavy vehicles.
Fuel tankers are operated with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Prerequisite Unit   TLILIC3013A Preparation to transport dangerous goods by road
Co-requisite Units  TLID4048A Top load a dangerous goods tanker (or)
                    TLID4049A Bottom load a dangerous goods tanker

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Recognise the characteristics of fuel and fuel tankers to ensure safe transfer and transport of fuel** | 1.1 Properties of the fuel being transported are determined in accordance with emergency response documentation  
1.2 Hazards associated with the transport of fuel are clarified in accordance with emergency response documentation  
1.3 Hazardous atmosphere zones are identified in accordance with organisational requirements  
1.4 Functions of equipment fitted to a fuel tanker are identified  
1.5 Factors that cause static electricity are interpreted  
1.6 Switch loading is identified in accordance with industry procedures |
| **2. Comply with legislative and organisational requirements for safe transfer and transport of fuel** | 2.1 UN number, product class, its packaging group and any sub-risks of the fuel being transported are identified in accordance with emergency response documentation  
2.2 Approved handler and approved filler requirements for the fuel being transported are identified in accordance with the current Australian Dangerous Goods (ADG) Code and Australian Institute of Petroleum (AIP) site requirements |
| **3. Conduct pre-trip inspection** | 3.1 Tanker is checked for current terminal entry compliance  
3.2 Tanker is checked to ensure DG compliance plate is attached to the tanker in accordance with current ADG Code requirements  
3.3 Tanker load transfer equipment is checked to confirm security and state of repair, and that all hoses are tested and tagged in accordance with current ADG Code requirements  
3.4 Tanker is checked to ensure safety equipment is accessible, properly maintained, and stowed and secured in accordance with current ADG Code requirements  
3.5 Tanker is checked to ensure personal protective equipment (PPE) is available, ready for use and meets current ADG Code requirements  
3.6 Tanker is checked to ensure dangerous goods placards are correct for the load and displayed in accordance with |
current ADG Code requirements

3.7 Fire extinguisher is checked for current date and pressure gauge

3.8 Shipping documentation is checked for accuracy and carried with emergency information in accordance with current ADG Code requirements

3.9 Non-compliant vehicles and equipment are reported in accordance with organisational procedures

4. Perform tanker loading tests

4.1 Tanker is driven into the loading site in accordance with site procedures

4.2 Tanker is positioned to enable loading to be carried out in accordance with site procedures without injury to people or damage to property

4.3 Park brake is applied, engine turned off and, where applicable, battery is isolated

4.4 PPE is used in accordance with site and organisational procedures

4.5 Transfer equipment is checked for compatibility

4.6 Loading activities are controlled within level of responsibility, company regulations and legislative requirements

4.7 Emergency procedures are followed in the event of a spill or leak during loading

4.8 Static control measures are applied

5. Transport load to customer site

5.1 Routes are planned to avoid congested areas, tunnels or areas where people may congregate and to maximise efficiency between delivery sites

5.2 Any prescribed routes are followed in accordance with regulatory and organisational requirements

5.3 Tanker is driven and manoeuvred in accordance with legal requirements, taking into consideration eco-driving techniques and exhibiting courtesy and professionalism toward other road users

5.4 Action is taken to deal with traffic delays and diversions

5.5 Legislative and organisational procedures are adhered to in driving, parking and leaving the tanker standing, or in the event of the tanker breaking down or stopping on a road
6. Prepare site to accept delivery

6.1 Pre-delivery assessment is made before entering the delivery site
6.2 Site features that present a hazard and/or prevent delivery are rectified or reported in accordance with organisational requirements
6.3 Any site instructions and/or restrictions are complied with
6.4 Tanker is manoeuvred and positioned to ensure product can be delivered safely and efficiently
6.5 Park brake is applied, engine turned off and, where applicable, battery is isolated
6.6 PPE is used in accordance with site and organisational procedures and steps are taken to apply personal safety measures and manage potential hazards
6.7 Delivery site is marked with signs and/or cones

7. Manage the delivery

7.1 Static control measures are applied
7.2 Receiving vessel and components are checked for damage
7.3 Contents are checked to ensure sufficient ullage exists for delivery
7.4 Product type and quantity are confirmed against delivery documents
7.5 Pressure gauges, valves, hoses and connections are checked for serviceability and leaks
7.6 Quick shut emergency stop is checked as required
7.7 Product is delivered in accordance with organisational and site procedures and special delivery instructions are observed
7.8 Emergency procedures are followed in the event of a spill or leak during delivery
7.9 After-dip of tank is conducted to ensure product is in correct tanks and load has been fully delivered

8. Complete post-delivery activities

8.1 Product transfer equipment is disconnected in accordance with product type and organisational procedures
8.2 Site is secured and restored to a clean and tidy condition
in accordance with site procedures
8.3 Delivery documentation is completed in accordance with organisational procedures
8.4 Shipping documentation is amended to reflect changes in vehicle load
8.5 Pre-departure inspection of tanker is conducted in accordance with organisational procedures
8.6 Tanker is driven safely from site in accordance with site procedures

9. Follow procedures in emergencies

9.1 Incident is reported to police or fire services as soon as possible
9.2 Incident is reported to nominated person as soon as practicable in accordance with emergency plan
9.3 Reasonable assistance is provided as required by an authorised officer or officer of the emergency services to deal with the situation
9.4 Warnings are provided to other vehicles and persons in the vicinity who may be at risk
9.5 Escape of fuel is prevented or minimised
9.6 Incident is reported in accordance with legislative requirements or as nominated in emergency plan
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills required at the completion of this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authorities
- Relevant OH&S and environmental procedures and regulations relating to fuel tanker operations
- Relevant dangerous goods information pertaining to the use of fuel tankers
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency and response to an emergency using a company transport emergency response plan (TERP)
- Efficient driving techniques and eco-driving considerations
- Techniques for safe delivery of fuel to a customer site
- Factors that may cause traffic delays and diversions and related action that can be taken
- Techniques and procedures for loading and unloading a fuel tanker safely
- Factors involved in trip preparation
- Workplace documentation

Required skills:

- Correctly identify the product, and placard the fuel tanker accordingly
- Communicate effectively with others in the workplace
- Read and interpret instructions, procedures, information and signs relevant to operating a fuel tanker
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to operating a fuel tanker
- Work collaboratively with others when operating fuel tankers
- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Implement contingency plans for unexpected events when operating a fuel tanker
- Apply precautions and required actions to minimise, control or eliminate hazards that may exist when operating a fuel tanker
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or
damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required PPE, conforming to industry and OH&S standards
- Monitor performance of tanker, its trailers and its equipment and take appropriate action where required
- Service tanker ancillary equipment in terms of maintenance schedule and standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the elements and performance criteria. The evidence required is specified as performance evidence and knowledge evidence.
  - Performance evidence:
    - Undertaking a pre-trip inspection of a fuel tanker
    - Correctly positioning a fuel tanker when loading and unloading
    - Correctly placarding a fuel tanker for the product being loaded
    - Using the required PPE for the product being transported
    - Preparing a route to maximise safety and efficiency and meet organisational route requirements
    - Using eco-driving techniques when operating a fuel tanker
    - Meeting customer requirements when delivering fuel to customer’s site
    - Safely unloading fuel at a customer site
    - Completing post-delivery activities
  - Knowledge evidence:
    - Techniques for loading and unloading a fuel tanker
    - Properties of the fuel to be carried
    - Relevant legislation and workplace procedures for transporting fuel
    - Procedures for dealing with an emergency

Context of and specific resources for assessment

- Access is required to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Practical assessment must occur:
  - in three different aspects of the job function in the workplace
- with a fuel tanker that has current terminal entry compliance
- ensuring written and verbal understanding of all classes to identify compatibility, e.g. tanker with product
- A simulator is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Properties and hazards of fuel include:
• effect of heat and pressure on the fuel when stored in a container
• characteristics of fuel in a leak, fire situation or in the presence of static electricity
• density
• odour
• expansion rates
• upper and lower explosive limits

OH&S equipment fitted to a fuel tanker includes:
• eyewash kit
• fire extinguishers
• emergency shutdown controls
• emergency information holder

Fuel tanker vehicle includes:
• any bulk road transport vehicle authorised to carry Class 3 combustible fuel

Loading and unloading sites include:
• refinery
• customer site
• depot

Personal safety measures may include:
• manual-lifting techniques
• three points of contact when using ladders
• correct use of safety rails and walkways
• safety glasses
• safety footwear
• high visibility clothing
• hearing protection
• PPE required for the product class being transported

Product transfer equipment may include:
• delivery hoses
• scully systems
• external piping and fittings
• bonding devices
• pressure vessels
• master switch
• valves
• warning devices
• brake interlock

Safety equipment includes:
• fire extinguisher
Eco driving includes:

- spill kit
- observing speed limits
- ensuring transmission control
- using auxiliary braking systems

Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge or tunnel damage
- road works
- building construction
- emergency situations, such as bushfires
- livestock movement
- holiday traffic
- road closures for utility works, such as electricity, water, sewerage and telecommunications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- regulatory procedures

Documentation and records may include:

- dangerous goods paperwork
- emergency procedure guides or HB76 Handbook
- dangerous goods licence
- site inductions
- state and territory heavy vehicle driving licence or permit requirements
- state and territory road rules
- workplace driving instructions and procedures
- vehicle manufacturer instructions, specifications and recommended driving procedures, including pre-operational checks of vehicle
- emergency procedures
- transport emergency response plan (TERP)
- vehicle work diaries or record books

Applicable procedures and codes may include:

- Australian code for the transport of dangerous goods by road or rail: the current ADG Code
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy
vehicles on unsealed roads
• road rules
• OH&S legislation
• fatigue management regulations
• relevant terminal entry compliance regulations

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC4067A Operate LP gas tanker

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate an LP gas tanker.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
An LP gas tanker must be operated in compliance with the licence requirements and regulations of the relevant state and territory roads and traffic authority pertaining to heavy vehicles.
An LP gas tanker is operated with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Prerequisite Unit TLILIC3013A Preparation to transport dangerous goods by road

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| Recognise the characteristics of LP gas and LP gas tankers to ensure the safe transfer and transport of LP gas | 1.1 Properties of the LP gas being transported are identified in accordance with emergency response documentation  
1.2 Hazards associated with the transport of LP gas are clarified in accordance with emergency response documentation  
1.3 Hazardous atmosphere zones are determined in accordance with organisational requirements  
1.4 Functions of equipment fitted to an LP gas tanker are identified  
1.5 Factors that cause static electricity are identified |
| Comply with legislative and organisational requirements for safe transfer and transport of LP gas | 2.1 UN number, product class, its packaging group and any sub-risks of the LP gas being transported are identified in accordance with emergency response documentation  
2.2 Requirements for the LP gas being transported are identified in accordance with the current Australian Dangerous Goods (ADG) Code and legislative requirements |
| Conduct pre-trip inspection | 3.1 Tanker is checked to ensure Dangerous Goods (DG) compliance plate is attached to the tanker in accordance with current ADG Code requirements  
3.2 Tanker load transfer equipment is checked to confirm security and state of repair, and that all hoses are tested and tagged in accordance with current ADG Code requirements  
3.3 Tanker is checked to ensure safety equipment is accessible, properly maintained, and stowed and secured in accordance with current ADG Code requirements  
3.4 Tanker is checked to ensure personal protective equipment (PPE) is available, ready for use and meets current ADG Code requirements  
3.5 Tanker is checked to ensure dangerous goods placards are correct for the load and displayed in accordance with current ADG Code requirements  
3.6 Fire extinguisher is checked for current date and pressure gauge  
3.7 Shipping documentation is checked for accuracy and carried with emergency information in accordance with current ADG Code requirements  
3.8 Non-compliant vehicles and equipment are reported in accordance with organisational procedures |
**Supervise loading**

4.1 Tanker is driven into the loading site in accordance with site procedures

4.2 Tanker is positioned to enable loading to be carried out in accordance with site procedures without injury to people or damage to property

4.3 Park brake is applied, engine turned off and, where applicable, battery is isolated

4.4 PPE is used in accordance with site and organisational procedures

4.5 Transfer equipment is checked for compatibility

4.6 Loading activities are controlled within level of responsibility

4.7 Emergency procedures are followed in the event of a spill or leak during loading

4.8 Strategies to minimise risks associated with static electricity are employed in accordance with organisational requirements

**Transport load to a customer site**

5.1 Routes are planned to maximise efficiency between delivery sites

5.2 Any planned or prescribed routes are followed in accordance with regulatory and organisational requirements

5.3 Tanker is driven and manoeuvred in accordance with legal requirements, taking into consideration eco-driving techniques and exhibiting courtesy and professionalism toward other road users

5.4 Action is taken to deal with traffic delays and diversions

5.5 Legislative and organisational procedures are adhered to in driving, parking and leaving the tanker standing, or in the event of the tanker breaking down or stopping on a road

**Prepare site to accept delivery**

6.1 Pre-delivery assessment is made before entering the delivery site

6.2 Site features that present a hazard and/or prevent delivery are rectified or reported in accordance with organisational requirements

6.3 Any site instructions and/or restrictions are complied with

6.4 Tanker is manoeuvred and positioned to ensure product can be delivered safely and efficiently

6.5 Park brake is applied, engine turned off and, where applicable, battery is isolated

6.6 PPE is used in accordance with site and organisational procedures and steps are taken to apply personal safety measures and manage
6.7 Delivery site is marked with signs and/or cones

**Manage the delivery**

7.1 Receiving vessel and components are checked for damage
7.2 Contents are checked to ensure sufficient ullage exists for delivery
7.3 Product type and quantity are confirmed against delivery documents
7.4 Pressure gauges, valves, hoses and connections are checked for serviceability and leaks
7.5 Product is delivered in accordance with organisational and site procedures and special delivery instructions are observed
7.6 Emergency procedures are followed in the event of a leak during delivery
7.7 Strategies to minimise risks associated with static electricity are employed in accordance with organisational requirements

**Complete post-delivery operations**

8.1 Product transfer equipment is disconnected in accordance with product type and organisational procedures
8.2 Site is secured and restored to a clean and tidy condition in accordance with site procedures
8.3 Delivery documentation is completed in accordance with organisational procedures
8.4 Shipping documentation is amended to reflect changes in vehicle load
8.5 Pre-departure inspection of tanker is conducted in accordance with organisational procedures
8.6 Tanker is driven safely from site in accordance with site procedures
Follow procedures in emergencies

9.1 Incident is reported to police or fire services as soon as possible
9.2 Incident is reported to nominated person as soon as practicable in accordance with emergency plan
9.3 Reasonable assistance with load content is provided to authorised officer and emergency management supervisor (EMS)
9.4 Warnings are provided to other vehicles and persons in the vicinity who may be at risk
9.5 Escape of gas is prevented or minimised
9.6 Incident is reported in accordance within legislative requirements or as nominated in emergency plan
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills required at the completion of this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations relating to LP gas tanker operations
- Relevant dangerous goods information pertaining to the operation of an LP gas tanker
- Procedures to be followed in the event of a driving emergency and in response to an emergency using a company transport emergency response plan (TERP)
- Workplace driving and operational instructions
- Efficient driving techniques and eco-driving considerations
- Safe delivery of LP gas to a customer site
- Factors that may cause traffic delays and diversions and related action that can be taken
- Techniques and procedures for loading and unloading an LP gas tanker safely
- Factors involved in trip preparation
- Workplace documentation

Required skills:

- Communicate effectively with others operating an LP gas tanker
- Read and interpret instructions, procedures, information and signs relevant to operating an LP gas tanker
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to operating an LP gas tanker
- Work collaboratively with others when operating an LP gas tanker
- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Implement contingency plans for unexpected events when operating an LP gas tanker
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating an LP gas tanker
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required PPE, conforming to industry and OH&S standards
• Monitor performance of vehicle, its trailers and its equipment, and take appropriate action where required
• Service tanker ancillary equipment in terms of maintenance schedule and standard operating procedures
• Identify volume of goods
• Make accurate estimates in a range of situations
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying techniques for loading and unloading an LP gas tanker
  - applying correct placarding for the product being loaded
  - identifying the required PPE for the product being transported
  - identifying eco-driving techniques when operating an LP gas tanker
  - understanding relevant legislation and workplace procedures for transporting LP gas
  - understanding customer requirements when delivering LP gas to a customer’s site

Context of and specific resources for assessment

- Access is required to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Practical assessment must occur:
  - in three different aspects of the job function in the workplace or as it would apply in the workplace.
  - A simulator is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Properties and hazards of LP gas include:
- effect of heat and pressure on the LP gas when stored in a container
- causes of a boiling liquid expanding vapour explosion (BLEVE)
- characteristics of the LP gas in a leak, fire situation, or in the presence of static electricity
- density
- odour
- expansion rates
- upper and lower explosive limits

Equipment fitted to an LP gas tanker includes:
- emergency information holder
- eyewash facility
- fire extinguishers
- emergency shutdown controls
- fire alarm
- deluge system
- evacuation procedures

LP gas tanker vehicle includes:
- B-Double
- B-Triple
- AAB-Quad

Loading and unloading site may include:
- refinery
- customer site
- depot

Personal safety measures include:
- manual-lifting techniques
- three points of contact when using ladders
- correct use of walkways
- safety glasses
- safety footwear
- high visibility clothing
- hearing protection

Product transfer equipment includes:
- external piping and fittings
- bonding devices
- pressure vessels
- master switch
- valves
- warning devices
Eco driving includes:

- brake interlock
- pressure and ullage gauges
- observing speed limits
- ensuring transmission control
- using auxiliary braking systems

Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge or tunnel damage
- road works
- building construction
- emergency situations, such as bushfires
- livestock movement
- holiday traffic
- road closures for utility works, such as electricity, water, sewerage, telecommunications and LP gas

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- state and territory heavy vehicle driving licence or permit requirements
- state and territory road rules
- workplace driving instructions and procedures
- vehicle manufacturer instructions, specifications and recommended driving procedures, including pre-operational checks of vehicle
- emergency procedures
- TERP
- vehicle work diaries or record books

Applicable procedures and codes may include:

- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
  - fatigue management regulations
  - environmental protection legislation
Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC4068A Operate heavy recovery ancillary equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate the range of heavy recovery ancillary equipment used in the towing and recovery process. Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Check job requirements</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Job is reviewed to identify equipment and operating requirements</td>
</tr>
<tr>
<td></td>
<td>1.2 Ancillary equipment, materials and personnel requirements for safe, effective and efficient operation are identified and organised</td>
</tr>
<tr>
<td></td>
<td>1.3 Suitable personal protective equipment (PPE) and clothing are selected, used, maintained and stored in accordance with OH&amp;S requirements</td>
</tr>
<tr>
<td>2</td>
<td><strong>Prepare heavy recovery ancillary equipment for use</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Routine pre-operational checks are carried out in accordance with organisational requirements and manufacturer specifications</td>
</tr>
<tr>
<td></td>
<td>2.2 Operational systems are checked and calibrated for correct operation in accordance with organisational requirements and manufacturer specifications</td>
</tr>
<tr>
<td></td>
<td>2.3 Faulty equipment is identified, safety tagged and reported promptly in accordance with organisational procedures</td>
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<tr>
<td></td>
<td>2.4 OH&amp;S hazards associated with equipment operation are identified, and risk is assessed and handled in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>2.5 Environmental implications associated with operations are identified, assessed and reported in accordance with organisational procedures</td>
</tr>
<tr>
<td>3</td>
<td><strong>Operate ancillary equipment</strong></td>
</tr>
<tr>
<td></td>
<td>3.1 Operational area is checked and personnel in that area are informed of initiation of operation</td>
</tr>
<tr>
<td></td>
<td>3.2 Equipment is started up using correct sequence and in accordance with organisational requirements and manufacturer specifications</td>
</tr>
<tr>
<td></td>
<td>3.3 Equipment is operated in a safe and controlled manner in accordance with manufacturer specifications and monitored for performance and efficiency</td>
</tr>
<tr>
<td></td>
<td>3.4 Input materials are monitored and non-conformances are identified and handled in accordance with organisational requirements</td>
</tr>
<tr>
<td></td>
<td>3.5 Processing outputs are monitored and adjustments to equipment operation are made to meet job requirements</td>
</tr>
</tbody>
</table>
4 Shut down heavy recovery ancillary equipment

4.1 Shut-down procedures for equipment are completed in accordance with organisational requirements and manufacturer specifications

4.2 Routine maintenance of equipment is carried out in accordance with organisational requirements and manufacturer specifications

4.3 Equipment is stored and secured in accordance with organisational requirements

4.4 Malfunctions, faults, irregular performance and damage to equipment are detailed and reported in accordance with organisational requirements
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations relating to the ancillary equipment operations
- Relevant dangerous goods information pertaining to operating ancillary equipment
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency and in response to a transport emergency response plan (TERP)
- Efficient driving techniques and eco-driving considerations
- Factors that may cause traffic delays and diversions
- Factors involved in trip preparation
- Workplace documentation

**Required skills:**

- Communicate effectively with others operating ancillary equipment
- Read and interpret instructions, procedures, information and signs relevant to operating ancillary equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to operating ancillary equipment
- Work collaboratively with others when operating ancillary equipment
- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interaction with others
- Implement contingency plans for unexpected events when operating ancillary equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying three different types of ancillary recovery equipment and their users
  - demonstrating safe operation of two types of heavy recovery ancillary equipment

Context of and specific resources for assessment

- Assessment must ensure access to:
  - recovery ancillary equipment, which when used is to be current equipment used in the recovery industry
  - tools, equipment and PPE currently used in the recovery industry
  - relevant regulatory and equipment documentation that impacts on work activities

Method of assessment

- Practical assessment must occur:
  - through activities in an appropriately simulated environment consistent with current industry practice, and/or
  - in an appropriate range of situations in the workplace
  - In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
  - Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
  - Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
  - Performance is demonstrated consistently over a period of time and in a range of contexts expected as part of the job function
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Ancillary equipment includes:

- fire extinguisher
- hand tools
- socket sets
- shovel
- crow bar
- sledge hammer
- wood saw
- hacksaw
- hydraulic jack
- forklift
- road train dolly
- air bags and cushions
- catch equipment
- bog mat
- track mat
- pumps
- snatch block
- cribbing
- chains
- lifting slings and strops
- cutting equipment
- chain saw

Personal safety measures may include:

- manual-lifting techniques
- three points of contact when using ladders
- correct use of safety rails and walkways
- safety footwear
- high visibility clothing
- hearing protection
- PPE required for the product class being transported

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- regulatory procedures
Documentation and records may include:

- dangerous goods paperwork
- emergency procedure guides or HB76 Handbook
- dangerous goods licence
- site inductions
- state and territory heavy vehicle driving licence or permit requirements
- state and territory road rules
- workplace driving instructions and procedures
- vehicle manufacturer’s instructions, specifications and recommended driving procedures, including pre-operational checks of vehicle
- emergency procedures
- TERP
- vehicle work diaries or record books

Applicable procedures and codes may include:

- Australian code for the transport of dangerous goods by road or rail: the current Australian Dangerous Goods (ADG) Code
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
  - fatigue management regulations

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC4069A Operate heavy recovery vehicle

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate a heavy recovery vehicle. Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
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<tr>
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</table>
| 1 Conduct pre-trip check of vehicle and equipment | 1.1 Fuel level is checked to ensure that it is appropriate for the driving task  
1.2 Vehicle is inspected visually to ensure it is serviceable  
1.3 Condensation is drained from air tanks  
1.4 Recovery/towing equipment and fittings are checked to ensure they are not damaged or misplaced and are clean and serviceable  
1.5 Chains, shackles and fittings are checked to ensure they are not damaged or misplaced and are clean and serviceable  
1.6 Necessary licences, log books and mass permits are checked for currency and that they are located in the vehicle  
1.7 Personal protective equipment (PPE) is checked to ensure that it is available, ready for use, and meets regulatory requirements |
| 2 Travel to recovery scene | 2.1 Route is planned in accordance with regulatory and organisational requirements  
2.2 Recovery vehicle is driven and manoeuvred in accordance with legal requirements, taking into consideration eco-driving techniques and exhibiting courtesy and professionalism toward other road users  
2.3 Situational awareness is maintained in following the planned route  
2.4 When the recovery vehicle is legally authorised to drive on the hard shoulder and there are stationery queues, extreme care is taken and speed is reduced to minimise danger to vehicles and pedestrians |
| 3 Assess the recovery scene | 3.1 Directions of enforcement officers and ambulance officers are obeyed  
3.2 Recovery vehicle is parked in a position to avoid obstruction to authorities, traffic flow and hazard warning lights or beacons  
3.3 Recovery vehicle is parked in a safe position having regard to the size of the recovery unit and the ability to protect the scene  
3.4 PPE is used in accordance with regulatory and organisational procedures  
3.5 Scene reconnaissance is promptly conducted and results are reported |
3.6 Hazards and environmental conditions are assessed and minimised or controlled
3.7 Communication with others is maintained using appropriate techniques and terminology
3.8 Health, safety and security procedures are followed in accordance with organisational policy and relevant legislation

4 Select a recovery method appropriate to the desired outcome

4.1 Recovery method is determined based on the requirements of the situation and consideration of mass and dimension
4.2 Resources required and their availability are determined
4.3 Recovery method selected is communicated and forthrightly justified to person with responsibility
4.4 Approval is gained to start work
4.5 Exclusion zone is set up with permission of the person with responsibility
4.6 Communication with others is maintained to explain progress in recovery

5 Tow disabled vehicle to delivery point

5.1 Disabled vehicle is hooked up and checked to ensure conformity with regulatory requirements
5.2 Conditions of heavy towing permit are applied to plan a route to ensure the most efficient, safe, secure and legal transport operation
5.3 Driving techniques appropriate to heavy towing and the driver’s legal responsibility for damage and loss to towed vehicles, fitted equipment, and personal possessions are applied
5.4 Recovery vehicle is driven within the special speed limits for heavy towing
5.5 Situational awareness is maintained for potential problems with the disabled vehicle
5.6 Disabled vehicle is safely manoeuvred into position and unhooked in accordance with organisational and customer requirements

6 Conclude recovery operations

6.1 Documentation for the heavy vehicle recovery is completed in accordance with regulatory and workplace requirements
6.2 Recovery vehicle and equipment are cleaned and serviced in accordance with organisational procedures and manufacturer’s
guidelines prior to standing down from the operation
Required Skills and Knowledge

REQUwED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations relating to operating heavy recovery vehicle
- Vehicle pre-trip checks and preparation
- Trip planning requirements
- Fatigue management regulations
- Workplace driving and operational instructions
- Procedures for using communications systems effectively
- Efficient driving techniques and eco-driving considerations
- Workplace documentation
- Manufacturers’ manuals
- Guidelines pertaining to incidents and hazards
- Factors that may cause traffic delays and diversions, and related action that can be taken

Required skills:

- Work collaboratively with others when operating heavy recovery vehicle
- Implement contingency plans for unexpected events when operating a heavy recovery vehicle
- Apply precautions and required actions to minimise, control or eliminate hazards that may exist when operating a heavy recovery vehicle
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required PPE, conforming to industry and OH&S standards
- Service heavy recovery vehicle equipment in terms of maintenance schedule and standard operating procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - knowledge of regulatory requirements of heavy recovery
  - conducting a pre-trip check of a heavy recovery vehicle
  - visually checking recovery equipment as per standard, and stowing appropriately
  - preparing a route to maximise safety and efficiency and meeting organisational requirements
  - using eco-driving techniques when operating a heavy recovery vehicle
  - planning trips as required by legislation to a recovery scene
  - using communication equipment in a recovery situation
  - correctly positioning vehicle at an incident
  - using PPE when operating a recovery vehicle
  - recognising and producing appropriate licences and permits used within the recovery industry
  - fundamental understanding of mass and dimension legislation and effects on recovery operations
  - recognising and producing appropriate manufacturer’s handbooks

Context of and specific resources for assessment

- Assessment must ensure access to:
  - tools, equipment and PPE currently used in the recovery industry
  - relevant regulatory and equipment documentation that impacts on work activities

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will
be combined with targeted questioning to assess required knowledge

- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed

- Simulation is not suitable for final assessment of this unit
Range Statement
RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Heavy recovery vehicle would include:
- appropriate licences and permits

Personal safety measures include:
- manual-lifting techniques
- three points of contact when using ladders
- observing pinch-points on heavy recovery vehicle
- high visibility clothing, long sleeves and trousers
- PPE, including:
  - hearing protection
  - gloves
  - hard hat
  - harness
  - particle masks
  - safety glasses
  - safety footwear

Safety equipment includes:
- fire extinguisher
- first aid kit
- spill kit
- isolation switches
- mechanical lockouts

Eco driving includes:
- observing speed limits
- ensuring transmission control
- using auxiliary braking systems

Factors that can cause traffic delays and diversions may include:
- traffic accidents
- flooded sections of road
- road damage
- bridge or tunnel damage
- road works
- building construction
- emergency situations, such as bushfires
- livestock movement
- holiday traffic
- road closures for utility works, such as electricity, water, sewerage and
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- regulatory procedures
- pre-trip records
- daily vehicle inspection, repair requests and service record logs
- incident and hazard log
- tow authority permits
- job safety analysis (JSA) and work method statements
- site inductions
- vehicle inductions
- state and territory heavy vehicle driving licence or permit requirements
- state and territory towing licences
- state and territory road rules
- workplace driving instructions and procedures
- vehicle manufacturer's instructions, specifications and recommended driving procedures, including pre-operational checks of vehicle
- emergency procedures
- vehicle work diaries or record books
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy recovery vehicles
  - road rules
  - OH&S legislation
  - fatigue management regulations
  - relevant site entry compliance regulations
  - heavy recovery vehicle industry guidelines

### Unit Sector(s)

Not applicable.
Competency Field

C – Vehicle Operation
TLIC4070A Tow a disabled heavy vehicle

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to hook up and unhook a damaged or disabled heavy vehicle.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Prepare and respond to call</strong></td>
<td></td>
</tr>
<tr>
<td>1.1 Equipment is checked, serviced and operationally ready for use</td>
<td></td>
</tr>
<tr>
<td>1.2 Tow task information is obtained and the type of heavy vehicle and event is determined</td>
<td></td>
</tr>
<tr>
<td>1.3 Personal protective equipment (PPE) is selected relevant to the nature of the towing operation</td>
<td></td>
</tr>
<tr>
<td>1.4 Any further details of the event are received en route</td>
<td></td>
</tr>
<tr>
<td><strong>2 Implement road safety procedures to commence hook-up</strong></td>
<td></td>
</tr>
<tr>
<td>2.1 Disabled vehicle is approached and recovery vehicle is parked in accordance with safe roadside working procedures</td>
<td></td>
</tr>
<tr>
<td>2.2 Appropriate action is taken to ensure the safety of all occupants of the disabled vehicle</td>
<td></td>
</tr>
<tr>
<td>2.3 Occupants are moved to the safety of the recovery vehicle, away from the road and recovery vehicle equipment</td>
<td></td>
</tr>
<tr>
<td>2.4 Beacons are placed at the immediate approach to the breakdown scene</td>
<td></td>
</tr>
<tr>
<td>2.5 Authorities are notified if there is likelihood of danger or undue delays</td>
<td></td>
</tr>
<tr>
<td>2.6 All movements between vehicles are confined to the nearside if possible</td>
<td></td>
</tr>
</tbody>
</table>
3 Hook up disabled vehicle

3.1 Exact nature of the problem is correctly diagnosed to decide on correct method of towing

3.2 Driver is informed of the recovery procedures that will be undertaken

3.3 Recovery vehicle is safely manoeuvred into position to facilitate recovery and to minimise inconvenience to traffic flow

3.4 Towing hook-up procedures are used to connect up disabled vehicle for recovery, ensuring safety standards adequate for the weight of the tow

3.5 Brake control system of the disabled vehicle is interconnected so the brakes can be operated from the recovery vehicle

3.6 Driveline is disconnected in accordance with manufacturer’s guidelines and secured

3.7 Under lift boom is retracted to the shortest position suitable for towing and lock and check turning clearance

3.8 Warning lights and signs are attached in accordance with regulatory requirements

3.9 Final checks are undertaken and hook-up of disabled vehicle is completed in accordance with organisational and regulatory requirements

3.10 Disabled vehicle is safely towed using appropriate defensive driving techniques and procedures

4 Unhook disabled vehicle

4.1 Disabled vehicle is safely manoeuvred into position in accordance with job requirements

4.2 Brakes of disabled vehicle are engaged and vehicle is chocked

4.3 Unhook procedures are used correctly to safely disconnect disabled vehicle

4.4 Removed driveline components that were disconnected are placed near disabled vehicle

4.5 Disabled vehicle is placed in accordance with organisational and customer requirements

5 Conclude towing operations

5.1 Recovery vehicle and equipment are cleaned and serviced in accordance with organisational procedures and manufacturer’s guidelines prior to standing down from the operation

5.2 Operational documentation is completed in accordance with organisational procedures
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:
- Road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Distinguishing features of different types of registrable heavy transport vehicles
- Major components of modern heavy vehicles, including engine, transmission, differential and braking systems
- Occupational health and safety obligations
- Relevant persons of authority and their roles
- Risk assessment procedures to identify hazards and potential hazards
- Appropriate hook-up and unhook processes when towing disabled vehicles
- Manufacturer guidelines for operating towing equipment
- Techniques for driving safely when towing with regard to mass and dimension and other road users
- Fatigue management regulations
- Manufacturer guidelines for recovering vehicles and equipment
- Vehicle pre-trip equipment checks and preparation
- Procedures for using communication systems effectively

Required skills:
- Check equipment is ready for use
- Communicate effectively
- Work collaboratively with others when operating heavy recovery vehicles
- Implement contingency plans for unexpected events when operating a heavy recovery vehicle
- Apply precautions and required actions to minimise, control or eliminate hazards that may exist when towing a disabled heavy vehicle
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required PPE, conforming to industry and OH&S standards
- Service heavy recovery vehicle equipment in terms of maintenance schedule and standard operating procedures
Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - conducting an equipment check of heavy recovery ancillary equipment
  - visually checking recovery equipment as per standard, and stowing appropriately
  - preparing a route to maximise safety and efficiency and meet organisational requirements
  - using eco-driving techniques when towing a disabled heavy vehicle
  - planning trip as required by legislation with a towed vehicle
  - using communication equipment in a recovery situation
  - correctly positioning vehicle at an incident
  - using PPE when towing a vehicle
  - isolating fault to componentry engine, differential, gearbox, chassis, etc.
  - interconnecting brakes and lights from recovery vehicle to disabled vehicle as per legislative requirements
  - applying signage as per legislative requirements
  - driving and operating recovery vehicle as per legislative requirements

Context of and specific resources for assessment

- Assessment must ensure access to:
  - a recovery vehicle that is consistent with current industry standards of a heavy recovery vehicle
  - a vehicle that can be used as a disabled vehicle for the purposes of assessment
  - tools, equipment and PPE currently used in industry
  - relevant regulatory and equipment documentation that impacts on work activities
Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
- Simulation is not suitable for final assessment of this unit
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Authorities include: • police • fire • ambulance • relevant road authority

Disabled vehicles include: • any road registered vehicle with a mechanical failure • any registrable vehicle with a mechanical failure • any vehicle as described in legislation

Classes of heavy vehicle include: • light rigid • medium rigid • heavy rigid • heavy combination • multi combination • special circumstance vehicle

Personal safety measures include: • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing • eye wash kit

Emergency equipment includes: • emergency shutdown controls • evacuation controls • spill equipment

Documentation and records include: • transport regulations as they apply to the enterprise, including local authority regulations and procedures • workplace policies and procedures • relevant Australian standards and certification requirements • relevant internal data entry books, including log books, data sheets and load sheets • transport emergency response plan (TERP)

Applicable legislative procedures and codes include: • relevant state and territory:
  • roads and traffic authority driving regulations and licence or permit requirements pertaining to operating
heavy vehicles on unsealed roads
- road rules
- OH&S legislation
- fatigue management regulations
- environmental protection legislation and regulations

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
**TLIC4071A Establish and operate train braking system**

**Modification History**
Release 1. This is the first release of this unit.

**Unit Descriptor**
This unit involves the skills and knowledge required to identify, establish and operate a train braking system after it has been marshalled and deals with brake system faults and failures. Licensing or certification requirements are not applicable to this unit.

**Application of the Unit**
This unit covers activities carried out in a rail yard or on a main line.

**Licensing/Regulatory Information**
Refer to Unit Descriptor.

**Pre-Requisites**
Nil

**Employability Skills Information**
This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>Elements</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify and establish train braking system</td>
<td>1.1 Brake system and type to be used are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Confirmation is made that motive power unit is appropriate for braking system to be used</td>
</tr>
</tbody>
</table>
1.3 Correct coupling of braking system to motive power unit is established and/or confirmed in accordance with organisational policies and requirements

1.4 Air brake system is charged to required pressures in accordance with manufacturer requirements and tolerances

2 Operate and monitor train braking system

2.1 Relevant brake system tests are conducted in accordance with organisational policies and requirements

2.2 Train brakes are applied and released under normal operational conditions in accordance with correct train handling and organisational policies and procedures

2.3 Train brake system is monitored in accordance with organisational and/or operational requirements

3 Identify and rectify train braking system faults in during operation

3.1 Train braking system faults are identified during operation

3.2 Safe location to bring train to a stand is identified in accordance with train handling and organisational policies and procedures

3.3 Train brake system fault is located and rectified or isolated in accordance with manufacturer and/or organisational procedures

3.4 Relevant brake system tests are conducted in accordance with organisational policies and requirements

3.5 Train is operated in accordance with organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applying train brakes under emergency conditions in accordance with correct train handling and organisational policies and procedures
- Brake systems, their components and their operation
- Capabilities and characteristics of train braking systems
- Diagnostic techniques
- Pneumatic systems and their operations
- Releasing train brakes after emergency application in accordance with organisational policies and procedures
- Relevant information/documents such as:
  - brake inspection and testing documentation
  - brake test certification
  - conditions of service, legislation and industrial agreements including workplace agreements and awards
  - equipment operations manuals
  - manufacturer specifications and standards
  - organisational procedures and instructions and job specifications
  - safeworking documentation
- Relevant Australian Standards
- Relevant environmental protection legislation, regulations, codes, policies and procedures
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant work health and safety (WHS)/occupational health and safety (OHS) legislation, regulations, codes of practice, policies and procedures
- Tools and equipment applications
- Types of brake tests and their purpose

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Apply rail safety practices and regulations
- Assess brake system defects
- Interpret and follow operational instructions and prioritise work
- Interpret capabilities of train braking systems
- Modify activities depending on operational contingencies, risk situations and environments
- Modify driving according to brake capabilities and characteristics
- Operate and adapt to differences in brakes and related equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the operation of a train braking system
- Report any identified problems, faults or malfunctions when operating a train braking system in accordance with regulatory requirements and organisational procedures
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Brake system types may include:
- air brake
- dual air/vacuum brake
- electronically controlled pneumatic (ECP) braking
- vacuum

Brake system tests may include:
- air continuity test
- brake leakage test
- hose and pipe components repair or replacement
- modified brake test
- train brake test

Brake system faults may include:
- brake equipment fault/failure
- burst hose pipe/hose bag
- collapsed vacuum hose
- excessive leakage
- external tampering
- minor leakage
- train separation

Safety and protective equipment may include:
- communication equipment
- end of train markers
- flags
- gloves
- hand lamps
- hearing protection
- high visibility clothing
- insect repellent
- safety:
  - devices
  - footwear
  - glasses
  - headwear
  - sunscreen

Organisational procedures may include:
- company procedures
- enterprise procedures
- established procedures
- workplace procedures
Unit Sector(s)
Not applicable.

Competency Fields
C – Vehicle Operation
TLIC4072A Operate and monitor a motive power unit on a main line

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a motive power unit on a main line in accordance with safeworking requirements, network owner and/or organisational policies and procedures. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit can be applied to single motive power units or multiple consist freight, heavy haul or passenger trains.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
</table>
| 1 Drive and monitor train | 1.1 Motive power unit is operated in accordance with manufacturer instructions and organisational policies and procedures  
1.2 Motive power unit is operated safely with consideration of train consist and loading to minimise wear and fuel use, and to avoid damage  
1.3 Motive power unit handling techniques, and track and road knowledge are applied to eliminate or minimise risk of injury to personnel or damage to equipment, rolling stock and load  
1.4 Equipment and rolling stock are monitored to maintain optimum running conditions and identify faults, defects and inefficiencies  
1.5 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of motive power unit |
| 2 Control and monitor train running | 2.1 Events and circumstances affecting planned running schedule are communicated to relevant personnel in accordance with organisational policies and procedures  
2.2 Instructions received from network control officer, are interpreted and applied to ensure safe and effective control of train  
2.3 Communications are maintained with relevant personnel during train journey in accordance with the relevant safeworking systems, network requirements and organisational policies and procedures  
2.4 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient running |
| 3 Respond to changed operating factors | 3.1 Instructions regarding changed operating factors are confirmed, interpreted and followed, in accordance with safeworking systems, network owner requirements and organisational policies and procedures  
3.2 Temporary signs and/or signals, hand signals and verbal movement commands are interpreted and followed, in accordance with safeworking systems, network owner requirements and organisational policies and procedures  
3.3 Hazardous situations are recognised and appropriate action is taken to minimise risk to passengers/freight and equipment  
3.4 Emergency situations are recognised and actions are taken in accordance with safeworking systems, network owner requirements and organisational policies and procedures |
### 4 Stable or handover train

<p>| | |</p>
<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Train is stabled in accordance with safeworking system requirements, operational instructions and organisational policies and procedures</td>
</tr>
<tr>
<td>4.2</td>
<td>Safety devices are activated or put in position in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>4.3</td>
<td>Prior to stabling/handover, documentation relevant to train and activities undertaken en route is updated and provided to relief crew or completed and forwarded to appropriate personnel in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>4.4</td>
<td>Relevant housekeeping activities are completed prior to stabling/handover in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>4.5</td>
<td>Relevant personnel are advised of condition and location of train in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>4.6</td>
<td>Incidents or unusual occurrences are recorded and reported to relevant personnel in accordance with organisational policies and procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Appropriate motive power unit and rolling stock systems
- Completing required documentation
- Emergency procedures
- Problems that can occur when assisting with train operations and action that should be taken
- Procedures for fixed and hand signalling, and voice communication
- Relevant information and documents such as:
  - emergency procedure manuals
  - equipment operation manuals and maintenance specifications
  - maintenance notices, records and requests
  - motive power unit logbook
  - train running sheets
  - two-way radio operation procedures
- Relevant Australian Standards and related requirements
- Relevant legislated rail safety requirements including state and territory Acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant work health and safety (WHS)/occupational health and safety (OHS) legislation, regulations and procedures
- Relevant environmental protection legislation, regulations and procedures
- Safeworking systems and requirements
- Use of electronic communications equipment

Required skills:

- Communicate effectively with others when assisting with train operations
- Complete documentation related to train operations
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment in accordance with organisational procedures
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures and information relevant to train operations
- Select and use relevant equipment and materials when assisting in train operations
- Select and use required personal protective equipment conforming to industry and WHS/OHS
standards
- Work collaboratively with others when assisting with train operations
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the organisation.

In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur in an appropriate range of situations on a main line railway.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Motive power units may include all motive power units in service within Australian rail systems and may include:
- diesel motive power units
- electric motive power units
- multiple units
- railcars

Track and road characteristics may include:
- curfews
- curves and gradients
- emergency crossovers
- gauge limitation
- location of signals and crossings
- speed limitations
- track and bridge limitations

Motive power unit handling techniques may include:
- automatic brake application and release
- dynamic brake operation
- independent brake application and release
- use of tractive effort

Relevant personnel may include:
- maintenance personnel
- network control officer
- passengers
- station staff
- train crews
- yard and other operational personnel

Network control officer may include:
- hand signaller
- network controller
- operational supervisor
- signaller
- train controller
- yard supervisor

Temporary signs and/or signals may include:
- audible warning devices
- crossing protection
- flags
- flashing lights
- perway signs
- speed restrictions
- strobe lights
- warning signs
Hazardous situations may include:

- adverse weather conditions
- animals on track
- crossings
- fire beside track
- obstructions beside track
- rubbish/refuse on track
- signal failures
- track defects
- unauthorised people on track

Organisational procedures may include:

- company procedures
- enterprise procedures
- established procedures
- site procedures
- standard operating procedures
- workplace procedures

Safety and personal protective equipment may include:

- audible indicators
- breathing equipment
- fire extinguishers
- flags
- gloves
- hearing protection
- high visibility clothing
- insect repellent
- safety:
  - devices
  - footwear
  - glasses
  - headwear
- sunscreen and sunglasses
- two-way radios/mobile phones/satellite phone hand lamps

Unit Sector(s)

Not applicable.
Competency Field

C – Vehicle Operation
TLIC4073A Set up, operate and shut down a distributed power system

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to set up, operate and shut down a distributed power system in accordance with organisational procedures and the requirements of relevant codes of practice. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit covers setting up the remote control system, setting up the lead control system, operating, monitoring and shutting down the distribute power system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare train for set up of distributed power system
   1.1 Distributed motive power units are positioned as required in train consist
   1.2 Train sections are marshalled to form one train as required

2 Set up remote distributed motive power units
   2.1 Distributed power is set up on all remote units
   2.2 Distributed power system is tested in accordance with manufacturer instructions and/or organisational policies and procedures ready for linking with lead control unit
   2.3 Start-up procedures for remote distributed motive power units are followed in accordance with manufacturer instructions and/or organisational policies and procedures

3 Set up lead distributed motive power units
   3.1 Distributed power system is set up by conditioning/activation of required systems
   3.2 Distributed power system is tested in accordance with manufacturer instructions and/or organisational policies and procedures
   3.3 Start-up procedures for lead distributed motive power units are followed in accordance with manufacturer instructions and/or organisational policies and procedures
   3.4 Full control of distributed motive power units is established after linking process has been completed and required function tests have been conducted

4 Operate and monitor distributed power train
   4.1 Distributed power system is operated and monitored during train operation to ensure safe train handling and control in accordance with operational requirements
   4.2 Operational difficulties/faults are identified and rectified ensuring operational safety and efficiency
   4.3 Shut-down procedures for distributed motive power units are followed in accordance with manufacturer’s instructions and/or organisational policies and procedures

5 Shut down distributed power systems
   5.1 Distributed power train is secured against movement as required prior to system shut down
   5.2 Shut-down procedures for distributed motive power units are followed in accordance with manufacturer instructions and/or organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Controls, instruments and indicators of a distributed power system and their purpose, location and use
- Critical distributed power system control information including compatible coupling, braking, drive equipment and ancillary systems
- Procedures for managing hazardous situations involving distributed power system
- Procedures for identifying equipment defects in distributed power system and assessing any identified defective units for appropriate action
- Relevant environmental protection legislation, regulations, codes, policies and procedures
- Information/documents such as:
  - equipment operation manuals
  - operational instructions, policies and procedures
  - organisational procedures and instructions, and job specifications
  - relevant logbooks
- Relevant Australian Standards
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant work health and safety (WHS)/occupational health and safety (OHS) legislation, regulations, codes, policies and procedures

Required skills:

- Monitor performance of equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures, information and signs relevant to the setting up and shutting down of a distributed power system
- Report and/or rectify any identified problems, faults or malfunctions when setting up and shutting down a distributed power system in accordance with regulatory requirements and organisational procedures
- Select and use required personal protective equipment conforming to industry and WHS/OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Distributed power may include:
- Locotrol
- Siemens
- Wabtec

Function tests may include:
- brake flow/continuity test
- direction test
- electromagnetic valve
- emergency
- flow test for motive power unit sequence
- leakage test

Safety and protective equipment may include:
- flags
- gloves
- hand lamps
- hearing protection
- high visibility clothing
- insect repellent
- portable radios/mobile phones
- safety:
  - devices
  - footwear
  - glasses
  - headwear
  - sunglasses
  - sunscreen

Unit Sector(s)
Not applicable.

Competency Field
C – Vehicle Operation
TLIC4074A Shunt, couple and uncouple rail vehicles

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to safely shunt rail vehicles in accordance with safeworking and organisational, policies and procedures. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Rail vehicles are shunted for loading/unloading, making up or breaking up trains and placing vehicles for operational and/or maintenance purposes. This activity also includes coupling, uncoupling and securing rail vehicles.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare to shunt rail vehicles

1.1 Shunting instructions are interpreted and confirmed

1.2 Location of rail vehicles and required movements are identified

1.3 Allocated motive power unit is confirmed as appropriate for intended activities

2 Shunt rail vehicles

2.1 Where required, points, levers, switches and signals are operated in accordance with organisational policies and procedures for the control of rail vehicle movement

2.2 Uniform line of sight and radio shunting commands are used in accordance with organisational policies, procedures and requirements

2.3 Rail vehicles are positioned in accordance with operational requirements

2.4 Relevant work health and safety (WHS)/occupational health and safety (OHS) requirements are followed to prevent injury and to avoid damage to equipment

2.5 Where required, defect/fault cards are checked and appropriate action is taken in accordance with organisational policies and procedures

2.6 Rail vehicle movements are controlled to prevent damage of rail vehicles and loads/contents in accordance with organisational policies and procedures

3 Couple, uncouple and secure rail vehicles

3.1 Rail vehicles are positioned to meet coupling requirements in accordance with organisational policies and procedures

3.2 Coupling systems are identified and applied appropriately to couple and/or uncouple rail vehicles in accordance with manufacturer and organisational requirements

3.3 Handbrakes and other securing devices are applied/released attached/removed in accordance with organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Characteristics and features of wagons and other rail vehicles
- Communication protocols
- Emergency procedures
- Identifying equipment defects and assessing for appropriate action
- Identifying and reporting hazards
- Operation of signals and points
- Principles of operation for protective devices, air and electrical couplings, handbrakes, deraillers and coupling equipment
- Procedures for getting on and off rail vehicles in an appropriate manner
- Relevant information/documents such as:
  - cards
  - conditions of service, legislation and industrial agreements including workplace agreements and awards
  - emergency procedures manual
  - incident reports
  - noticeboards
  - periodical circulars
  - special train notices
  - yard orders
  - timetables
  - train consist
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant WHS/OHS legislation, regulations, codes of practice, policies and procedures
- Safe working systems and requirements

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when shunting rail vehicles, in accordance with organisational protocols
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to shunting rail vehicles
- Report and/or rectify any identified problems, faults or malfunctions when shunting rail vehicles in accordance with regulatory requirements and organisational procedures
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail vehicles may include:

- carriages
- diesel or electric motive power units
- diesel or electric railcars
- electric passenger trains
- road/rail vehicles
- shunting tractors
- track machines
- wagons

Line of sight communication includes:

- fixed signals
- flags
- hand signals
- light signals
- verbal

Personal protective equipment may include:

- gloves
- hearing protection
- high visibility clothing
- insect repellent
- sunglasses
- sunscreen
- safety:
  - devices
  - footwear
  - glasses
  - headwear

Organisational procedures may include:

- company procedures
- enterprise procedures
- established procedures
- workplace procedures

Unit Sector(s)

Not applicable.
Competency Field
C – Vehicle Operation
TLID1001A Shift materials safely using manual handling methods

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to shift loads using manual handling methods, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant OH&S regulations concerning the manual handling and movement of loads.

Work is performed under some supervision generally within a team environment.

Work involves the application of the basic principles for the safe manual handling techniques and movement of loads when shifting materials using manual handling methods as part of day-to-day work.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT | PERFORMANCE CRITERIA**

1 **Assess risks associated with the relocation of the load**
   1.1 Products, goods or materials to be relocated are identified and assessed for the appropriate method of relocation
   1.2 Locations for storage are determined and potential routes to be followed are identified
   1.3 Effect of load relocation on original load base is predicted
   1.4 Points of balance are estimated
   1.5 Required clearances are compared to available space and adjustments are made
   1.6 Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered
   1.7 Potential risks in route(s) which may be followed are considered
   1.8 Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods
   1.9 Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified
   1.10 Team lifting processes are considered for application
   1.11 Appropriate personal protective equipment is worn
   1.12 Size to weight ratio of items to be manually handled are identified

2 **Plan load relocation**
   2.1 Relocation of the load is planned consistent with the code of practice for manual handling
   2.2 Process for relocating load is proposed including predicting and planning for potential difficulties
   2.3 Proposed process is checked against code of practice and workplace procedures for compliance

3 **Relocate load**
   3.1 Actions for lifting, lowering and carrying, pulling and pushing a load are in accordance with workplace procedures and OH&S requirements
   3.2 Applications appropriate for team relocation of load are identified
   3.3 Team lifting tasks are coordinated
   3.4 Planned process and route are followed
   3.5 Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
   3.6 Relocation is checked to see that it meets work requirements, with any variance(s) reported
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines concerning the manual lifting and movement of loads
- Risks when manually lifting and handling materials and goods and related precautions to control the risk, including: the load on the spine during lifting; controlled actions on a movement during lifting; rotation and side movement of the spine during lifting; postures and positions during lifting; work layout; the type, weight and position of the load; frequency of shifting operations; distance over which load is to be shifted; and time allowed for the shifting of the load
- Workplace procedures and policies for manual handling
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when manually lifting and handling materials and goods
- Read and interpret instructions, procedures and information relevant to the manual lifting and handling of materials and goods
- Interpret and follow operational instructions and prioritise work
- Work collaboratively with others when manually lifting and handling materials and goods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when manually lifting and handling materials and goods in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may occur when manually lifting and handling materials and goods
- Apply precautions and required action to minimise, control or eliminate risks that may exist when manually lifting and handling materials and goods
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in loads and materials in accordance with standard operating
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - interpreting manual handling risks
  - using correct manual handling practices
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

- environment, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The shifting operations may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Materials to be shifted may include:
- goods
- large luggage items
- baggage items
- equipment and tools
- cleaning materials
- components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc.
- materials used in the course of work such as drums of fuel, raw materials, packaging, etc.

Loads to be shifted may be:
- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- weight of items being handled

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives
RANGE STATEMENT

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- licence, patent or copyright arrangements
- dangerous goods and air freight regulations
- export/import/quarantine/bond requirements
- marine orders
Unit Sector(s)
Not Applicable

Competency Field
Competency Field D - Load Handling
TLID1002A Shift a load using manually-operated equipment

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to shift loads using manually-operated mechanical equipment. It includes assessing the risks associated with relocating the load, planning the relocation process, carrying out the relocation with the aid of the equipment in accordance with the plan, and refurbishing equipment and worksite. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations concerning the shifting and movement of loads using manually-operated equipment.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles for the safe shifting of loads using manually-operated equipment.

Licensing/Regulatory Information

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Assess risks associated with the relocation of the load</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Products, goods or materials to be relocated are identified and assessed for the appropriate method of relocation</td>
</tr>
<tr>
<td>1.2</td>
<td>Location for storage is determined</td>
</tr>
<tr>
<td>1.3</td>
<td>Routes to be followed are identified</td>
</tr>
<tr>
<td>1.4</td>
<td>Points of balance are estimated</td>
</tr>
<tr>
<td>1.5</td>
<td>Effect of moving contents which may be loose, liquid, dangerous or hazardous are considered</td>
</tr>
<tr>
<td>1.6</td>
<td>Potential risks in route(s) which may be followed are considered</td>
</tr>
<tr>
<td>1.7</td>
<td>Lifting equipment to minimise potential risks is identified</td>
</tr>
<tr>
<td>1.8</td>
<td>Appropriate personal protective equipment is worn</td>
</tr>
<tr>
<td>1.9</td>
<td>Tools, load shifting equipment and other materials are selected, checked for serviceability and any defects are reported to the supervisor</td>
</tr>
<tr>
<td>2</td>
<td><strong>Plan load relocation</strong></td>
</tr>
<tr>
<td>2.1</td>
<td>Load is examined to determine condition, length, bulk, weight</td>
</tr>
<tr>
<td>2.2</td>
<td>Load shifting equipment is selected in accordance with workplace procedures</td>
</tr>
<tr>
<td>2.3</td>
<td>Safe procedures for using lifting equipment are identified, including the calculation of Safe Working Load (SWL) and/or Working Load Limit (WLL) for weight of goods to be moved</td>
</tr>
<tr>
<td>2.4</td>
<td>Process for relocating load is proposed including predicting and planning for potential difficulties</td>
</tr>
<tr>
<td>2.5</td>
<td>Proposed process is checked against relevant code of practice and workplace procedures for compliance</td>
</tr>
<tr>
<td>2.6</td>
<td>Lifting equipment and accessories are checked for safe operation in accordance with manufacturers instructions and workplace procedures</td>
</tr>
<tr>
<td>2.7</td>
<td>Personal protective equipment is selected and worn in accordance with OH&amp;S requirements</td>
</tr>
<tr>
<td>3</td>
<td><strong>Relocate load</strong></td>
</tr>
<tr>
<td>3.1</td>
<td>Any unsafe equipment is reported to appropriate personnel in accordance with workplace procedures</td>
</tr>
<tr>
<td>3.2</td>
<td>Load is broken down, where applicable, to allow handling and moving a number of single items to ensure the maximum weight of 500 kg is not exceeded</td>
</tr>
<tr>
<td>3.3</td>
<td>Mechanical aids and field machines are constructed, when required, by the approved shifting method, so that the load can be shifted in accordance with job instructions</td>
</tr>
<tr>
<td>3.4</td>
<td>Safe working limits for lifting equipment are identified and maintained</td>
</tr>
<tr>
<td>3.5</td>
<td>Planned process and route are followed using equipment within necessary range of limitations</td>
</tr>
</tbody>
</table>
ELEMENT PERFORMANCE CRITERIA

3.6 Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
3.7 Relocation is checked to see that it meets work requirements, and any variances are reported

4 Refurbish equipment and worksite

4.1 Site is cleaned and cleared of debris and unwanted material
4.2 Field machines, tools and equipment are cleaned, inspected, serviced, maintained and stored in accordance with standard procedures
4.3 Documentation is completed in accordance with standard procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines concerning the use of manually-operated equipment to shift loads
- Risks when using manually-operated equipment to shift loads, and related precautions to control the risk
- Workplace procedures and policies for the shifting of goods and materials using manually-operated equipment
- Problems that may arise when using manually-operated equipment to shift loads, and actions that should be taken to prevent or solve them
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
- Relevant knots and lashings to use
- Method for splicing and maintaining cordage and SWR
- Relevant slings and securing devices to use

Required skills:

- Communicate effectively with others when using manually-operated equipment to shift loads
- Read and interpret instructions, procedures, information and signs relevant to the shifting of loads using manually-operated equipment
- Interpret and follow operational instructions and prioritise work
Required skills:

- Complete documentation related to work activities
- Work collaboratively with others when using manually-operated equipment to shift loads
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when using manually-operated equipment to shift loads in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the shifting of loads using manually-operated equipment
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - identifying load limits for lifting
  - relocating a load safely
  - identifying manual operating equipment and their capabilities
  - identifying faults and deficiencies and taking action to rectify problems

Context of and specific resources

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The shifting operations may be conducted:
- in a range of work environments
- by day or night
- under all weather conditions
- in a range of terrain, soil, vegetation

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Materials to be shifted may
- goods
- equipment and tools
RANGE STATEMENT

include:
- cleaning materials
- components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc.
- materials used in the course of work such as drums of fuel, raw materials, packaging, etc.

Loads to be shifted may be:
- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Manually-operated equipment may include:
- pallet jack
- hand trolley
- electric manual handling equipment
- straps
- slings
- chain blocks
- gins
- derricks
- incline planes
- chain blocks
- sheers

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment
- gloves
- safety headwear and footwear
RANGE STATEMENT

may include:

- safety glasses
- two-way radios
- high visibility clothing

Measuring aids and field machines may include:

- mechanical strapping equipment
- gins, sheers, and derricks
- block and tackle, pulleys
- hand operated winches
- jacks
- improvised methods such as Spanish windlass and par buckles
- use of expedient materials such as materials obtained on the job from resources available in the local environment

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers instructions concerning the use and servicing of manually-operated load shifting equipment
- workplace procedures and policies
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- licence, patent or copyright arrangements
- dangerous goods and air freight regulations
- export/import/quarantine/bond requirements
- marine orders

Unit Sector(s)

Not Applicable
Competency Field

D - Load Handling
TLID2003A Handle dangerous goods/hazardous substances

Modification History

Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.
Minor change to Range Statement ‘Requirements for work’.
This release is equivalent to the previous release.

Unit Descriptor

This unit involves the skills and knowledge required to handle dangerous goods and hazardous substances, including identifying requirements for working with dangerous goods and/or hazardous substances; confirming site incident procedures; and selecting handling techniques. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

This unit covers anyone working in the transport, warehousing, distribution and storage industries who may handle dangerous goods and/or hazardous substances.
Work must be carried out in compliance with the relevant OH&S regulations concerning the safe handling of dangerous goods and hazardous substances.
Work is performed under general supervision. It involves the application of the codes of practice and established procedures for the safe handling of dangerous goods and hazardous substances.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil.

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Identify requirements for working with dangerous goods and/or hazardous substances
   1.1 Dangerous goods and/or hazardous substances are identified from information including class labels, manifests and other documentation
   1.2 Storage requirements for hazardous substances and/or dangerous goods are identified and applied
   1.3 Legislative requirements for hazardous substances and/or dangerous goods are known and used to plan work activities
   1.4 Handling procedures for different classes and characteristics of goods are observed
   1.5 Confirmation is sought from relevant personnel where dangerous goods or hazardous materials do not appear to be appropriately marked

2 Confirm site incident procedures
   2.1 Incident reporting processes are identified
   2.2 Emergency equipment is located and checked according to workplace procedures and statutory regulations
   2.3 Emergency procedures are identified and confirmed

3 Select handling techniques
   3.1 Load handling and shifting procedures are selected in accordance with identified requirements for particular goods
   3.2 Handling equipment is checked for conformity with workplace requirements and manufacturers guidelines
   3.3 Where relevant, suitable signage is checked for compliance with workplace procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- All relevant regulations and codes concerning the handling of dangerous goods and hazardous substances
- Application of relevant aspects of current Australian Dangerous Goods Code and relevant Australian Standards
- Permit and licence requirements
- Workplace procedures for handling and storing dangerous goods/hazardous substances
- Problems that may arise during the handling of dangerous goods and hazardous substances and actions that should be taken to prevent or solve them
- Risks when handling dangerous goods and hazardous substances and related precautions to control the risk
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when handling dangerous goods and hazardous substances
- Read and interpret instructions, procedures, regulations, information and signs relevant to the handling of dangerous goods and hazardous substances
- Identify containers and goods coding, markings and, where applicable, emergency information panels for the mode of transport storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when handling dangerous goods and hazardous substances
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when handling dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may arise when handling dangerous goods and hazardous substances
- Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during the handling of dangerous goods and hazardous substances
Required skills:
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- identifying dangerous goods/hazardous substances (from labels, IMDG markings, HAZCHEM signs and other relevant identification criteria)
- identifying and selecting the safety requirements for handling dangerous goods/hazardous substances
- maintaining workplace records and documentation
- determining (any) required permits
- identifying job and site hazards and planning work to minimise risks
- selecting appropriate equipment and work systems including personal protection equipment
- estimating weight and dimensions of load and any special requirements
- identifying and assessing handling and storage precautions and requirements for dangerous goods/hazardous substances

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts.

Resources for assessment include:
- a range of relevant exercises, case studies and/or other
simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

Assessment of this unit must be undertaken by a registered training organisation.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The dangerous goods may be handled in a range of work environments by day or night and may be:

- for short-term storage
- for long-term storage
- in transit

Customers may be:

- internal or external

Workplace environment may include:

- movement of equipment
- movement of goods
- materials and vehicular traffic

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- authorities and permits
- hours of operations
- noise restrictions
- additional gear and equipment
- segregation procedures
- emergency procedures, including response to spillage/leaks, evacuation and firefighting

Hazards may include:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- fire or ignition
- dust/vapours

Hazard management is:

- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
RANGE STATEMENT

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- representatives of regulatory authorities with jurisdiction over OH&S, dangerous goods and hazardous substances
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Identification of goods may be from:

- material safety data sheets
- packaging labels
- manifests
- stock lists
- HAZCHEM interpretative advice

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- mask and respirator
- protective clothing
- breathing apparatus

Information/documents may include:

- goods identification numbers and codes
- manifests, stock lists, packaging labels, bar codes, stock lists
- goods and container identification
- workplace procedures and policies concerning the handling of dangerous goods and hazardous substances
- supplier and/or client instructions
- material safety data sheets (MSDS)
- current Australian Dangerous Goods Code
- HAZCHEM interpretative advice
- relevant legislation, codes, regulations and related documentation concerning the handling of dangerous goods and hazardous substances
- award, enterprise bargaining agreement, other industrial
RANGE STATEMENT

arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures pertaining to dangerous goods and hazardous substances

Applicable regulations and legislation may include:
- relevant Australian and state/territory regulations relating to the handling of dangerous goods and hazardous substances
- current Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- all relevant Australian Standards
- relevant state/territory OH&S legislation
- workplace relations regulations
- equal employment opportunity and affirmative action legislation
- equal opportunity legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable.

Competency Field
D - Load Handling
TLID2004A Load and unload goods/cargo

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to load and unload goods and cargo, including loading and unloading goods, securing and protecting the load and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations/permit requirements including those of the relevant state/territory roads and traffic authority concerning the loading of goods/cargo.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles, routine procedures and regulatory/permit requirements to the loading and unloading of goods/cargo.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Load and unload goods/cargo | 1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures  
1.2 Dangerous or hazardous goods are identified and handled in accordance with the Australian Dangerous Goods (ADG) Code and other relevant regulations/permit requirements  
1.3 Load is packed/unpacked to make safe and effective use of available spaces  
1.4 Goods/cargo are loaded in accordance with relevant mass and loading regulations and workplace procedures  
1.5 Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation  
1.6 Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load  
1.7 Goods requiring special handling and/or documentation are identified and appropriate procedures followed  
1.8 Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods |
| 2 Secure and protect load | 2.1 The distribution of the load is checked to ensure that it is even, legal and within safe working capacity  
2.2 Load is checked to ensure that dangerous goods and hazardous substances are appropriately segregated in accordance with the ADG Code  
2.3 Load is secured using the correct load restraint and protection equipment for different loads, carrying and storage conditions  
2.4 The load is protected in accordance with legal and workplace safety requirements |
| 3 Complete documentation | 3.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the ADG Code where applicable  
3.2 All required documentation for the goods is completed in accordance with workplace requirements including the ADG Code where applicable |

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian standards and regulations including state/territory mass and loading regulations
- National Load Restraint Guide
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks when loading and unloading goods/cargo and related precautions to control the risk
- Security awareness requirements when loading and unloading vehicles and in particular the recognition, isolation and reporting of suspicious cargo and goods
- Workplace procedures and policies for the loading and unloading of goods/cargo
- Housekeeping standards procedures required in the workplace
- Methods of securing a load
- Site layout and obstacles
- Problems that may arise when loading and unloading goods and cargo and actions that should be taken to prevent or solve them

Required skills:

- Communicate effectively with others when loading and unloading goods and cargo
- Read and interpret instructions, procedures, information, signs and labels relevant to the loading and unloading of goods and cargo
- Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels and take appropriate action
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading and unloading of goods and cargo
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special requirements of loads and take appropriate action
- Work collaboratively with others when loading and unloading goods and cargo
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when loading and unloading goods and cargo in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may occur when loading and unloading goods and cargo
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
Required skills:

- during the loading and unloading of goods and cargo
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in cargo and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces • exposed conditions • controlled or open environments

Goods/cargo to be loaded or unloaded may: • require special precautions

Loads to be shifted may be: • irregularly shaped • packaged or unpackaged • labelled or unlabelled • palleted or unpackaged

Hazards in the work area may include exposure to: • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials

Personnel in the work area may include: • workplace personnel • site visitors • contractors
RANGE STATEMENT

Communication in the work area may include:
- official representatives
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Loading operations may be carried out:
- manually
- with the aid of lifting equipment and/or appliances

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the loading and unloading of goods/cargo
- ADG Code and associated regulations
- supplier and/or client instructions
- material safety data sheets
- EPGs and Initial Response Guide (HB76:1998 or equivalent)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- Load Restraint Guide

Applicable regulations and
- relevant Australian standards and regulations including

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RANGE STATEMENT

legislation may include state/territory mass and loading regulations

- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - relevant state/territory environmental protection legislation
  - relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field D - Load Handling
TLID2010A Operate a forklift

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate a forklift, including checking forklift condition, driving the forklift to fulfil operational requirements, monitoring site conditions, and monitoring and maintaining forklift performance. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory OH&S authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Operation of a forklift must be carried out in compliance with the licence requirements and regulations of the relevant state/territory authority.

Operation of a forklift is performed under some supervision, generally within a team environment. It involves the application of routine equipment operation principles and procedures to maintain the safety and operation of a forklift in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Check forklift condition | 1.1 Condition of forklift is checked for compliance with OH&S and workplace requirements for warning devices, manufacturers specifications and the nature of the load shifting task  
1.2 Attachments are checked to ensure appropriate adjustment and operation  
1.3 Mirrors and seats are adjusted for safe operation by the driver  
1.4 Log books are checked and appropriate workplace documentation is completed in accordance with workplace requirements |
| 2 Drive the forklift | 2.1 Forklift is started, steered, manoeuvred, positioned and stopped in accordance with regulations and manufacturers instructions  
2.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage  
2.3 Operational hazards are identified and/or anticipated and avoided or controlled through defensive driving and appropriate hazard control techniques  
2.4 Forklift is driven in reverse, maintaining visibility and achieving accurate positioning  
2.5 The forklift is parked, shut down and secured in accordance with manufacturers specifications, regulations and workplace procedures |
| 3 Operate a forklift to handle loads | 3.1 The lifting task to be undertaken is appropriately planned and the correct lifting truck and attachments are selected  
3.2 The load is lifted, carried, lowered and set down in accordance with OH&S legislation, manufacturers specifications and company procedures |
| 4 Monitor site conditions | 4.1 When selecting the most efficient route, hazards and traffic flow are identified and appropriate adjustments are made  
4.2 Site conditions are assessed to enable safe operations and to ensure no injury to people or damage to property, equipment, loads or facilities occurs |
| 5 Monitor and maintain forklift performance | 5.1 Performance and efficiency of vehicle operation is monitored during use  
5.2 Defective/irregular performance and malfunctions reported to relevant personnel  
5.3 Forklift records are maintained/updated in accordance with workplace procedures and legislative requirements |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant duty of care requirements pertaining to the operation of a forklift
- Relevant OH&S and environmental procedures and regulations
- Workplace operating procedures
- Forklift controls, instruments and indicators and their use
- Forklift handling procedures
- Procedures to be followed in the event of an operational emergency
- Engine power management and safe operating strategies
- Efficient driving techniques
- Operating hazards and related defensive driving and hazard control techniques
- Pre-operational checks carried out on forklift and related action
- Principles of stress management when driving a forklift
- Site layout and obstacles

Required skills:

- Communicate effectively with others when operating a forklift
- Read and interpret instructions, procedures, information and signs relevant to the operation of a forklift
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a forklift
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a forklift
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when operating a forklift
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a forklift
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories)
- Monitor performance of forklift and its equipment and take appropriate action where required
- Ensure that a forklift and its equipment are maintained in terms of service schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment,
EVIDENCE GUIDE

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation
As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
Practical assessment must occur:
through activities in an appropriately simulated environment at the registered training organisation, and/or
in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Types of forklift may include:
- counterbalance trucks
- reach trucks
- pallet trucks

Operations may be carried out in typical forklift operational situations, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road or worksite
- while at a workplace

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Loads to be shifted may require:
- special precautions

Loads to be shifted may be:
- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted
RANGE STATEMENT

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Forklift handling procedures may include:
- starting a forklift
- steering and manoeuvring a forklift
- accelerating and braking
- positioning and stopping a forklift
- reversing a forklift
- operating forklift controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of forklift
- checking and topping up of fluid levels
- checks of tyres
- checks of operation of forklift lights and indicators
- checks of brakes

Hazards may include (examples only):
- wet and iced operating surfaces
- oil on operating surface
- faulty brakes
- workplace obstacles and other operational equipment and vehicles
- damaged loads and pallets
- other personnel in work area

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protection equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes, including IMDG markings and HAZCHEM signs
- manifests, bar codes, picking slips, merchandise transfers, stock requisitions, goods and container identification
RANGE STATEMENT

- Australian Standard 2359 - Industrial Truck Code
- manufacturers specifications for forklift and associated equipment
- operations and service record book or log
- workplace procedures and policies for the operation of forklifts
- supplier and/or client instructions
- ADG Code and material safety data sheets
- regulatory requirements concerning the use of forklifts
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant state/territory regulations pertaining to the operation of forklifts
- relevant codes and standards, including Australian Standard 2359 - Industrial Truck Code
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Applicable procedures and codes may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field D - Load Handling
TLID2012A Operate specialised load shifting equipment

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate specialised load shifting equipment in accordance with workplace requirements and relevant regulatory requirements, including planning work for the current working conditions; using controls and equipment operating systems to manage movement of the unit and accessory operations; locating load and identifying load characteristics; moving materials and loads; monitoring and operating controls; and stopping, parking and securing equipment after operation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with codes, regulations, licence and/or permit and workplace requirements relevant to operation of the specialised load shifting equipment concerned. Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the operation of specialised load shifting equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan work for the current working conditions | 1.1 Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities  
1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments are used to transport the load  
1.3 Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel |
| 2 Use controls and equipment operating systems to manage movement of the unit and accessory operations | 2.1 Equipment is prepared and any appropriate attachment fitted  
2.2 Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine  
2.3 Engine is started in accordance with manufacturers guidelines to bring the engine to speed  
2.4 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and enterprise safety requirements  
2.5 Engine power is managed for efficiency of equipment movement and economy of equipment operations  
2.6 Equipment operations are conducted within the manufacturer's specified torque range  
2.7 Any faults or damage to equipment are immediately reported to the appropriate personnel |
| 3 Locate load and identify load characteristics | 3.1 Load is located and identified according to instructions  
3.2 Loading and unloading plans are followed to ensure efficiency and safety of operations  
3.3 Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed  
3.4 Hazardous goods are identified and relevant procedures are taken into account when planning and conducting the work  
3.5 Load weight and dimensions are within the capacity of the equipment |
| 4 Move materials and loads | 4.1 Equipment is manoeuvred and positioned using smooth and controlled movements  
4.2 Manoeuvres are within the limits of the equipment and in line with manufacturers specifications  
4.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods |
| 5 Monitor and operate | 5.1 Equipment controls are monitored and operated in accordance |
ELEMENT
controls

PERFORMANCE CRITERIA

5.2 Control systems are understood and acted upon in accordance with statutory authority regulations, manufacturers guidelines and site operating procedures

5.3 Control faults are identified and reported in accordance with manufacturers instructions and workplace guidelines

6 Stop, park and secure equipment

6.1 Equipment is brought to a controlled halt within manufacturers guidelines

6.2 Equipment is parked without injury to personnel or damage to equipment, loads or facilities in accordance with company procedures

6.3 Equipment is secured on a flat, even surface and not close to doorways, aisles, access-ways or blind corners and in accordance with securing procedures for the appropriate equipment

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the operation of specialised load shifting equipment, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the operation of the specialised load shifting equipment
- Focus of operation of work systems, equipment, management and site operating systems for the operation of the specialised load shifting equipment
- The purpose, characteristics, capabilities, requirements and limitations of the specialised load shifting equipment
- Conveyed materials’ potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and ADG Code documentation (where applicable)
- Problems that may occur when operating specialised load shifting equipment and appropriate action that can be taken to resolve the problems
- Operational safety requirements and precautions for the specialised load shifting equipment concerned
- Documentation and record requirements
REQUIRED KNOWLEDGE AND SKILLS

- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
- Relevant permit and licence requirements

Required skills:

- Communicate effectively with others when operating specialised load shifting equipment
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of specialised load shifting equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating specialised load shifting equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when operating specialised load shifting equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when operating specialised load shifting equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of specialised load shifting equipment
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant gear and accessories when operating specialised load shifting equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of specialised load shifting equipment and take appropriate action where required
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

| Work may be conducted: | • in a range of work environments  |
| Work may be conducted in: | • by day or night  |

| Customers may be: | • internal or external  |

| Workplaces may comprise: | • large, medium or small worksites  |

| Work may be conducted in: | • limited or restricted spaces  |
| Work may be conducted in: | • holds on ships  |
| Work may be conducted in: | • exposed conditions  |
| Work may be conducted in: | • controlled or open environments  |
| Work may be conducted in: | • even or uneven surfaces  |
| Work may be conducted in: | • wet or dry surfaces  |

| Equipment may include: | • reach stackers  |
| Equipment may include: | • straddle trucks  |
| Equipment may include: | • excavators  |
| Equipment may include: | • front-end loaders (over 10 tonne)  |
| Equipment may include: | • bulldozers (both in transport and shipping terminals and in the holds of ships)  |
| Equipment may include: | • straddle carriers  |

| Requirements for work may include: | • site restrictions and procedures  |
| Requirements for work may include: | • use of safety and personal protective equipment  |
| Requirements for work may include: | • communications equipment  |
| Requirements for work may include: | • specialised lifting and/or handling equipment  |
| Requirements for work may include: | • additional gear and equipment  |
| Requirements for work may include: | • noise restrictions  |
| Requirements for work may include: | • hours of operations  |
| Requirements for work may include: | • authorities and permits  |

| Hazards in the work area may include exposure to: | • chemicals and fumes  |
| Hazards in the work area may include exposure to: | • dangerous or hazardous substances  |
| Hazards in the work area may include exposure to: | • stationary and moving machinery, goods, materials and vehicular traffic  |
| Hazards in the work area may include exposure to: | • contamination of, or from, materials being handled  |
| Hazards in the work area may include exposure to: | • service lines  |
| Hazards in the work area may include exposure to: | • spills, leakages and ruptures  |
| Hazards in the work area may include exposure to: | • dust/vapours  |
| Hazards in the work area may include exposure to: | • faulty gear/equipment/tools  |

| Consultative processes may | • workplace personnel including supervisors and managers  |
RANGE STATEMENT

involve:

• equipment manufacturers and suppliers
• site visitors and contractors
• union representatives, industrial relations and OH&S specialists
• other professional or technical staff

Communication in the work area may include:

• phone
• fax
• email
• internet
• electronic data interchange (EDI)
• RF communications
• bar code readers
• oral, aural or signed communications

Personal protective equipment may include:

• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• respirators and fume masks
• protective clothing
• high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information/documents may include:

• workplace procedures and policies for the operation of the specialised load shifting equipment concerned
• goods identification numbers and codes
• manifests, picking slips, merchandise transfers, stock requisitions and bar codes
• manufacturers specifications for equipment/tools
• equipment identification labels, bar codes and serial numbers
• supplier and/or client instructions
• relevant OH&S requirements and policies
• relevant Australian standards and certification requirements
• material safety data sheets where applicable
• codes of practice including the National Standards for Manual Handling and the Industry Safety Code
• relevant legislation, regulations and related documentation including the ADG Code
RANGE STATEMENT

- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures
- relevant codes, regulations and licence/permit requirements pertaining to the operation of the specialised load shifting equipment concerned including the ADG Code (where applicable)
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field D - Load Handling
TLID2013A Move materials mechanically using automated equipment

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to move materials mechanically using automated equipment such as automatic guided vehicles, tow motors, high level order pickers, conveyor systems, and mechanised pallet movers. This includes selecting appropriate mechanical moving equipment (where relevant), moving materials/goods in accordance with operational requirements, checking condition of materials/goods and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations concerning the movement of materials mechanically using automated equipment.

Work is performed under limited or minimum supervision. It involves the application of the basic principles and routine procedures for the safe movement of materials mechanically using automated equipment.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Select load moving equipment | 1.1 The mechanised handling equipment, the route to be taken and procedures to be used are selected appropriate to the characteristics of the goods
1.2 Dangerous goods and hazardous materials are identified and handled in accordance with codes of practice, OH&S requirements and workplace procedures
2 Move goods | 2.1 Goods are moved using the selected materials handling equipment in accordance with occupational health and safety regulations, manufacturers instructions and company procedures
2.2 Problems in the movement of goods and materials using the automated equipment are identified and are reported in accordance with workplace procedures
3 Check goods and complete documentation | 3.1 Moved goods are inspected for possible damage during transit/movement and appropriate action is taken
3.2 All required documentation is completed for the tracking of the moved goods in accordance with company requirements

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the use of automated equipment to move materials mechanically
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the use of automated equipment to move materials mechanically
- Focus of operation of work systems, equipment, management and site operating systems for the use of automated equipment to move materials mechanically
- The purpose, characteristics, capabilities, requirements and limitations of the automated materials moving equipment
- Problems that may occur during the use of automated equipment to move materials mechanically and appropriate action that can be taken to resolve the problems
- Risks when using automated equipment to move materials and related precautions to control the risks
- Documentation and record requirements
REQUIRED KNOWLEDGE AND SKILLS

- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when using automated equipment to move materials mechanically
- Read and interpret instructions, procedures, information and signs relevant to the use of automated equipment to move materials mechanically
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the use of automated equipment to move materials mechanically
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when using automated equipment to move materials mechanically
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using automated equipment to move materials mechanically in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of automated equipment and take appropriate action where required
- Ensure servicing of automated equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids (where applicable) and carry out lubrication processes in the course of work activities
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:

- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Mechanised equipment may include a range of goods and materials handling equipment such as:

- automatic guided vehicle
- tow motors
- high level order picker
- conveyor system
- mechanised pallet mover

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- moving and rotating equipment and vehicles

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace

- company procedures
- enterprise procedures
- organisational procedures
RANGE STATEMENT

procedures may include:

- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers instructions concerning the use and servicing of automated mechanical equipment
- workplace procedures and policies
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- ADG Code and regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID2016A Load and unload explosives and dangerous goods

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to load and unload explosives and dangerous goods, including identifying explosives/dangerous goods; loading and unloading explosives/dangerous goods using appropriate equipment; securing and protecting the vehicle load; and checking the vehicle to ensure the load is secure and the vehicle is marked in accordance with regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant Australian and state/territory regulations including the current Australian Dangerous Goods (ADG) Code, the current Australian Explosives Code, and mass and loading regulations.

Work is performed under limited or minimum supervision. It involves the application of the basic principles, routine procedures and specific regulatory requirements to the loading and unloading of explosives and dangerous goods in a range of operational situations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare to load and unload vehicle** | 1.1 Explosives and/or dangerous goods are identified and their characteristics taken into account when determining appropriate handling, loading and storage procedures including confirmation that the relevant emergency procedures are being carried out.  
1.2 Compatibility of explosives and/or dangerous goods is taken into account when assembling and segregating cargo for loading.  
1.3 Vehicle and/or loading equipment is checked to ensure it is suitable to handle/carry load. |
| **2 Load/unload vehicle** | 2.1 Vehicle is loaded/unloaded in accordance with workplace procedures and the current ADG/Australian Explosives Code as applicable.  
2.2 The load is segregated according to class and subsidiary risk, and the distribution of the load is checked in accordance with workplace procedures, relevant mass and loading regulations and the current ADG/Australian Explosives Code as applicable.  
2.3 Personal protective equipment is used during the loading/unloading operations as required for the type of dangerous goods/explosive concerned.  
2.4 Emergency procedures are followed in the event of an incident or accident when loading or unloading explosives and/or dangerous goods. |
| **3 Secure and protect vehicle load** | 3.1 The vehicle load is secured using the correct load restraint and protection equipment for different loads, vehicles and carriage conditions concerned.  
3.2 The load is protected in accordance with legal and workplace safety requirements.  
3.3 The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle.  
3.4 Vehicle is clearly marked/placarded to indicate the carriage of explosives and/or dangerous goods, in accordance with government regulations and company procedures. |
| **4 Check the vehicle** | 4.1 The loaded vehicle is inspected and checked to ensure that it is suitable to carry explosives and/or dangerous goods and the load weight and dimensions are within the vehicle's safe carrying capacity and equipment capability.  
4.2 The loaded vehicle is checked to ensure that it can be safely parked and secured.  
4.3 Dangerous goods declaration and all required transportation documentation for the cargo is completed in accordance with workplace requirements. |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and state/territory regulations and codes pertaining to the identification, handling and marking of explosives and dangerous goods
- Relevant state/territory mass and loading regulations
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk
- Workplace procedures and policies for the loading and unloading of explosives and dangerous goods
- Characteristics of various classes of explosives and dangerous goods relevant to handling and transport
- Compatibility of various types of explosives and dangerous goods
- Housekeeping standards procedures required in the workplace
- Manual handling techniques and manually-operated load shifting equipment required for the loading, unloading and handling of explosives and dangerous goods
- Methods of securing a load on a vehicle
- Methods of placarding or marking a vehicle carrying explosives/dangerous goods

Required skills:

- Communicate effectively with others when loading, unloading and handling explosives and dangerous goods
- Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods
- Identify and interpret containers and goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when loading, unloading and handling explosives and dangerous goods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

- Interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when loading, unloading and handling explosives and dangerous goods
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading, unloading and handling of explosives and dangerous goods
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Use manual handling techniques and operate manually-operated load shifting equipment when loading, unloading and handling explosives and dangerous goods
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - Identifying load characteristics, loading equipment and related practices
  - Identifying load label in accordance with identified classification and subsidiary risk information
  - Identifying markings/placards for vehicle in accordance with relevant regulatory requirements
  - Segregating, distributing and securing load for safe transport in accordance with regulations and current ADG/AEG Code requirements
EVIDENCE GUIDE

- safely loading and unloading explosives and dangerous goods in accordance with workplace procedures and current ADG/AEG Code requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external
RANGE STATEMENT

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited and restricted spaces  
- exposed conditions  
- controlled or open environments  
- a workplace, warehouse or depot  
- in a vehicle on the road  
- at a client's workplace

Goods/cargo to be loaded and unloaded may require:
- special precautions for handling and stacking

Classes of dangerous goods and explosives are:
- as defined in the respective Australian codes

Standard placarding, marking and signage for identified explosives and dangerous goods are:
- as required in the respective Australian codes, including HAZCHEM Codes

Personnel in the work area may include:
- workplace personnel  
- site visitors  
- contractors  
- official representatives

Communication in the work area may include:
- phone  
- electronic data interchange  
- fax  
- email  
- internet  
- radio  
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures  
- enterprise procedures  
- organisational procedures  
- established procedures

Loading operations may be carried out:
- manually  
- with the aid of lifting equipment and/or appliances

Load restraint procedures and equipment are:
- as specified in mass and loading regulations and guidelines and current ADG Code/Australian Explosives Code as applicable

Personal protective equipment may include:
- gloves  
- safety headwear and footwear  
- safety glasses
RANGE STATEMENT

Information/documents may include:

- two-way radios
- high visibility clothing
- goods identification numbers and codes, including current ADG Code and IMDG markings and HAZCHEM signs
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling
- manifests, bar codes, goods and container identification/serial number
- material safety data sheets
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the loading and unloading of vehicles
- supplier and/or client instructions
- National Load Restraint Guide
- Australian Truck Drivers Manual
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- Australian and state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - Code of Practice for the Safe Transport of Radioactive Substances
  - state/territory legislation covering the safe handling of infectious substances
  - relevant state/territory environmental protection legislation
  - workplace relations regulations
  - equal opportunity legislation
  - equal employment opportunity and affirmative action legislation
  - relevant state/territory OH&S legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  D - Load Handling
TLID2018A Handle furniture and effects

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to handle furniture and effects during the course of a removal, including preparing for the removal, moving furniture items in accordance with the removal plan, and loading/unloading the furniture onto/from the removal vehicle. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant industry codes of practice for the handling of furniture and effects.

Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures to the handling of furniture and effects in a range of furniture removal contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare for removal</td>
<td>1.1 Appropriate removals equipment and materials are selected and work areas are organised in consultation with the client upon arrival at the client’s premises</td>
</tr>
<tr>
<td></td>
<td>1.2 Hazardous items are identified through consultation with client in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Protective coverings and drop cloths are placed in packing and traffic areas in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.4 Checks are made that the client has prepared specific items for removal as required by workplace policy</td>
</tr>
<tr>
<td></td>
<td>1.5 Routes for the lifting and movement of furniture and effects to the vehicle are identified, and floors, pathways and/or stairs are checked to ensure they are free of obstacles and hazards before any goods are handled</td>
</tr>
<tr>
<td>2 Move furniture items</td>
<td>2.1 Furniture and effects are selected, lifted, moved and loaded onto the vehicle in accordance with removals documentation, OH&amp;S regulations and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Special lifting and moving equipment is selected and used in accordance with OH&amp;S regulations and workplace procedures</td>
</tr>
<tr>
<td>3 Load vehicle</td>
<td>3.1 Vehicle/container is prepared for the loading process and furniture and effects are stowed and secured in accordance with removals documentation, client’s requirements and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Furniture and effects are unloaded from vehicle/container and stored in accordance with removals documentation and workplace policy</td>
</tr>
<tr>
<td></td>
<td>3.3 All required removals documentation is completed in accordance with workplace requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks when handling furniture and effects during a removal and related precautions to control the risk
- Workplace procedures and policies for the handling of furniture and effects
REQUIRED KNOWLEDGE AND SKILLS

- Specialised lifting equipment and procedures for its use
- Insurance rights and responsibilities
- Housekeeping standards and procedures during a removal
- Methods of securing a load on a removal vehicle

Required skills:

- Communicate effectively with others when handling furniture and effects during removal operations
- Read and interpret instructions, procedures, information and signs relevant to the handling of furniture and effects during removal operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the handling of furniture and effects during removal operations
- Work collaboratively with others when handling furniture and effects during removal operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when handling furniture and effects during removal operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when handling furniture and effects during removal operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to furniture or equipment
- Operate and adapt to differences in furniture, equipment and operating environment in accordance with standard operating procedures
- Identify and correctly use equipment required to handle furniture and effects
- Identify dangerous goods and other items that are prohibited carriage during a removal and take appropriate action as per regulatory requirements and standard operating procedures
- Service equipment in terms of maintenance schedule and standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Removal load may include: • any household and workplace furniture and effects including fridges, freezers, washing machines, bed ends, mattresses and bases, lamp shades, pendulum clocks, carpets, tables and chairs, television sets, stereo and audio equipment

Customers may be: • internal or external

Operations may be conducted: • in a range of work environments and weather conditions • by day or night

Work may be conducted in: • restricted spaces • exposed conditions • controlled or open environments • a workplace, warehouse or depot • in a vehicle on the road • at a client's home/workplace

Furniture and effects to be handled may: • require special precautions

Principles of loading a removal vehicle include: • light over heavy • glass turned inside • handles covered • proper use of hessians and pads on all items • tightly pack and secure all items

Hazards during the handling of furniture and effects may include: • lifting injuries • fire • vehicle movement during furniture loading/unloading operations • accident in use of equipment • being run over by load shifting equipment • broken glass • protruding features of furniture • dangerous goods

Handling operations may be carried out: • manually • with the aid of lifting equipment and/or appliance

Depending on the type of organisation concerned and the local terminology used, workplace • company procedures • enterprise procedures • organisational procedures
RANGE STATEMENT

procedures may include:
- established procedures

Personal protective equipment may include:
- gloves
- safety footwear
- safety glasses

Information/documents may include:
- industry codes for furniture removal operations
- removals documentation
- client instructions
- workplace procedures and policies for the handling of furniture and effects during a removal
- manufacturers specifications for equipment/tools
- material safety data sheets where relevant
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- state/territory mass and loading regulations
- Australian Dangerous Goods Code and associated regulations
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID2019A Pack and unpack cartons during a removal

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to pack and unpack cartons during a removal, including preparing for packing, packing and unpacking cartons, and completing packing/unpacking process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant industry codes of practice for the packing and unpacking of cartons during a removal.

Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures to the handling of furniture and effects in a range of furniture removal contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare for packing</td>
<td>1.1 Convenient, suitable and unrestricted work area is selected and prepared in consultation with the client for either packing or unpacking</td>
</tr>
<tr>
<td></td>
<td>1.2 The items for removal are identified and the order of packing is determined in accordance with removals documentation</td>
</tr>
<tr>
<td></td>
<td>1.3 Cartons, protective and other materials are selected and located in an accessible area</td>
</tr>
<tr>
<td></td>
<td>1.4 Items ineligible for removal are identified in accordance with industry standards and company policy and appropriate action taken in consultation with client</td>
</tr>
<tr>
<td>2 Pack and unpack cartons</td>
<td>2.1 Items for removal are wrapped and packed in accordance with industry standards and company procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Fragile or valuable items are specially wrapped and positioned in accordance with company procedures and industry standards</td>
</tr>
<tr>
<td></td>
<td>2.3 Cartons are sealed and labelled in accordance with removals documentation and company procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Cartons are unpacked and goods unwrapped and stored in accordance with removals documentation and company procedures</td>
</tr>
<tr>
<td></td>
<td>2.5 Hazardous items are identified and appropriately transported</td>
</tr>
<tr>
<td>3 Complete packing/unpacking process</td>
<td>3.1 Used cartons are folded and removed and rubbish disposed of in accordance with company procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 All required removals documentation is completed in accordance with company requirements</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- OH&S procedures and guidelines concerning packing and unpacking of furniture and effects
- Risks when packing and unpacking furniture and effects during a removal and related precautions to control the risk
- Workplace procedures and policies for the packing and unpacking of furniture and effects
- Packing techniques for various types of furniture and effects
- Packing materials and tools
REQUIRED KNOWLEDGE AND SKILLS

- Insurance rights and responsibilities
- Housekeeping standards and procedures during a removal
- Methods of securing a load on a removal vehicle

Required skills:

- Communicate effectively with others when packing and unpacking furniture and effects during a removal
- Read and interpret instructions, procedures and information relevant to the packing and unpacking of furniture and effects during a removal
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the packing and unpacking of furniture and effects during a removal including the completion of labels and packing lists
- Work collaboratively with others when packing and unpacking furniture and effects during a removal
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when packing and unpacking furniture and effects during a removal in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may arise when packing and unpacking furniture and effects during a removal
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the packing and unpacking of furniture and effects during a removal
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in furniture and effects in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Items to be packed/unpacked during a removal may include, for example:
- crockery
- books
- household effects and furniture
- office effects and furniture
- glassware
- electrical/electronic equipment

Customers may be:
- internal or external

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
- a workplace, warehouse or depot
- in a vehicle on the road
- at a client’s home/workplace

Furniture and effects to be packed/unpacked may require:
- special precautions

Hazards during the packing and unpacking of cartons may include:
- heavy items
- fragile items
- broken glass/crockery
- dangerous goods

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety footwear
- safety glasses

Information/documents may include:
- industry codes for furniture removal operations
- removals documentation
- client instructions
- workplace procedures and policies for packing and unpacking of cartons, including identifying, handling, wrapping and packing various types of items
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
RANGE STATEMENT

- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field      D - Load Handling
TLID2021A Use specialised bulk transfer equipment (dry)

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to use specialised bulk transfer equipment for dry materials, including planning the work, transferring the material according to regulatory and operational requirements, monitoring and operating controls, and completing all operations, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant state/territory regulations concerning the use of specialised equipment for the transfer of dry bulk product.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised bulk transfer equipment to load and unload dry bulk products.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan work** | 1.1 Dangerous or hazardous (including regulated waste), or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work.  
1.2 Traffic flow and work area conditions are assessed and anticipated to ensure safe operation and no injury to people, or damage to equipment, loads, facilities or environment.  
1.3 Characteristics of the load are taken into account when selecting method, equipment and, where applicable, appropriate attachments to transfer the load.  
1.4 Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel.  
1.5 Bulk transfer of dry materials is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight and dimensions and the capacity of the equipment.  
1.6 Required personal safety equipment, signage, barriers and special precautions are identified in the plan and utilised.  
1.7 Procedures to deal with spills, leakages and ruptures are identified.  
1.8 Customer requests for variation to agreed operations are actioned within scope of authority or referred to appropriate personnel. |
| **2 Transfer material** | 2.1 Equipment is prepared and any appropriate attachment fitted.  
2.2 Equipment controls are checked for correct operational status before commencing transfer.  
2.3 Adjustments are made to process to accommodate special requirements such as temperature control, combustion etc.  
2.4 Instruments and gauges are monitored during operations to ensure that operation is consistent with workplace procedures, manufacturers specifications and enterprise schedule and safety requirements.  
2.5 Speed of operation is managed for safety and efficiency of materials movement and equipment operations.  
2.6 Any faults or damage to equipment are immediately reported to the appropriate personnel. |
| **3 Monitor and operate controls** | 3.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions.  
3.2 Control systems are monitored to ensure that operation is consistent with workplace procedures, manufacturers. |
ELEMENT PERFORMANCE CRITERIA

specifications, workplace schedule, safety requirements and statutory regulations

3.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods

3.4 Faults are identified and reported in accordance with enterprise guidelines

4 Complete operations

4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures

4.2 Clean up methods for transfer equipment are completed following workplace procedures

4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment

4.4 Workplace documentation is completed and filed following workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting dry bulk product
- OH&S procedures and guidelines concerning the use of specialised bulk transfer equipment
- Risks when transferring dry bulk product and related precautions to control the risk
- Workplace procedures and policies for the efficient use of specialised equipment to transfer dry bulk loads
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following transfer of dry bulk product
- Relevant regulatory, permit and licence requirements including ADG Code

Required skills:

- Communicate effectively with others when using specialised equipment to transfer dry bulk product
- Read and interpret instructions, procedures, information and signs relevant to the transfer of dry bulk product using specialised equipment
Required skills:

- Identify goods coding, IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the transfer of dry bulk product using specialised equipment
- Operate electronic communication equipment to required protocol
- Estimate the mass, volume and special requirements of dry bulk products
- Work collaboratively with others when using specialised equipment to transfer dry bulk product
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using specialised equipment to transfer dry bulk product in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when using specialised equipment to transfer dry bulk product
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of dry bulk product using specialised equipment
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to product or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use equipment required to transfer dry bulk product
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments
- by day or night
RANGE STATEMENT

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces • exposed conditions • controlled or open environments

Dry bulk product to be transferred may require: • special precautions

Hazards in the work area may include exposure to: • hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • service lines • spills, leakages, ruptures • dust/vapours

Personal protective equipment may include: • gloves • safety headwear and footwear • safety glasses • mask or respirator • high visibility clothing

Hazard management is: • consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Exposure during work operations may be to: • corrosive chemicals • solvents and adhesives • toxic, explosive and other harmful substances • movement of equipment, goods, vehicles

Regulatory controls and enterprise procedures may govern requirements for: • transport • storage • volume • mass • required controls

Relevant transfer systems may include: • ducted • conveyor • mobile plant • pipelines • elevators • augers
RANGE STATEMENT

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Information/documents may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of dry bulk product
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- emergency procedures
- state/territory mass and loading regulations
- Australian regulations relevant to the transfer of dry bulk product
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field D - Load Handling
TLID2022A Conduct weighbridge operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to conduct weighbridge operations in accordance with regulatory requirements and workplace procedures, including setting up for weighbridge operations, weighing loaded vehicles, weighing unloaded vehicles, finalising weighbridge operations, and completing required records and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to weighbridge operations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when conducting weighbridge operations in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Set up for weighbridge operations | 1.1 Weighbridge systems, including equipment, computer and recording arrangements are checked for operational status  
1.2 Tests to confirm accuracy of weighbridge operation and related functions are conducted in accordance with workplace procedures, manufacturers instructions and relevant legislation  
1.3 Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines  
1.4 Faults/discrepancies in weighbridge operation are identified and action is undertaken in accordance with workplace procedures |
| 2 Weigh loaded vehicles | 2.1 Vehicles likely to exceed weighbridge weight limit are turned away  
2.2 Vehicles are directed onto platform to obtain accurate weight  
2.3 Weight of loaded stationary vehicle is registered against vehicle and load identification  
2.4 Vehicle and load information is entered into workplace recording system and driver is issued with receipt and/or statement  
2.5 Areas of dispute are resolved or forwarded for further action undertaken in accordance with workplace procedures |
| 3 Weigh unloaded vehicles | 3.1 Vehicles are directed onto platform to obtain accurate weight  
3.2 Weight of unloaded stationary vehicle is registered against vehicle  
3.3 Proposed load weight is assessed for conformance to statutory requirements  
3.4 Where appropriate, loading operations are commenced in accordance with legal loading weight, customer requirements and workplace procedures with vehicle re-weighed to establish final load weight  
3.5 Vehicle and load information is entered into workplace recording system and invoice is issued to driver where appropriate  
3.6 Driver signatures on weighbridge documents, invoices or receipts are obtained in accordance with statutory and workplace requirements  
3.7 Areas of dispute are resolved or forwarded for further action to be undertaken in accordance with workplace procedures |
| 4 Complete weighbridge operations | 4.1 Weighbridge systems, including equipment, computer and recording arrangements are secured or made ready for next shift  
4.2 Record of operations is maintained and filed in accordance with |
ELEMENT PERFORMANCE CRITERIA
workplace procedures and statutory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the conduct of weighbridge operations including Australian Dangerous Goods Code where applicable
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of weighbridge operations
- Problems that may occur when conducting weighbridge operations and appropriate action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Records and documentation requirements for weighbridge operations
- Classification procedures
- Despatch procedures
- Calculation method and approaches for both metric and imperial systems
- Correct weighing procedures including statutory and workplace requirements
- Emergency response procedures
- Site layout

Required skills:

- Communicate effectively with others when conducting weighbridge operations
- Read and interpret instructions, procedures and information relevant to the conduct of weighbridge operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of weighbridge operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting weighbridge operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, errors or malfunctions that may occur when conducting weighbridge operations in accordance with regulatory requirements and workplace procedures
Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of weighbridge operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Set up and maintain weighbridge equipment
- Identify, select and efficiently and effectively use weighbridge equipment
- Monitor performance of weighbridge equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include:
- movement of equipment, goods, products, materials and vehicular traffic

Weighbridge operations may be:
- inclusive of a single operation involving the loading of vehicles and despatch functions

Weighbridge operation may be:
- electro/mechanical
- electronic
- computerised

Vehicles may include:
- trucks
- articulated road vehicles
- trailers
- wagons

Calibration and/or testing of:
- required prior to and during operations
RANGE STATEMENT

equipment may be:

Hazards in the work area may include exposure to:
- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- breakdown procedures
- emergency procedures

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- drivers
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures
RANGE STATEMENT

Information/documents may include:

- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications and instructions for the operation of weighbridge equipment
- material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to weighbridge operations
- traffic acts and road transport mass and loading regulations
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field D - Load Handling
TLID2029A Prepare articles for delivery

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to prepare mail articles for delivery, including checking and organising articles for delivery, storing articles for delivery, and maintaining all required records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under indirect supervision. It involves the application of the basic principles and routine procedures to the preparation of articles for delivery.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
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<tr>
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<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Check and organise articles for delivery | 1.1 Articles are inspected to ensure that they meet all specified criteria  
1.2 Articles for delivery are sorted into groups according to specified sorting criteria  
1.3 Articles which cannot be delivered due to defects or other mitigating factors are sorted and dealt with in accordance with workplace procedures  
1.4 Processing of articles is monitored to ensure a secure and effective workflow |
| 2 Store articles for delivery | 2.1 Appropriate manual handling practices are used to shift and sort articles  
2.2 Groups of articles for delivery are stored in appropriate areas and clearly identified for delivery type and run  
2.3 Security requirements and activities to ensure appropriate access to stored articles are followed in accordance with workplace procedures |
| 3 Maintain records | 3.1 Required records and/or notices for registered mail, classified mail, parcels and defective mail articles are completed in accordance with workplace procedures  
3.2 Records are stored in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state/territory mass and loading regulations
- OH&S procedures and guidelines concerning the preparation of articles for mail delivery
- Risks when preparing articles for delivery and related precautions to control the risk
- Workplace procedures and policies for the preparation of articles for the sorting and storing of mail
- Problems that may arise when preparing articles for delivery and actions that should be taken to prevent or solve them
- Housekeeping standards procedures required in the workplace
- Methods of securing mail articles
Required skills:

- Communicate effectively with others when preparing articles for delivery
- Read and interpret instructions, procedures, information and signs relevant to the preparation of articles for delivery
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of articles for delivery
- Estimate the size, shape and special delivery requirements of mail articles
- Work collaboratively with others when preparing articles for delivery
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing articles for delivery in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of articles for delivery
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment required to sort and store mail
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Operations may be undertaken:
- on or off base site

Specified inspection criteria for
- address details are complete
- correct postage is paid for the size, weight and type of
RANGE STATEMENT

mail may include:  
- the packaging of articles is secure to prevent loss or damage of contents during delivery

Sorting criteria for mail may include:  
- address and delivery run
- the type of article or postage delivery paid
- the priority of delivery
- workplace procedures/practices

Hazards may include:  
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:  
- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Consultative processes may involve:  
- clients
- other employees and supervisors
- management
- union representatives
- industrial relations, OH&S specialists
- other professional or technical staff

Communication in the work area may include:  
- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Information/documents may include:  
- operations manuals
- induction documentation
- competency standards and training materials
RANGE STATEMENT

- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail
- workplace procedures and policies for the preparation of mail for delivery
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID2045A Operate specialised light load shifting equipment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate specialised light load shifting equipment in accordance with workplace requirements and relevant regulatory requirements, including planning work for the current working conditions; using controls and equipment operating systems to manage movement of the unit and accessory operations; locating load and identifying load characteristics; moving materials and loads; monitoring and operating controls; and stopping, parking and securing equipment after operation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with codes, regulations, licence and/or permit and workplace requirements relevant to operation of the specialised light load shifting equipment concerned.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the operation of specialised light load shifting equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Plan work for the current working conditions | 1.1 Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities.  
1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments are used to transport the load.  
1.3 Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel. |
| 2 Use controls and equipment operating systems to manage movement of the unit and accessory operations | 2.1 Light load shifting equipment is prepared and any appropriate attachment fitted.  
2.2 Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting the engine.  
2.3 Engine is started in accordance with manufacturers guidelines to bring the engine to speed.  
2.4 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and enterprise safety requirements.  
2.5 Engine power is managed for efficiency of equipment movement and economy of equipment operations.  
2.6 Equipment operations are conducted within manufacturers specified torque range.  
2.7 Any faults or damage to equipment are immediately reported to the appropriate personnel. |
| 3 Locate load and identify load characteristics | 3.1 Load is located and identified according to instructions.  
3.2 Loading and unloading plans are followed to ensure efficiency and safety of operations.  
3.3 Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed.  
3.4 Hazardous goods are identified and relevant procedures are taken into account when planning and conducting the work.  
3.5 Load weight and dimensions are within the capacity of the equipment. |
| 4 Move materials and loads | 4.1 Light load shifting equipment is manoeuvred and positioned using smooth and controlled movements.  
4.2 Manoeuvres are within the limits of the equipment and in line with manufacturers specifications.  
4.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods. |
<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 5 Monitor and operate controls | 5.1 Light load shifting equipment controls are monitored and operated in accordance with manufacturers operating instructions  
5.2 Control systems are understood and acted upon in accordance with statutory authority regulations, manufacturers guidelines and site operating procedures  
5.3 Control faults are identified and reported in accordance with manufacturers instructions and workplace guidelines |
| 6 Stop, park and secure light load shifting equipment | 6.1 Light load shifting equipment is brought to a controlled halt within manufacturers guidelines  
6.2 Light load shifting equipment is parked without injury to personnel or damage to equipment, loads or facilities in accordance with company procedures  
6.3 Light load shifting equipment is secured on a flat, even surface and not close to doorways, aisles, access-ways or blind corners and in accordance with securing procedures for the appropriate equipment |

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the operation of specialised light load shifting equipment, including, where relevant, the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the operation of the specialised light load shifting equipment
- Focus of operation of work systems, equipment, management and site operating systems for the operation of the specialised light load shifting equipment
- The purpose, characteristics, capabilities, requirements and limitations of the specialised light load shifting equipment
- Conveyed materials' potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and Australian Dangerous Goods Code documentation (where applicable)
- Problems that may occur when operating the specialised light load shifting equipment and appropriate action that can be taken to resolve the problems
REQUIRED KNOWLEDGE AND SKILLS

- Operational safety requirements and precautions for the specialised light load shifting equipment concerned
- Documentation and record requirements
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
- Relevant permit and licence requirements

Required skills:

- Communicate effectively with others when operating specialised light load shifting equipment
- Read and interpret instructions, procedures, information and signs relevant to the operation of specialised light load shifting equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of specialised light load shifting equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating specialised light load shifting equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating specialised light load shifting equipment in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may arise when operating specialised light load shifting equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of specialised light load shifting equipment
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant gear and accessories when operating specialised light load shifting equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment and take appropriate action where required
Required skills:

- Service equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- holds on ships
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Equipment may include:
- skid steer loaders
- light internal transfer vehicles
- front-end loaders (up to 10 tonne)
- elevated work platforms

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Hazards in the work area may include exposure to:
- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving machinery, goods, materials and vehicular traffic
- contamination of, or from, materials being handled
- service lines
- spills, leakages and ruptures
RANGE STATEMENT

Consultative processes may involve:
- dust/vapours
- faulty gear/equipment/tools
- workplace personnel including supervisors and managers
- equipment manufacturers and suppliers
- site visitors and contractors
- union representatives, industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- electronic data interchange (EDI)
- RF communications
- bar code readers
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- respirators and fume masks
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for the operation of the specialised light load shifting equipment concerned
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- equipment identification labels, bar codes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
RANGE STATEMENT

- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures
- relevant codes, regulations and licence/permit requirements pertaining to the operation of the specialised light load shifting equipment concerned including the ADG Code (where applicable)
- state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field  D - Load Handling
TLID2047A Prepare cargo for transfer with slings

Modification History
Not applicable.

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to prepare cargo for transfer with slings in accordance with workplace requirements and relevant regulatory requirements, including preparing for transfer of cargo, calculating Safe Working Load (SWL) or Working Load Limit (WLL) of slings and loads, slinging cargo and unslinging cargo, and strapping and unstrapping goods. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the preparation of cargo for transfer with slings.
Safety checks and equipment tests are performed under limited supervision.
Work involves the application of regulatory requirements and workplace procedures to the preparation of cargo for transfer with slings in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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</table>
| 1 Prepare for transfer of cargo | 1.1 Working area is prepared and maintained in accordance with national standards and safety codes and site operating procedures  
                               | 1.2 Unsafe work practices and/or faulty equipment is reported in accordance with enterprise procedures  
                               | 1.3 Correct protective equipment is identified and worn  
| 2 Calculate Safe Working Load or Working Load Limit of slings and loads | 2.1 Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using standardised formulae for different types of lifting cables  
                               | 2.2 Lifting equipment is checked to determine the safe working load  
                               | 2.3 Slinging gear is checked for conformity with safety equipment  
| 3 Sling cargo and unsling cargo | 3.1 Cargo is slung/unslung in accordance with national standards, safety codes and site operating procedures  
                               | 3.2 Correct securing devices are identified and used  
                               | 3.3 Load is steadied by tag lines as required  
                               | 3.4 Damaged cargo is identified and reported in accordance with enterprise procedures  
                               | 3.5 Slinging attachments are released from load ensuring no injury to personnel or damage to machinery or cargo  
| 4 Strap and unstrap goods      | 4.1 Cargo is strapped and unstrapped in accordance with national standards, safety codes and site operating procedures  
                               | 4.2 Mechanical strapping equipment is used in accordance with manufacturers instructions  
                               | 4.3 Damaged cargo is identified and reported in accordance with enterprise reporting procedures  
                               | 4.4 Strapping arrangements are secured/released to/from load ensuring no injury to personnel or damage to machinery or cargo  

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the transfer of cargo with slings, including, where relevant, the
REQUIRED KNOWLEDGE AND SKILLS

Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the transfer of cargo with slings
- Focus of operation of work systems, equipment, management and site operating procedures for the transfer of cargo with slings
- Cargo's potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and Australian Dangerous Goods Code documentation (where applicable)
- Gear and equipment used during the transfer of cargo with slings and the precautions and procedures that should be followed in their use
- Problems that may occur when preparing cargo for transfer with slings and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when preparing cargo for transfer with slings
- Read and interpret instructions, procedures, information and signs relevant to the preparation of cargo for transfer with slings
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of cargo for transfer with slings
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing cargo for transfer with slings
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when preparing cargo for transfer with slings in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may arise when preparing cargo for transfer with slings
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of cargo for transfer with slings
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or
Required skills:

- Select and use relevant gear and equipment when preparing cargo for transfer with slings
- Use balance points and estimate weights in setting up loads to be shifted
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Slinging gear may include:
- fibre ropes
- wire ropes
- chains
- webbing slings

Hazards in the work area may include exposure to:
- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving machinery, goods, materials and vehicular traffic
- contamination of, or from, materials being handled
- service lines
- spills, leakages and ruptures
- dust/vapours
- faulty gear/equipment/tools

Requirements for work may include:
- site restrictions and procedures
RANGE STATEMENT

include:

- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Consultative processes may involve:

- workplace personnel including supervisors and managers
- equipment manufacturers and suppliers
- site visitors and contractors
- union representatives, industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- respirators and fume masks
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies for the preparation of cargo for transfer with slings
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- manufacturers specifications
- equipment identification labels, bar codes and serial numbers
- supplier and/or client instructions
RANGE STATEMENT

- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements including Australian Standard on wire rope, chain and webbing slings
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code (where applicable)
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the transfer of cargo with slings
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements, including Australian Standard 2359 - Industrial Truck Code
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3011A Conduct specialised forklift operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate a forklift with specialised attachments or all-terrain equipment, including checking attachments and worksite for suitability, selecting the type of forklift and accessories for required load shifting tasks, and shifting load and completing work in accordance with operational requirements. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory OH&S authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Specialised operation of a forklift must be carried out in compliance with the licence requirements and regulations of the relevant state/territory authority.

Specialised operation of a forklift is performed under some supervision, generally within a team environment. It involves the application of equipment operation principles and procedures to maintain the safety and specialised operation of a forklift in a wide variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
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</table>
| 1 Check attachments and work site for suitability | 1.1 Suitable work site is selected for operations  
1.2 Work area is checked for overhead obstructions and proximity to service delivery lines  
1.3 Barriers or warning signs are erected in areas subject to passing traffic  
1.4 Attachments and platforms are securely fixed to carriage or tines  
1.5 Personnel support platforms are inspected to ensure compliance with the relevant Australian Standard |
| 2 Select type of forklift and accessories for the required workplace task | 2.1 Special equipment, accessories or attachments are identified to match load characteristics and work requirements  
2.2 Appropriate specialised equipment is selected  
2.3 Existing attachments are removed and stored according to workplace procedures  
2.4 Specialised equipment is fitted according to manufacturers instructions and workplace procedures  
2.5 Designated staff are notified regarding specialist operations |
| 3 Shift load and complete work | 3.1 Equipment is operated within safe working limits and to maximise efficiency of operations  
3.2 Load is lifted, carried and set down in accordance with workplace and manufacturers procedures and regulatory requirements  
3.3 Documentation is completed reporting any damage or faults to goods or equipment  
3.4 Specialist equipment and forklift are returned to appropriate storage/parking area |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant duty of care requirements pertaining to the specialised operation of a forklift
- Relevant OH&S and environmental procedures and regulations
- Workplace operating procedures
REQUIRED KNOWLEDGE AND SKILLS

- Forklift controls, instruments and indicators and their use
- Types of forklift accessories and ancillary equipment, their purposes and procedures for their use
- Handling procedures for forklifts involved in specialised operations
- Procedures to be followed in the event of an operational emergency
- Operating hazards and related defensive driving and hazard control techniques
- Engine power management and safe operating strategies
- Efficient driving techniques
- Pre-operational checks carried out on forklift and accessories and related action
- Site layout and obstacles
- Principles of stress management when driving a forklift

Required skills:

- Communicate effectively with others when conducting specialised forklift operations
- Read and interpret instructions, procedures, information and signs relevant to specialised forklift operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to specialised forklift operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting specialised forklift operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when conducting specialised forklift operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when conducting specialised forklift operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during specialised forklift operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:

- Identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories)
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Types of forklift may include:
• counterbalance trucks
• reach trucks
• pallet trucks
• container-handling heavy forklifts
• vacuum
• top frame

Specialised forklift operations may be carried out in typical forklift operational situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road or worksite
• while at a workplace
• internal or external

Customers may be:

Workplaces may comprise:
• large, medium or small worksites

Specialised forklift may be used to assist in a range of workplace tasks, including:
• stock/goods/container handling
• loading and unloading vehicles
• stacking stock and goods
• lifting and moving equipment
• transporting materials and goods in a workplace

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Loads to be shifted may require:
• special precautions

Specialised forklift operations
• spikes
RANGE STATEMENT

may involve the use of a range of attachments and accessories, including:

- drum carriers
- bale carriers
- tines
- personnel carriers
- high reaching
- pantograph
- jibs
- paper clamps
- hooks
- side lifters

Loads to be shifted may be:

- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted
- containerised

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Forklift operational procedures may include:

- starting a forklift (including pre-start checks)
- steering and manoeuvring a forklift
- accelerating and braking
- positioning and stopping a forklift
- reversing a forklift
- operating forklift controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include but are not limited to:

- visual checking of forklift and its associated accessories and equipment
- checking and topping up of fluid levels
- checks of tyres
- checks of operation of forklift lights and indicators
- checks of brakes

Post-operational checks may include but are not limited to:

- parking in a safe place
- shutting down forklift
- lowering all equipment
- visually checking for faults or damage

Hazards may include (examples only):

- wet and iced operating surfaces
- oil on operating surface
- faulty brakes
RANGE STATEMENT

- workplace obstacles and other operational equipment and vehicles
- damaged loads and pallets
- other personnel in work area
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- goods identification numbers and codes, including IMDG markings and HAZCHEM signs
- manifests, bar codes, picking slips, merchandise transfers, stock requisitions, goods and container identification
- Australian Standard 2359 - Industrial Truck Code
- manufacturers specifications for forklift and associated accessories and equipment
- operations and service record book or log
- workplace procedures and policies for the operation of forklifts
- supplier and/or client instructions
- material safety data sheets
- regulatory requirements concerning the use of forklifts
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant state/territory regulations pertaining to the operation of forklifts
- relevant codes and standards, including Australian Standard 2359 - Industrial Truck Code
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

Personal protective equipment may include:

Information/documents may include:

Applicable procedures and codes may include:
Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3014A Load and unload vehicles carrying special loads

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to load and unload vehicles carrying special loads. It includes loading and unloading the special load onto and from the vehicle, securing and protecting the vehicle and the load, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the licence and permit requirements and regulations of the relevant state/territory roads and traffic authority as well as the specific code, regulatory and permit requirements pertaining to the special load being carried.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles, routine procedures and regulatory requirements to the loading and unloading of vehicles designed to carry special loads.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
--- | ---
1 Load and unload vehicle | 1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures  
1.2 Hazardous cargo is identified and handled in accordance with required procedures for hazardous and dangerous cargo  
1.3 Vehicle is loaded demonstrating compliance with vehicle loading regulations and workplace safety requirements  
1.4 Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation  
1.5 Vehicle is unloaded or partially unloaded in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load  
1.6 Ancillary equipment is operated in accordance with company procedures and manufacturers instructions during loading and unloading operations

2 Secure and protect vehicle and load | 2.1 The vehicle load is secured using the correct load restraint and protection equipment for different loads, vehicles and carriage conditions  
2.2 The load is protected in accordance with legal and workplace safety requirements  
2.3 The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle

3 Complete documentation | 3.1 The loaded vehicle is inspected and checked for security to travel  
3.2 All required transportation documentation for the cargo is completed in accordance with workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state/territory mass and loading regulations and regulations pertaining to the various types of special loads, including Australian Dangerous Goods (ADG) and Australian Explosives Code, where applicable
- OH&S procedures and guidelines concerning the lifting and movement of loads
REQUIRED KNOWLEDGE AND SKILLS

- Characteristics of various types of special loads
- Risks and hazards when loading and unloading various types of special loads, and related precautions to control the risk
- Workplace procedures and policies for the loading and unloading of vehicles designed to carry special loads
- Containers and goods coding, IMDG markings and, where applicable, emergency information panels, including their meaning and implications for loading and unloading processes
- Housekeeping standards procedures required in the workplace
- Methods of securing various types of special loads
- Site layout and obstacles

Required skills:

- Communicate effectively with others when loading and unloading special loads from vehicles
- Read and interpret instructions, procedures, information and signs relevant to the loading and unloading of special loads from vehicles
- Identify and interpret containers and goods coding, IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading and unloading of special loads from vehicles
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when loading and unloading special loads from vehicles
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when loading and unloading special loads from vehicles in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when loading and unloading special loads from vehicles
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading and unloading of special loads from vehicles
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify and correctly use equipment required to load and unload the various types of special loads
- Safely use manual handling techniques to operate manually

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - demonstrating the safe loading and unloading of a load
  - applying techniques for the security of loads
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include all vehicles designed to carry special loads, for example:

- concrete agitator
- livestock transporter
- armoured car
- tanker
- refrigerated vehicle
- waste vehicle
- fresh produce vehicle
- car carrier
- container carrier
- recovery vehicle
- vehicle carrying dangerous goods or explosives
- vehicle carry over dimensional load

Loading and unloading operations may be conducted:

- in a range of work environments and weather conditions
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Loads to be shifted may be:

- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted
### RANGE STATEMENT

- liquid loads
- motor vehicles
- motor bikes

**Hazards in the work area may include exposure to:**
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

**Personnel in the work area may include:**
- workplace personnel
- site visitors
- contractors
- official representatives

**Communication in the work area may include:**
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

**Loading operations may be carried out:**
- manually
- with the aid of lifting equipment and/or appliances

**Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:**
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

**Personal protective equipment may include:**
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

**Information/documents may include:**
- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for
RANGE STATEMENT

- National Load Restraint Guide
- Australian Truck Drivers Manual
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - Code of Practice for the Safe Transport of Radioactive Substances
  - state/territory legislation covering the safe handling of infectious substances
  - relevant state/territory environmental protection legislation
  - relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3015A Identify and label explosives and dangerous goods

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to identify and label explosives and dangerous goods, including assessing explosives/dangerous goods; handling explosives/dangerous goods in accordance with regulatory requirements; labelling explosives/dangerous goods in accordance with regulatory requirements; and complying with all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulatory requirements of the relevant Australian state/territory authorities concerned with the carriage of explosives and dangerous goods including the current Australian Dangerous Goods and Australian Explosives Codes.

Work is performed under limited or minimum supervision. It involves the application of standard procedures and regulatory requirements for the identification and labelling of explosives and dangerous goods.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Assess explosives/dangerous goods** | 1.1 Load is checked for explosives/dangerous goods in accordance with the relevant codes and government regulations  
1.2 Types of explosives/dangerous goods are identified from labels, DG declarations and placarding in accordance with workplace procedures, and all required action is taken to ensure compliance with relevant government regulations and ADG/Australian Explosives Codes as applicable  
1.3 Hazards posed by load are identified from labels and material safety data sheets (MSDS) |
| **2 Handle explosives/dangerous goods** | 2.1 Identified explosives/dangerous goods are handled and loaded/unloaded in accordance with regulatory requirements, codes, National Load Restraint Guide, and employer policy  
2.2 Appropriate personal protective equipment is used when handling explosives/dangerous goods in accordance with class, subsidiary risk and MSDS information  
2.3 Handling of different types of load takes into account the identified hazards posed by the explosives/dangerous goods concerned  
2.4 When loading/storing explosives/dangerous goods, segregation procedures are followed according to the class and subsidiary risk information |
| **3 Label explosives/dangerous goods** | 3.1 All packages/containers are labelled with the class and subsidiary risk in accordance with current ADG/Australian Explosives Codes as applicable  
3.2 A dangerous goods declaration is included with manifest and other shipping documents  
3.3 Vehicles carrying explosives and/or dangerous goods are placarded in accordance with current ADG/Australian Explosives Codes as applicable |
| **4 Complete documentation**         | 4.1 All required transport documents are completed in accordance with current ADG/Australian Explosives Codes as applicable |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Relevant Australian and state/territory regulations and codes pertaining to the identification and labelling of explosives and dangerous goods including the current ADG and Australian Explosives Codes
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk
- Workplace procedures and policies for the identification and labelling of explosives and dangerous goods
- Characteristics of explosives and dangerous goods relevant to handling and transport
- Compatibility of various types of explosives and dangerous goods
- Site layout and obstacles
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when loading, unloading and handling explosives and dangerous goods
- Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods
- Interpret material safety data sheets, containers and goods coding, markings and other information describing explosives and dangerous goods including, where applicable, emergency information panels for the mode of transport/storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading, unloading and handling of explosives and dangerous goods
- Correctly mark/label explosives and dangerous goods
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when loading, unloading and handling explosives and dangerous goods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when loading, unloading and handling explosives and dangerous goods in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when loading, unloading and handling explosives and dangerous goods
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading, unloading and handling of explosives and dangerous goods
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying explosives and dangerous goods from labels in accordance with regulatory requirements and practices
  - handling explosives and dangerous goods according to regulatory requirements, codes, National Load Restraint Guide and employer policy as appropriate
  - locating, interpreting and applying relevant codes and regulations
  - indentifying the hazards from labels of explosives and dangerous goods
  - identifying the personal protective equipment required when handling explosives and dangerous goods
  - maintaining workplace records for the explosives and dangerous goods

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

and/or

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
- a workplace, warehouse or depot
- in a vehicle on the road
- at a client's workplace

Goods/cargo to be identified and
- require special precautions for handling and storage
RANGE STATEMENT

classified may:

Classes of dangerous goods and explosives are:

- as defined in the respective Australian codes

Standard marking and signage for identified explosives and dangerous goods is:

- as required in the respective Australian codes

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers, codes, markings and signs
- codes of practice including the Australian/International Dangerous Goods Codes and the Australian/International Explosives Codes
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the loading and unloading of vehicles
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
RANGE STATEMENT

Applicable regulations and legislation may include:
- quality assurance procedures
- emergency procedures
- current Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant state/territory environmental protection legislation
- equal opportunity legislation
- workplace relations regulations
- equal employment and affirmative action legislation
- relevant state/territory OH&S legislation

**Unit Sector(s)**
Not Applicable

**Competency Field**

**Competency Field**
D - Load Handling
TLID3020A Care for livestock in transit

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to prepare and care for livestock in transit, including making preparations to transport livestock, caring for and controlling livestock in transit, and using appropriate animal husbandry techniques, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations and industry codes of practice for the care of livestock in transit.

Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures to the care of livestock during transit.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare to transport livestock</td>
<td>1.1 Condition, quality and quantity of livestock to be transported is checked prior to transport operation in accordance with client requirements and workplace policy</td>
</tr>
<tr>
<td></td>
<td>1.2 Any poor quality livestock is identified and reported to specified personnel in accordance with workplace policy</td>
</tr>
<tr>
<td></td>
<td>1.3 Feed provisions and other requirements for livestock prior to and during transit are identified and organised</td>
</tr>
<tr>
<td></td>
<td>1.4 Portable stockyards are assembled as required</td>
</tr>
<tr>
<td>2 Care for and control livestock in transit</td>
<td>2.1 Condition of livestock is regularly monitored during loading, transit and unloading and appropriate action is taken in terms of relevant government regulations, workplace policy, and humane and permit requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Working dogs and appropriate handling equipment are used to aid the handling of livestock during loading and unloading operations in accordance with regulations and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Required action is taken for the care and well-being of animals in the event of an accident during transit</td>
</tr>
<tr>
<td></td>
<td>2.4 Distressed stock is handled in an appropriate manner in accordance with government regulations and workplace policies</td>
</tr>
<tr>
<td>3 Use animal husbandry techniques</td>
<td>3.1 Symptoms of animal diseases and parasites are identified and appropriate action taken to control them in terms of relevant government regulations, workplace policy, and humane and permit requirements</td>
</tr>
<tr>
<td></td>
<td>3.2 Prescribed medication is administered to livestock in accordance with veterinary directions and workplace policy</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations concerning the care for livestock in transit
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks when caring for livestock during transit and related precautions to control the risk
- Workplace procedures and policies for the caring for livestock during transit
REQUIRED KNOWLEDGE AND SKILLS

- Specialised livestock handling equipment and procedures for its use
- Insurance rights and responsibilities
- Housekeeping standards and procedures when caring for livestock during transit
- Methods of securing livestock during transit

Required skills:

- Communicate effectively with others when caring for livestock in transit
- Read and interpret instructions, procedures and information relevant to the care of livestock in transit
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the care of livestock in transit
- Work collaboratively with others when caring for livestock in transit
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when caring for livestock in transit in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events during the care of livestock in transit
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to animals or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use equipment required to care for livestock during transit
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Livestock being cared for in transit may include any livestock able to be transported, such as:
- sheep
- cattle
- horses
- goats
- pigs
- chickens

Customers may be:
- internal or external

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
- a workplace, warehouse or depot
- in a vehicle on the road
- at a client’s workplace

Handling operations may be carried out both manually and with the aid of working dogs and livestock handling equipment, including:
- cattle prods
- restraining devices
- portable cattle yards

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear
- safety footwear

Information/documents may include:
- industry codes and government regulations for the care of livestock during transit
- workplace documentation
- client instructions
- workplace procedures and policies for the care of livestock during transit
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- guidelines on livestock husbandry relevant to the care of livestock during transit
RANGE STATEMENT

- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- state/territory mass and loading regulations
- Australian and state/territory regulations relevant to the care of livestock during transit
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field   D - Load Handling
Use specialised liquid bulk gas transfer equipment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to use specialised bulk gas transfer equipment including planning the work; transferring the gas according to regulatory and operational requirements; monitoring and operating controls; and completing all operations, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the ADG Code and relevant state/territory regulations concerning the use of specialised equipment for the transfer of liquid bulk gas.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised bulk transfer equipment to load and unload liquid bulk gas.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan work** | 1.1 Gas transfer method is identified for loading and unloading as liquefied or gaseous state  
1.2 Precautions are undertaken to eliminate all ignition sources  
1.3 Specialised handling requirements for the particular gas are identified and relevant procedures are taken into account when planning the work  
1.4 Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities  
1.5 Characteristics of the gas, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and, where applicable, appropriate attachments to transfer the load  
1.6 Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel  
1.7 Gas transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment  
1.8 Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG Code  
1.9 Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc.  
1.10 Required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised  
1.11 Procedures to deal with leakages and ruptures are identified |
| **2 Transfer material** | 2.1 Equipment is prepared and any appropriate attachment fitted  
2.2 Equipment controls are checked for correct operational status before commencing transfer  
2.3 Instruments and gauges are monitored during operations to ensure that operation is within manufacturers specifications and enterprise schedule and safety requirements  
2.4 Speed of operation is managed for safety and efficiency of materials movement and equipment operations  
2.5 Any faults or damage to equipment are immediately reported to the appropriate personnel |
| **3 Monitor and operate controls** | 3.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions  
3.2 Control systems are monitored in accordance with statutory |
### ELEMENT

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>authority regulations, manufacturers guidelines and site operating procedures</td>
</tr>
<tr>
<td>3.3 Gas is transferred ensuring no injury to personnel or damage to equipment or goods</td>
</tr>
<tr>
<td>3.4 Faults are identified and reported in accordance with enterprise guidelines</td>
</tr>
</tbody>
</table>

### 4 Complete operations

| 4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures |
| 4.2 Clean up methods for transfer equipment are completed following workplace procedures |
| 4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment |
| 4.4 Workplace documentation is completed and filed following enterprise procedures |

### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting liquid bulk gas
- OH&S procedures and guidelines concerning the use of specialised bulk transfer equipment
- Risks when transferring liquid bulk gas and related precautions to control the risk
- Workplace procedures and policies for the efficient use of specialised equipment to transfer liquid bulk gas
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following transfer of liquid bulk gas
- Relevant permit and licence requirements

**Required skills:**

- Communicate effectively with others when using specialised equipment to transfer liquid bulk gas
- Read and interpret instructions, procedures, information and signs relevant to the transfer of liquid bulk gas using specialised equipment
Required skills:

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the transfer of liquid bulk gas using specialised equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when using specialised equipment to transfer liquid bulk gas
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using specialised equipment to transfer liquid bulk gas in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when using specialised equipment to transfer liquid bulk gas
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of liquid bulk gas using specialised equipment
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to product or equipment
- Operate and adapt to differences in transfer equipment in accordance with standard operating procedures
- Monitor performance of transfer equipment
- Service transfer equipment in terms of maintenance schedule and standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

Context of and specific resources for assessment

- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites
RANGE STATEMENT

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Liquid bulk gas to be transferred may:
- require special precautions

Hazards in the work area may include exposure to:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- dust/vapours

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator
- high visibility clothing

Exposure during work operations may be to:
- corrosive chemicals
- solvents and adhesives
- toxic, explosive and other harmful substances
- movement of equipment, goods, vehicles

Regulatory controls and enterprise procedures may govern requirements for:
- transport
- storage
- volume
- mass
- required controls

Ignition sources include:
- naked flames and static sources

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
RANGE STATEMENT

Consultative processes may involve:

- authorities and permits
- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Information/documents may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of liquid bulk gas
- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- supplier and/or client instructions
- codes of practice including the Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- material safety data sheets

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
RANGE STATEMENT

- Australian Marine Orders and the International Maritime Dangerous Goods Code
- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- Australian and state/territory regulations related to the transfer of liquid bulk gas
- relevant Australian Standards, including AS 2809.1, AS 2809.3, AS 2931, AS 2430.1, AS 2430.3.4, AS 2430.3.7
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field D - Load Handling
TLID3024A Use specialised liquid bulk transfer equipment (gravity/pressurised)

**Modification History**

Not Applicable

**Unit Descriptor**

This unit involves the skills and knowledge required to use specialised gravity and pressurised liquid bulk transfer equipment including planning the work; transferring the bulk according to regulatory and operational requirements; monitoring and operating controls; and completing all operations, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Application of the Unit**

Work must be carried out in compliance with the ADG Code and relevant state/territory regulations concerning the use of specialised gravity and pressurised equipment for the transfer of liquid bulk product.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised gravity and pressurised bulk transfer equipment to load and unload liquid bulk product.

**Licensing/Regulatory Information**

Refer to Unit Descriptor

**Pre-Requisites**

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan work** | 1.1 Liquid transfer method is identified for loading and unloading as gravity or pressure  
1.2 Dangerous or hazardous (including regulated waste) or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work  
1.3 Precautions are undertaken to eliminate all ignition sources  
1.4 Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities  
1.5 Characteristics of the liquid, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and, where applicable, appropriate attachments to transfer the load  
1.6 Potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel  
1.7 Liquid transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment  
1.8 Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG Code  
1.9 Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc.  
1.10 Required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised  
1.11 Procedures to deal with spills, leakages and ruptures are identified |
| **2 Transfer material** | 2.1 Equipment is prepared and any appropriate attachments fitted  
2.2 Equipment controls are checked for correct operational status before commencing transfer  
2.3 Instruments and gauges are monitored during operations to ensure that operation is within manufacturers specifications and workplace schedule and safety requirements  
2.4 Speed of operation is managed for safety and efficiency of materials movement and equipment operations  
2.5 Faults or damage to equipment are immediately reported to the appropriate personnel |
| **3 Monitor and operate** | 3.1 Equipment controls are monitored and operated in accordance |
ELEMENT
controls

PERFORMANCE CRITERIA

3.2 Control systems are monitored in accordance with statutory authority regulations, manufacturers guidelines and site operating procedures

3.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods

3.4 Faults are identified and reported in accordance with workplace procedures

4 Complete operations

4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures

4.2 Clean up methods for transfer equipment are completed following workplace procedures

4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment

4.4 Workplace documentation is completed and filed following workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting liquid bulk product
- OH&S procedures and guidelines concerning the use of specialised liquid bulk transfer equipment
- Risks when transferring liquid bulk product and related precautions to control the risk
- Workplace procedures and policies for the efficient use of specialised gravity and pressurised equipment to transfer liquid bulk product
- Problems, faults or malfunctions that may occur when transferring liquid bulk product using specialised equipment and action that should be taken to prevent or resolve them
- Hazards involved in transferring liquid bulk product using specialised equipment when transferring liquid bulk product and ways and means of controlling the risks involved
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following transfer of liquid bulk product
- Relevant permit and health and safety requirements
Required skills:

- Communicate effectively with others when transferring liquid bulk product using specialised equipment
- Read and interpret instructions, procedures, information and signs relevant to the transfer of liquid bulk product using specialised equipment
- Identify goods coding, IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the transfer of liquid bulk product using specialised equipment
- Operate electronic communication equipment to required protocol
- Estimate the mass, volume and special requirements of liquid bulk product
- Work collaboratively with others when transferring liquid bulk product using specialised equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when transferring liquid bulk product using specialised equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when transferring liquid bulk product using specialised equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of liquid bulk product using specialised equipment
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in transfer equipment in accordance with standard operating procedures
- Identify and correctly use equipment required to transfer liquid bulk product
- Monitor performance of transfer equipment
- Service transfer equipment in terms of maintenance schedule and standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments and weather conditions
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Liquid bulk product to be transferred may require: • special precautions

Hazards in the work area may include exposure to: • hazardous or dangerous materials
• contamination of, or from, materials being handled
• noise, light, energy sources
• stationary and moving machinery, parts or components
• service lines
• spills, leakages, ruptures
• dust/vapours

Hazard management is: • consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include: • gloves
• safety headwear and footwear
• safety glasses
• mask or respirator
• high visibility clothing

Exposure during work operations may be to: • corrosive chemicals
• solvents and adhesives
• toxic, explosive and other harmful substances
• movement of equipment, goods, vehicles

Regulatory controls and enterprise procedures may govern requirements for: • transport
• storage
• volume
• mass
• required controls

Ignition sources include: • naked flames and static sources
RANGE STATEMENT

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Information/documents may include:
- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of liquid bulk product
- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- supplier and/or client instructions
- codes of practice including the Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
RANGE STATEMENT

- quality assurance procedures
- emergency procedures
- material safety data sheets
- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and state/territory regulations related to the transfer of liquid bulk product
- relevant Australian Standards, including AS 2809.1, AS 2809.2, AS 2931, AS 2430
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3027A Prepare for transport of dangerous goods

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to prepare for the transport of dangerous goods, including checking the dangerous goods load; assessing vehicle suitability to transport the intended load; checking emergency procedures and equipment; evaluating documented route plan; and completing required assessment process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant state/territory regulations concerning the transport of dangerous goods, including the current ADG Code.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the preparation of dangerous goods for transport.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Check dangerous goods load** | 1.1 Load is compared against transport documentation and discrepancies are noted  
1.2 Load is checked to ensure that dangerous goods labels are clearly visible and legible, and that packaged goods are correctly labelled  
1.3 Load is checked to ensure containers are not damaged  
1.4 Vehicle load is checked for compatibility or, where not compatible, is checked for appropriate segregation in accordance with regulatory requirements  
1.5 Load is assessed to ensure that it is stowed and secured in or on vehicles in accordance with the current ADG Code and the National Load Restraint Guide  
1.6 Shipping documentation and other relevant documents are located in the cabin in accordance with regulatory requirements |
| **2 Assess vehicle suitability to transport intended load** | 2.1 Vehicle is assessed for suitability and appropriateness to carry designated dangerous goods including classification, mass and configuration  
2.2 Licence and insurance requirements (where relevant) are checked for conformity with the current Australian Code for the Transport of Dangerous Goods by Road and Rail and/or other applicable regulatory requirements  
2.3 Load restraint system(s) is/are checked for serviceability and appropriateness to secure intended load  
2.4 Vehicle is checked to ensure that it is correctly and clearly marked/placarded for the load being carried |
| **3 Check emergency procedures and equipment** | 3.1 Emergency information for each type of transported dangerous good is noted  
3.2 Regulatory and workplace procedures for an incident are noted including notification of relevant personnel and authorities and, where appropriate, use of equipment for containment, clean up or recovery  
3.3 Personal protective equipment and safety equipment are checked for operational capability and appropriateness to the proposed load  
3.4 Emergency information is located in the cabin in accordance with current ADG Code requirements |
| **4 Evaluate documented route plan** | 4.1 Selected route plan and potential difficulties including regulatory restrictions, traffic flow and conditions, obstacles, road standards and construction activities are assessed  
4.2 Regulatory and workplace procedures for driving, parking, loading and unloading are identified including actions for |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
5 Complete documentation | disengaging and/or securing the vehicle

5.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the current ADG Code

5.2 All required documentation for the dangerous goods is completed in accordance with regulatory and workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Current Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting dangerous goods
- OH&S procedures and guidelines concerning the transport of dangerous goods
- Risks when transporting dangerous goods and related precautions to control the risk
- Workplace procedures and policies for the preparation of dangerous goods
- Problems that may occur when preparing for the transport of dangerous goods and action that should be taken to prevent or solve them
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following loading of dangerous goods
- Relevant permit and licence requirements

Required skills:

- Communicate effectively with others when preparing for the transport dangerous goods
- Read and interpret instructions, procedures, information and signs relevant to the preparation of dangerous goods for transport
- Identify goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of dangerous goods for transport
- Operate electronic communication equipment to required protocol
- Estimate the mass, volume and special requirements of a load
- Work collaboratively with others when preparing for the transport of dangerous goods
Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when preparing for the transport of dangerous goods in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when preparing for the transport of dangerous goods
- Recognise the hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of dangerous goods for transport
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use equipment required to load dangerous goods
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing operational suitability of equipment and vehicles pertinent to dangerous goods transportation
  - estimating weight and dimensions of load and any special requirements
  - applying hierarchy of hazard control
  - maintaining workplace records and documentation including completion of dangerous goods declaration
EVIDENCE GUIDE

- determining (any) required permits
- identifying hazards and planning work to minimise risks when transporting dangerous goods
- selecting appropriate equipment and work systems to enable safe, efficient work

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external
RANGE STATEMENT

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Vehicle refers to:
- all applicable transportation modes

Hazards in the work area may include exposure to:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- dust/vapours

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator
- breathing apparatus
- high visibility clothing

Load restraint systems are:
- as detailed in the National Load Restraint Guide

Preparation of packaged dangerous goods for transport may:
- require special precautions as specified by the manufacturer

Transport documentation may include:
- Initial Emergency Response Guide
- Emergency Procedure Guide
- Material Safety Data Sheet (MSDS)
- descriptions for dangerous goods (i.e. proper shipping name, class and division number, packing group, subsidiary risk(s) if any)
- UN or ID number

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
RANGE STATEMENT

- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Safety equipment on vehicle may include:

- fire extinguishers
- portable warning devices
- eye wash kit

Information/documents may include:

- current Australian Dangerous Goods Code, relevant Australian Standards and International Standards
- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of product
- goods identification numbers, codes and signs
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- manufacturers specifications, instructions and labelling advice for the packaged dangerous goods, including
RANGE STATEMENT

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- current Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - International Air Transport Association (IATA) Dangerous Goods by Air regulations
  - Australian and state/territory regulations related to the carriage of dangerous goods
  - workplace relations regulations
  - equal opportunity legislation
  - equal employment opportunity and affirmative action legislation
  - relevant Australian and International Standards
  - relevant state/territory environmental protection legislation
  - relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3031A Rig load

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to prepare and rig all types of loads in preparation for lifting by a crane, including preparing for the transfer of a load, assessing lifting requirements, securing a load, and detaching a load. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to the rigging of loads during mobile crane operations.

Work is performed with general supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the rigging of loads during mobile crane operations in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| **1 Prepare for transfer of load** | 1.1 Working area is prepared and maintained in accordance with national standards and safety codes and workplace operating procedures  
1.2 Unsafe work practices and/or faulty equipment are reported in accordance with workplace procedures  
1.3 Correct personal protective equipment is identified and worn |
| **2 Assess lifting requirements** | 2.1 Work operations plan is examined and requirements for the lift identified including job method and sequence, control measures and safety procedures  
2.2 Coordination requirements with other site personnel are confirmed  
2.3 The mass, dimensions and centre of gravity of the load are determined  
2.4 Appropriate lifting gear/equipment/packing, including slings, ropes, shackles, eye bolts, spreaders etc. is selected (from safety charts and SWL/WLL tags), assembled and checked for serviceability  
2.5 Damaged or worn items are tagged, rejected and reported to appropriate personnel for follow-up action |
| **3 Secure load** | 3.1 Lifting/anchorage points are correctly identified  
3.2 Lifting gear/equipment/packing is connected to the load, and load is secured to lifting device in accordance with workplace and manufacturers specifications, guidelines and regulatory requirements  
3.3 Load is lifted and suspended off the lifting plane and checked to ensure it is appropriately rigged and secured  
3.4 Corrective action is undertaken where preliminary lift assessment reveals unacceptable operational situation  
3.5 Tag lines are fixed to load in accordance with work operation plan and/or, in consultation with other personnel, where required due to wind conditions and site hazards/obstacles |
| **4 Detach load** | 4.1 Slinging attachments are released from load ensuring no injury to personnel or damage to workplace operating procedures  
4.2 Damage to load/site is identified and reported in accordance with workplace procedures  
4.3 Lifting gear/equipment/packing is maintained and stored in accordance with workplace and manufacturers specifications, guidelines and regulatory requirements |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to rigging of loads during mobile crane operations
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Requirements for Safe Working Load (SWL) or Working Load Limit (WLL)
- Prioritising and multi-tasking work
- Workplace procedures concerning the rigging of loads during mobile crane operations
- Problems that may arise when rigging a load during mobile crane operations and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment

Required skills:

- Communicate effectively with others when rigging a load during mobile crane operations
- Read and interpret instructions, procedures, information and signs relevant to the rigging of a load during mobile crane operations
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when rigging a load during mobile crane operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when rigging a load during mobile crane operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may arise when rigging a load during mobile crane operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the rigging of a load as part of mobile crane operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or
Required skills:

- damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor condition and performance of gear and equipment and take appropriate action where required
- Service gear and equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic
- internal or external

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
RANGE STATEMENT

- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Loads to be shifted are:
- rigged and secured in accordance with workplace and regulatory standards/codes of practice

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:
- operations manuals including load charts and crane and rigging manuals
RANGE STATEMENT

- Safe Working Load (SWL) and Working Load Limit (WLL)
- lifting gear safety charts
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- material safety data sheets
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field D - Load Handling
TLID3033A Operate a vehicle-mounted loading crane

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to operate a vehicle-mounted loading crane to shift loads, including positioning and stabilising the crane, operating the vehicle-mounted crane, monitoring lift conditions, packing up the crane after operations, and completing all required job records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to vehicle-mounted loading cranes.

Work is performed under general supervision. It involves the application of routine principles and procedures to the operation of a vehicle-mounted loading crane in a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
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<tr>
<th>ELEMENT</th>
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</table>
| **1 Position and stabilise crane** | **1.1 Crane is driven to position as per job plan to ensure safe operation in accordance with applicable Australian standards, codes of practice, manufacturers specifications and, where applicable, regulatory and local government requirements**  
1.2 Where appropriate, barriers, fencing, temporary boundaries, signage and the like are used to isolate working area in accordance with safe working practice and lift requirements  
1.3 Ground is checked to ensure it is firm enough to bear the load  
1.4 Appropriate plates or packing are correctly used to adequately distribute the load  
1.5 Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturers instructions and the appropriate Australian standard and other relevant statutory regulations or local authority requirements  
1.6 Outrigger packing is checked for adequacy prior to and after load is taken |
| **2 Operate vehicle-mounted crane** | **2.1 Planned hazard control strategies are implemented**  
2.2 Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards  
2.3 Load mass is assessed and correlated with lifting capacity of crane throughout proposed radii of operation  
2.4 Appropriate lifting gear is selected and load secured  
2.5 Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard  
2.6 Crane controls are operated smoothly  
2.7 Crane is shut down and secured during periods of non-operation according to manufacturers specifications and workplace procedures |
| **3 Monitor lift conditions** | **3.1 Load is constantly monitored to ensure load and structural stability**  
3.2 Conditions which may affect the continuing stability of the crane are identified and monitored  
3.3 Unplanned situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment  
3.4 Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request  
3.5 Supervisor/allocator is advised of any concern about completing the job within timeframe |
ELEMENT PERFORMACE CRITERIA

3.6 Shut-down procedures are implemented in accordance with manufacturers instructions in the event of an emergency
3.7 The relevant motion locks and brakes are applied
3.8 Crane is shut down using the correct sequence of procedures in accordance with manufacturers specifications and workplace procedures
3.9 Routine post-operational equipment checks are carried out in accordance with manufacturers specifications

4 Pack up crane

4.1 All lifting equipment and crane components are checked for any signs of deterioration or damage in accordance with the appropriate Australian standard
4.2 Damaged or worn equipment is segregated and reported to an authorised person for testing/repair/destruction
4.3 Crane equipment is correctly stowed and secured in accordance with manufacturers instructions and the appropriate Australian standard
4.4 Crane is immobilised and secured for travel in accordance with manufacturers instructions, workplace guidelines and regulatory requirements

5 Complete job records

5.1 Customer feedback is sought regarding satisfaction with the completed job and any areas of concern reported according to workplace procedures
5.2 Customer's signature on job completion documentation is obtained
5.3 Required workplace records are updated accurately and promptly and processed according to workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Prioritising and multi-tasking work
REQUIRED KNOWLEDGE AND SKILLS

- Company work procedures concerning the setting up and rigging of a mobile crane at a work site
- Problems that may arise when operating a vehicle-mounted loading crane and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements

Required skills:

- Communicate effectively with others when operating a vehicle-mounted loading crane
- Read and interpret instructions, procedures, information and signs relevant to the operation of a vehicle-mounted loading crane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a vehicle-mounted loading crane
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a vehicle-mounted loading crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating a vehicle-mounted loading crane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when operating a vehicle-mounted loading crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a vehicle-mounted loading crane
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of crane and its equipment and take appropriate action where required
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
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Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff
RANGE STATEMENT

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:
- operations manuals for vehicle-mounted loading cranes
- Safe Working Load (SWL) and Working Load Limit (WLL)
- material safety data sheets
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications for vehicle-mounted loading cranes
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
RANGE STATEMENT

Applicable procedures and codes may include:

- quality assurance procedures
- emergency procedures
- relevant state/territory regulations and licence/permit requirements pertaining to vehicle-mounted loading cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3035A Operate a boom type elevating work platform

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate a boom type elevating work platform, including inspecting and testing the elevating work platform, assessing job requirements and work, planning work and setting up for lift, carrying out the elevation, implementing planned hazard control and strategies, and packing up the work platform after operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to boom type elevating work platform operations.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the operation of a boom type elevating work platform in a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 1 Inspect and test elevating work platform | 1.1 Work platform is visually inspected prior to operation for any evidence of damage, structural weakness or interference according to pre-operational safety check procedures  
1.2 Routine pre-operational equipment checks are carried out in accordance with available checklists  
1.3 Work platform log book is checked, service requirements are noted and maintenance personnel advised of any requirements  
1.4 Elevating work platform is started in accordance with manufacturers guidelines and start-up procedures for operations and any abnormal noise or movement reported to an authorised person for corrective action  
1.5 Start-up checks are conducted according to manufacturers specifications and company procedures to ensure work platform and equipment are operating correctly  
1.6 Faults are corrected or are reported to an authorised person for corrective action according to company procedures  
1.7 The operating and emergency controls are checked for correct operation in accordance with manufacturers specifications including use of the emergency decent device  
1.8 Boom is lowered under simulated emergency conditions to check for operational effectiveness  
1.9 Gear and accessories are checked and damaged or worn gear is segregated and reported to an authorised person for testing/repair/destuction  
1.10 Results of inspections are recorded and reported according to company procedures |
| 2 Assess job requirements and work | 2.1 Briefing, hand-over details, authorisations and clearances are received, interpreted and clarified in accordance with company and site procedures and legislative requirements  
2.2 Work area is inspected and potential hazards are identified and appropriate elimination or control measures selected  
2.3 Weight of load including personnel and equipment is correctly estimated to ensure job is within limits of work platform capacity |
| 3 Plan work and set up for lift | 3.1 A work plan is developed and agreed with relevant workplace personnel to include hazard prevention/control measures and safety and emergency procedures in line with applicable Australian standards  
3.2 A suitable firm and level standing is chosen and prepared for the location of the elevating work platform  
3.3 Outriggers and stabilisers are correctly deployed and positioned |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
in accordance with manufacturers instructions and appropriate Australian standards
3.4 Appropriate plates or packing are correctly used under the footplates as required to adequately distribute the loading
3.5 Ground is checked before and after packing is installed to ensure it is firm enough to bear the load
3.6 The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian standards and to equipment manufacturers specifications
3.7 Work platform load chart is located and information on permissible loads, radii and heights taken into account in planning the job
3.8 The job plan takes into account job requirements and workplace rules and procedures
3.9 Job plan is discussed and confirmed with relevant personnel
3.10 Work gear and tools are properly stowed in the elevating work platform in accordance with Australian standards, company procedures and guides

4 Carry out elevation
4.1 Configuration and operation of elevating work platform are checked as necessary to ensure safe lift
4.2 Operation of work platform is carried out in accordance with the job plan, the appropriate Australian standard and manufacturers specifications

5 Planned hazard control and strategies are implemented
5.1 Load is constantly monitored to ensure safety of personnel, load and structural stability
5.2 Unplanned situations are responded to in line with company procedures in a manner that minimises risk to personnel and equipment
5.3 Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards

6 Pack up work platform
6.1 The elevating work platform is shut down using the correct sequence of procedures in accordance with manufacturers instructions
6.2 Routine post-operational equipment checks are carried out in accordance with manufacturers instructions and available checklists and defects recorded and reported in line with company procedures
6.3 The elevating work platform is dismantled in accordance with the job plan, manufacturers instructions and relevant statutory regulations
6.4 The outriggers and stabilisers are secured and stowed in
ELEMENT PERFORMANCE CRITERIA

accordance with manufacturers instructions

6.5 The elevating work platform is correctly stowed and secured in accordance with manufacturers instructions and company procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to boom type elevating work platform operation
- Relevant OH&S and environmental procedures and regulations
- Boom type elevating work platform applications, capacities, configurations, safety hazards and control mechanisms
- Workplace procedures concerning the operation of a boom type elevating work platform at a worksite
- Problems that may arise when operating a boom type elevating work platform and actions that should be taken to prevent or solve them
- Risks and hazards involved in the operation of a boom type elevating work platform and the associated action that can be taken to eliminate or minimise the risk/hazards concerned
- Focus of operation of work systems and equipment

Required skills:

- Communicate effectively with others when operating a boom type elevating work platform
- Read and interpret instructions, procedures, regulations, codes of practice and manuals relevant to the operation of a boom type elevating work platform
- Interpret and follow operational instructions
- Complete documentation related to the operation of a boom type elevating work platform
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a boom type elevating work platform
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating a boom type elevating work platform in accordance with regulatory requirements and workplace procedures
Required skills:

- Plan own work including predicting consequences and identifying improvements
- Prioritise and multi-task work
- Implement contingency plans for unanticipated situations that may arise when operating a boom type elevating work platform
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a boom type elevating work platform
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Identify and correctly use equipment, processes and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic
- internal or external

Customers may be:

Boom type elevating work platform may be involved in work in a range of industry sectors
- construction and demolition
- manufacturing
- waterfront
RANGE STATEMENT
including:
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying

Hazards may include:
• power lines
• noise, light, energy sources
• overhead service lines
• surrounding buildings, structures, facilities
• underground services
• obstructions
• uneven or unstable ground and recently filled trenches
• stationary and moving machinery and equipment
• hazardous or dangerous materials
• traffic hazards and congestion

Hazard management is consistent with:
• the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
• other employees and supervisors
• management
• union representatives
• clients
• industrial relations and OH&S specialists
• other professional or technical staff

Requirements for access and/or lift may include:
• site restrictions and procedures
• authorities and permits
• hours of operation
• induction
• slings, chains, nets, brackets and other specialised lifting equipment
• noise restrictions
• personal protective equipment
• support trucks
• additional gear and equipment
• communications equipment

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• sunscreen, sunglasses and safety glasses
RANGE STATEMENT

Elevating platforms may include:
- two-way radios
- high visibility clothing
- mechanically operated equipment
- hydraulically operated equipment
- electrically operated equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:
- operations manuals
- Safe Working Load (SWL) and Working Load Limit (WLL)
- site plans
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:
- relevant state/territory regulations and licence/permit requirements pertaining to the operation of boom type elevating work platforms
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field               D - Load Handling
TLID3036A Lift and move load using a mobile crane

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to lift and move a load using a non-slewing mobile crane or a slewing mobile crane. It includes operating the mobile crane to complete job requirements, monitoring lift conditions, implementing shut-down procedures, packing up crane after operations, and completing all required job records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to operations of mobile cranes.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles, procedures and regulations to lift and move loads using slewing and non-slewing mobile cranes in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Operate mobile crane** | 1.1 In ascent and descent to/from crane correct use is made of the means provided in accordance with codes of practice and workplace procedures  
1.2 Planned hazard control strategies are implemented  
1.3 Required signals are correctly given, interpreted and followed in accordance with appropriate workplace procedures  
1.4 Boom is positioned to ensure load to be lifted is plumbed under hook  
1.5 Load is hoisted and lowered into position using crane movements in accordance with the appropriate workplace procedures  
1.6 Crane controls are operated smoothly  
1.7 Crane is shut down and secured during periods of non-operation according to manufacturers specifications and workplace procedures |
| **2 Monitor lift conditions** | 2.1 Load is constantly monitored to ensure load and structural stability  
2.2 Conditions which may affect the continuing stability of the crane are identified and monitored  
2.3 Unplanned situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment  
2.4 Dogger is advised of any new information which affects the lift  
2.5 Any necessary changes to job plan are discussed and confirmed with rest of crew  
2.6 Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request  
2.7 Supervisor/allocator is advised of any concern about completing the job within timeframe |
| **3 Implement shut-down procedures** | 3.1 The relevant motion locks and brakes are applied  
3.2 Crane is shut down using the correct sequence of procedures in accordance with manufacturers specifications and workplace procedures  
3.3 Routine post-operational equipment checks are carried out in accordance with manufacturers specifications |
| **4 Pack up crane** | 4.1 Crane is de-rigged with other crane personnel in accordance with manufacturers instructions  
4.2 All lifting equipment and crane components are checked in consultation with crane personnel for any signs of deterioration |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | or damage in accordance with the appropriate Australian Standard
4.3 Damaged or worn equipment is segregated and reported to an authorised person for testing/repair/destruction
4.4 Crane and equipment are correctly stowed and secured in accordance with manufacturers instructions and the appropriate Australian Standard

5 | Complete job records
5.1 Customer feedback is sought regarding satisfaction with the completed job, and any areas of concern are reported according to workplace procedures
5.2 Customer's signature on job completion documentation is obtained
5.3 Required workplace records are updated accurately and promptly and processed according to workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Risks and hazards involved in mobile crane operation, and associated action that can be taken to eliminate or minimise the risk
- Workplace procedures concerning the operation of a mobile crane at a worksite
- Problems that may occur during a lift, and associated action that can be taken to address the problems concerned
- Communication systems used during a lift
- Focus of operation of work systems and equipment

Required skills:

- Communicate effectively with others when lifting and moving a load using a mobile crane
- Read and interpret instructions, procedures, information and signs relevant to the lifting and moving of a load using a mobile crane
Required skills:

- Complete documentation related to the lifting and moving of a load using a mobile crane
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when lifting and moving a load using a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when lifting and moving a load using a mobile crane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when lifting and moving a load using a mobile crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the lifting and moving of a load using a mobile crane
- Plan own work including predicting consequences and identifying improvements
- Prioritise and multi-task work
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

- applying the underpinning knowledge and skills
- applying relevant legislation and workplace procedures
- complying with OH&S licensing legislation
- applying risk assessment and management procedures for mobile crane operations
- effectively completing the pre-operational checks, positioning, stabilising, set-up, post-operational checks of a mobile crane
- using mathematical procedures to determine the weight of a load and the lifting equipment required for the lift
- using load charts to determine the limitations of the crane and/or crane set-up required
- operating the crane including all functions to their maximum extension in the lifting and moving of a load

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials and vehicular traffic
- internal or external

Customers may be:
- internal or external

Mobile crane may be any slewing and non-slewing crane and may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Consultative processes may include:
- other employees and supervisors
RANGE STATEMENT

involve:
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:
- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
RANGE STATEMENT

- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:
- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant Australian Standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field D - Load Handling
TLID3040A Control lift and movement of crane

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to direct the movement of a load when the load is out of the crane operator's view, including providing lift instructions to the crane operator using appropriate communication methods, monitoring the lift, and placing and securing load. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to the operation of mobile cranes up to and including 20 tonnes.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles, procedures and regulations to control the lift and movement of a mobile crane in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Provide lift instructions | 1.1 Load movement is performed in accordance with planned hazard prevention and control measures in line with appropriate Australian standards, codes of practice, guides and manufacturers specifications  
1.2 Agreed communication and signal methods are used to coordinate the load movement with safety  
1.3 Verbal communication and signals are clear, precise and concise so that they can be understood  
1.4 Instructions take into account all relevant parameters to ensure safe, stable and smooth lift |
| 2 Monitor lift | 2.1 Load is constantly monitored to ensure it remains stable  
2.2 Load conditions which may affect the continuing stability are identified and monitored  
2.3 Any temporary bracing and/or load support is maintained until continuing stability is ensured  
2.4 Unplanned situations are responded to according to workplace procedures in a manner that minimises risk to personnel and equipment  
2.5 Site emergency procedures are followed |
| 3 Place and secure load | 3.1 Appropriate materials for fixing and anchoring the load are checked and selected in line with manufacturers specifications  
3.2 Appropriate fixing methods are used to secure the load in line with manufacturers specifications and guides  
3.3 Temporary securing is installed where hazards and weather conditions may vary during the load movement |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation  
- Relevant OH&S and environmental procedures and regulations  
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms  
- Risks and hazards involved in mobile crane operation and associated action that can be taken
REQUIRED KNOWLEDGE AND SKILLS

to eliminate or minimise the risk

- Workplace procedures concerning the controlling of the lift and movement of a mobile crane
- Problems that may occur during a lift and associated action that can be taken to address the problems concerned
- Communication systems used during a lift
- Focus of operation of work systems and equipment

Required skills:

- Communicate effectively with others when directing and controlling the lift and movement of a mobile crane
- Read and interpret instructions, procedures, information, technical data, manuals and signs relevant to the control of the lift and movement of a mobile crane
- Complete documentation related to the lift and movement of a mobile crane
- Operate electronic communication equipment to required protocol
- Work collaboratively with others during the control of the lift and movement of a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when directing and controlling the lift and movement of a mobile crane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when directing and controlling the lift and movement of a mobile crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the control of the lift and movement of a mobile crane
- Plan own work including predicting consequences and identifying improvements
- Prioritise and multi-task work
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may be any slewing and non-slewing mobile crane involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Consultative processes may include:
- other employees and supervisors
RANGE STATEMENT

involve:

- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Load movements may include:

- luffing
- slewing
- hoisting
- telescoping boom

Documentation/records may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
RANGE STATEMENT

- workplace agreements and awards
- occupational health and safety procedures
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant Australian standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3043A Shift loads using gantry equipment

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to shift loads using gantry equipment in accordance with workplace and regulatory requirements, including planning the work for the prevailing working conditions; using the controls and operating systems to manage the operation of the equipment; locating the load and identifying the load characteristics; safely moving the load; monitoring the controls; and stopping, shutting down and securing the equipment after the completion of operations.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the shifting of loads using gantry equipment.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when shifting loads using gantry equipment as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Plan work for the prevailing working conditions | 1.1 Traffic flow, weather and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities  
1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments/gear are used to move the load  
1.3 Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel |
| **2** Use controls and operating systems to manage the operation of the equipment | 2.1 Equipment is prepared and appropriate attachments fitted (where applicable)  
2.2 Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine  
2.3 Engine is started in accordance with manufacturers guidelines to bring the engine to speed  
2.4 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and workplace and regulatory safety requirements  
2.5 Engine power is managed for efficiency of equipment movement and economy of equipment operations  
2.6 Equipment operations are conducted within manufacturers specified torque range  
2.7 Any faults or damage to equipment are immediately reported to the appropriate personnel |
| **3** Locate load and identify load characteristics | 3.1 Load is located and identified according to instructions  
3.2 Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of the gantry equipment are identified  
3.3 Load weight and dimensions are checked to ensure they fall within the capacity of the equipment  
3.4 Loading and unloading plans are followed to ensure efficiency and safety of operations  
3.5 Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed  
3.6 Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting the work |
| **4** Safely move load | 4.1 Equipment is operated and positioned using smooth and controlled movements  
4.2 Manoeuvres are within the limits of the equipment and in line with manufacturers specifications |
ELEMENT  PERFORMANCE CRITERIA

4.3 Load is moved ensuring no injury to personnel or damage to equipment or cargo

4.4 Continuous communication is maintained with personnel assisting the operator in the load movement operations using appropriate communications technology and procedures

4.5 In the event of a safety incident or emergency, the equipment is immediately stopped and workplace emergency procedures followed

4.6 Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements

5 Monitor and operate controls

5.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions

5.2 Control systems are understood and acted upon in accordance with regulatory requirements, manufacturers guidelines and workplace operating procedures

5.3 Control faults are identified and reported in accordance with enterprise guidelines

5.4 Hazards in the work area are identified and appropriate measures are adopted to control the risks in accordance with regulatory requirements and workplace procedures

6 Stop, shut down and secure equipment

6.1 Equipment is brought to a controlled halt and shut down without injury to personnel or damage to equipment, loads or facilities in accordance with manufacturers guidelines and workplace procedures

6.2 Equipment is secured in accordance with manufacturers instructions and workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes, regulations, licence/permit requirements relevant to the use of gantry equipment to shift loads
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the use of gantry equipment to shift loads
- Focus of operation of work systems, equipment, management and site operating systems for the use of gantry equipment to shift loads
REQUIRED KNOWLEDGE AND SKILLS

- Problems that may occur when using gantry equipment to shift loads and appropriate action that can be taken to resolve the problems
- Relevant safety codes and emergency procedures
- Types of gantry equipment used to shift loads in terminals/wharves, their applications and procedures and precautions for their use
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of gantry equipment
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when shifting loads using gantry equipment
- Read and interpret instructions, procedures, information and labels relevant to the shifting of loads using gantry equipment
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the shifting of loads using gantry equipment
- Receive, acknowledge and send messages with appropriate communications equipment
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when shifting loads using gantry equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when shifting loads using gantry equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when shifting loads using gantry equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the shifting of loads using gantry equipment
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when using gantry equipment to shift loads
Required skills:

- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Apply effective eye-hand coordination to operational tasks
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Cargo/freight may include:
- goods/containers with specialist requirements, including temperature controlled goods and dangerous goods

Range of equipment may include:
- various types of bridge and gantry cranes

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
### RANGE STATEMENT

**Communication in the work area may include:**
- high visibility clothing
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

**Personnel in work area may include:**
- workplace personnel
- site visitors
- contractors
- official representatives

**Consultative processes may involve:**
- staff members
- management
- union representatives
- industrial relations, OH&S specialists
- other professional or technical staff

**Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:**
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

**Information/documents may include:**
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the shifting of loads using gantry equipment
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the shifting of cargo/containers using gantry equipment
- Australian and international regulations and codes of practice for the handling of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards including AS 1418 and AS 2550
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3044A Shift loads using cranes

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to shift loads using cranes in accordance with workplace and regulatory requirements, including planning the work for the prevailing working conditions; using the controls and operating systems to manage the operation of the crane; locating the load and identifying load characteristics; safely moving the load; monitoring the controls; and stopping, shutting down and securing the crane after the completion of operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the shifting of loads using cranes.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when shifting loads using cranes as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan work for the current working conditions** | 1.1 Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to crane, loads or facilities  
1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments/gear are used to move the load  
1.3 Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel |
| **2 Use controls and crane operating systems** | 2.1 Crane is prepared for operation in accordance with manufacturers instructions and workplace procedures  
2.2 Crane is started in accordance with manufacturers guidelines  
2.3 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and workplace/regulatory safety requirements  
2.4 Engine power is managed for efficiency of crane movement and economy of crane operations  
2.5 Crane operations are conducted within manufacturers specified torque range  
2.6 Any faults or damage to crane are immediately reported to the appropriate personnel |
| **3 Locate load and identify load characteristics** | 3.1 Load is located and identified according to instructions  
3.2 Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of the crane are identified  
3.3 Load weight and dimensions are checked to ensure they fall within the capacity of the crane  
3.4 Loading and unloading plans are followed to ensure efficiency and safety of operations  
3.5 Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed  
3.6 Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting the work |
| **4 Safely move load** | 4.1 Crane is operated using smooth and controlled movements  
4.2 Manoeuvres are within the limits of the crane and in line with manufacturers specifications  
4.3 Load is moved ensuring no injury to personnel or damage to crane or cargo  
4.4 Continuous communication is maintained with personnel assisting the operator in the load movement operations using appropriate communications technology and procedures |
ELEMENT PERFORMANCE CRITERIA

4.5 In the event of a safety incident or emergency, the crane is immediately stopped and workplace emergency procedures followed

4.6 Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements

5 Monitor controls

5.1 Crane controls are monitored and operated in accordance with manufacturers operating instructions

5.2 Control systems are understood and acted upon in accordance with regulatory requirements, manufacturers guidelines and workplace procedures

5.3 Control faults are identified and reported in accordance with workplace guidelines

6 Stop, shut down and secure equipment

6.1 Crane is brought to a controlled halt within manufacturers guidelines and shut down without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures

6.2 Crane is secured after operations in accordance with manufacturers instructions and workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the use of cranes to shift loads, including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the use of cranes to shift loads
- Focus of operation of work systems, equipment, management and site operating systems for the use of boom cranes to shift loads
- Problems that may occur when using cranes to shift loads and appropriate action that can be taken to resolve the problems
- Relevant safety codes and emergency procedures
- Types of boom cranes used to shift loads in terminals/wharves, their applications and procedures and precautions for their use
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes
- Relevant bond, quarantine or other legislative requirements
Required skills:

- Communicate effectively with others when shifting loads using cranes
- Read and interpret instructions, procedures, information and labels relevant to the shifting of loads using cranes
- Identify cargo, container and goods, coding, ADG and IMDG markings and, where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the shifting of loads using cranes
- Receive, acknowledge and send messages with appropriate communications equipment
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when shifting loads using cranes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when shifting loads using cranes in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when shifting loads using cranes
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the shifting of loads using cranes
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when using cranes to shift loads
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of crane and its equipment and take appropriate action where required
- Apply effective eye-hand coordination to operational tasks
- Service equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- in a range of work environments
- by day or night

Customers may be:  
- internal or external

Workplaces may comprise:  
- large, medium or small worksites

Work may be conducted in:  
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Cargo/freight may include:  
- goods/containers with specialist requirements, including temperature controlled goods and dangerous goods

Cranes may include:  
- boom cranes in use at transport, rail or shipping terminals

Hazards in the work area may include exposure to:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include:  
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:  
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Personnel in work area may include:  
- workplace personnel
- site visitors
- contractors
- official representatives

Consultative processes may involve:  
- staff members
- management
- union representatives
- industrial relations, OH&S specialists
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- other professional or technical staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the shifting of loads using cranes
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the shifting of cargo/containers using cranes
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - relevant Australian Standards, including AS2550
  - licence, patent or copyright arrangements
  - water and road use and licence arrangements
  - export/import/quarantine/bond requirements
  - marine orders
RANGE STATEMENT

- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  D - Load Handling
TLID3046A Operate container side lifter

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to operate a container side lifter (swing lifter, side loader), to load a container from the ground onto a vehicle, unload a container from vehicle to ground, and transfer a container from one vehicle to another. It also includes systematic and efficient control of all functions, management of side lifter condition and performance, and effective management of hazardous situations whilst operating a container side lifter. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Operation of a container side lifter must be carried out in compliance with the licence requirements and regulations of the relevant state/territory worksafe authority pertaining to operation of a truck mounted side lifter.

Operation of a container side lifter is performed with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Check a container side lifter and ancillary equipment | 1.1 Load lifting capacity for side lifter and ancillary equipment (if fitted) is identified in terms of maximum rated capacity  
1.2 Pre-operational checks are conducted on the side lifter, lifting assemblies, specialist lifting equipment, and ancillary equipment (if fitted) for serviceability and suitability for the task and readiness for operation |
| 2 Ensure site safety | 2.1 Ground conditions are checked to ensure stability  
2.2 Site safety is managed in accordance with workplace policy and procedures  
2.3 Exclusion zones are identified and implemented |
| 3 Load a loaded container from the ground onto a side lifter vehicle | 3.1 The container weight is checked to ensure it is within the specified maximum lifting capacity of the side lifter vehicle  
3.2 The side lifter is positioned, the lifter engine is started, and side lifter readiness for lift, including deployment of stabiliser legs, is completed in accordance with manufacturers specifications and organisational requirements  
3.3 Lifting equipment is attached to the container, checked, and adjusted if required, in accordance with manufacturers specifications and organisational requirements  
3.4 Pre-lift physical check is performed to ensure side lifter is capable of lifting container safely  
3.5 The container is lifted and placed onto the side lifter twist locks in accordance with organisational requirements  
3.6 The loaded container is secured and the vehicle is made ready for on-road travel in accordance with regulatory requirements, manufacturers specifications and workplace procedures |
| 4 Unload a loaded container from a side lifter vehicle onto the ground | 4.1 The container weight is checked to ensure it is within the specified maximum lifting capacity of the side lifter vehicle  
4.2 The side lifter is positioned, the lifter engine is started, and side lifter made ready to for lift, including deployment of stabiliser legs, is completed in accordance with manufacturers specifications and/or organisational requirements  
4.3 Load securing devices are unlocked or removed and lifting equipment is attached to the container, checked, and adjusted if required, in accordance with manufacturers specifications and/or organisational requirements  
4.4 Pre-lift physical check is performed to ensure side lifter is capable of lifting container safely  
4.5 The container is lifted and placed on the ground, in accordance with organisational requirements, allowing access to the... |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
container doors and surroundings
4.6 The lifting equipment is removed from the container and the side lifter vehicle is made ready for on-road travel in accordance with manufacturers specifications and regulatory requirements

5 Transfer a loaded container from one vehicle to another

5.1 Receiving vehicle and container is checked to ensure they are compatible and that the receiving vehicle's load capacity is adequate for the intended load
5.2 Positioning of all vehicles meets intended transfer requirements
5.3 The lifter engine is started, and side lifter made ready for lift
5.4 Load securing devices are unlocked or removed and lifting equipment is attached to the container, checked, and adjusted if required, in accordance with manufacturers specifications and/or organisational requirements
5.5 Pre-lift physical check is performed to ensure side lifter is capable of lifting container safely
5.6 The container is transferred to the receiving vehicle in accordance with manufacturers and organisational requirements
5.7 The lifting equipment is removed from the container and both vehicles are made ready for on-road travel in accordance with regulatory requirements and manufacturers specifications and workplace procedures
5.8 The loaded container is secured in accordance with regulatory requirements and manufacturers specifications

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant PPE for side lifter operations
- Relevant OH&S and environmental procedures and regulations
- Side lifter vehicle handling procedures
- Workplace driving and operational instructions
- Engine power management and safe driving strategies
- Efficient driving techniques
REQUIRED KNOWLEDGE AND SKILLS

- Pre-operational checks carried out on side lifter and ancillary equipment

Required skills:

- Communicate effectively with others when operating side lifter vehicle
- Read and interpret instructions, procedures, information and signs relevant to the operation of a side lifter vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operating of a side lifter vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating side lifter vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unexpected events when operating side lifter vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating a side lifter vehicle
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required
- Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - relocating a container using a side lifter from ground to vehicle
  - relocating a container using a side lifter from vehicle to ground
  - relocating a container from one vehicle to the other

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - as a minimum, with a container loaded with at least 60% of its maximum rated capacity
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
- A simulator is not suitable for final assessment of this unit of competency

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

A side lifter can be described as:
- truck mounted
- trailer mounted

A container can be described as:
- flat packs
- dry shipping containers
- refrigerated shipping containers
- reefers
- bulk tank shipping containers
- open top shipping containers
- collapsible shipping containers
- general shipping containers

Shipping container length/height can be described as:
- various single unit sizes from 20 foot (6 metres) through to 50 foot (15 metres)
- 8'6" standard height or 9'6" high cube units
- 2 x 20 foot (6 metres) units coupled together for simultaneous loading/unloading
- 2 containers double stacked for simultaneous loading/unloading

Ancillary equipment can be described as:
- independently powered hydraulic equipment
- spreader bars and locks
- container locks
- remote control units
- warning devices and equipment
- stabiliser leg blocks

Lifting equipment could be:
- lifting chains
- lifting frames

Operation of a side lifter vehicle may be carried out in typical road logistic situations, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- in remote areas
- while at a client's workplace or work site

Pre-operational checks include:
- visual check of vehicle and ancillary equipment
- checking and topping up of fluid levels
- checks of operation of vehicle lights and indicators
- checks of all levers and operational gauges on ancillary equipment

Depending on the type of
- company procedures
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures include:

- enterprise procedures
- organisational procedures
- established procedures

Documentation/records include:

- state/territory side lifter vehicle licence/permit requirements
- state/territory regulation pertaining to securing a container
- state/territory road rules
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling
- workplace instructions and procedures
- vehicle manufacturers instructions, specifications and recommended procedures including pre-operational checks of vehicle
- emergency procedures

Applicable procedures and codes include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to side lifter vehicles
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field D - Load Handling
TLID3047A Shift loads using ship mounted crane

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to shift loads using ships cranes in accordance with workplace and regulatory requirements. It includes planning the work for the prevailing working conditions; using the controls and operating systems to manage the operation of the crane; locating the load and identifying load characteristics; safely moving the load; monitoring the controls; and stopping, shutting down and securing the crane after the completion of operations.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the shifting of loads using ships cranes.
Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when shifting loads using cranes as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Plan work for current working conditions

1.1 Crane movement areas are assessed to ensure they are clear of personnel and other obstructions and hazards

1.2 Traffic flow and work area conditions in proximity of load landing area are assessed to ensure safety of personnel and to ensure there is no damage to equipment, loads and facilities

1.3 Characteristics of load are taken into account to ensure that where applicable, appropriate attachments/gear are used to move load

1.4 Occurrences in work area that may impact on safety and efficiency of operations are reported to appropriate personnel

2 Check controls and crane operating systems

2.1 Crane is prepared for operation in accordance with workplace procedures

2.2 Relevant aspects of Marine Orders are explained and applied

2.3 Crane is started in accordance with manufacturer guidelines and workplace procedures

2.4 Radio communication is confirmed with personnel assisting operator in load shifting

2.5 Instruments and gauges are monitored during start up and operations to ensure operation is within manufacturer specifications and workplace/regulatory safety requirements

2.6 Movements of crane are tested in a trial run, over water if possible

2.7 Faults or damage to crane are immediately reported to appropriate personnel

3 Identify load characteristics

3.1 Load weight and dimensions are confirmed to ensure they fall within crane capacity

3.2 Loading and unloading plans are followed to ensure efficiency and safety of operations
3.3 Load characteristics are taken into account to ensure appropriate loading and unloading procedures are followed

3.4 Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting work

3.5 Non routine cargo lifts are identified and appropriate lifting methods and equipment are arranged

4 Safely move load

4.1 Crane is operated using smooth and controlled movements, and allowances are made for any vessel trim or list movements during load transfer

4.2 Crane movements are efficiently managed to control block or load swing

4.3 In the event of sudden ship’s movement or excessive trim or list, warnings are immediately communicated to personnel

4.4 Manoeuvres are made within limits of the crane in accordance with manufacturer specifications

4.5 Load is moved ensuring no injury to personnel or damage to crane or cargo

4.6 Where required, simultaneous crane operations are planned and controlled appropriately in accordance with relevant procedures

4.7 Continuous communication is maintained with personnel assisting operator with load movement operations using appropriate communications technology and procedures

4.8 Wharf and vessel work area conditions are constantly assessed and anticipated to ensure crane movement areas are clear of personnel and other obstructions

4.9 In the event of a safety incident or emergency, crane is immediately stopped and workplace emergency procedures are followed

4.10 Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements

5 Monitor controls

5.1 Crane controls are monitored and operated in accordance with operating instructions

5.2 Control systems are explained and acted upon in accordance with regulatory requirements, manufacturer guidelines and workplace procedures
5.3 Control faults are identified and reported in accordance with workplace guidelines

6. Stop, shut down and secure equipment

6.1 Crane is brought to a controlled halt within operating guidelines and shut down without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures

6.2 Crane is secured after operations in accordance with operating instructions and workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the use of cranes to shift loads, including Australian and International Dangerous Goods Codes and Marine Orders
- Focus of operation of work systems, equipment, management and site operating systems for using boom cranes to shift loads
- Problems that may occur when using cranes to shift loads and appropriate action that can be taken to resolve these problems
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- Relevant safety codes and emergency procedures
- Requirements for safe working load (SWL) and working load limit (WLL) of cranes
- Service and maintenance schedule requirements for lifting equipment
- Types of boom cranes used to shift loads in terminals/wharves, their applications and procedures and precautions for their use
- Workplace procedures and policies for using cranes to shift loads
- Workplace procedures for multiple crane, dual crane and heavy lift operations

Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply effective eye-hand coordination to operational tasks
- Apply fatigue management knowledge and techniques
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when shifting loads using cranes
- Communicate effectively with others when shifting loads using cranes
- Complete documentation related to shifting loads using cranes
- Estimate size, shape and special requirements of loads
- Identify cargo, container and goods, coding, Australian Dangerous Goods (ADG)/International Maritime Dangerous Goods Code (IMDG) markings and, where applicable, emergency information panels
- Identify, select and use relevant equipment, processes and procedures when using cranes to shift loads
- Implement contingency plans for unanticipated situations that may arise when shifting loads using cranes
- Interpret and follow operational instructions and prioritise work
- Monitor performance of crane and its equipment, and take appropriate action where required
- Monitor work activities in terms of planned schedule
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Promptly report and/or rectify identified problems, faults or malfunctions that may occur when shifting loads using cranes in accordance with regulatory requirements and workplace procedures
- Read and interpret instructions, procedures, information and labels relevant to shifting loads using cranes
- Receive, acknowledge and send messages using appropriate communications equipment
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work collaboratively with others when shifting loads using cranes
- Modify activities depending on operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- by day or night
- in a range of work environments

Customers may be:
- external
- internal

Workplaces may comprise:
- large
- medium
- small worksites

Work may be conducted in:
- controlled or open environments
- exposed conditions
- limited or restricted spaces

Cargo/freight may include:
- dangerous goods
- goods/containers with specialist requirements
- temperature controlled goods

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include:
- gloves
- high visibility clothing
- protective clothing
- safety glasses
- safety headwear and footwear
- two-way radios

Communication in the work area may include:
- electronic data transfer (EDI)
- email
- fax
- oral, aural or signed communications
- phone
- radio
- radio frequency (RF) systems

Personnel in work area may include:
- contractors
- official representatives
- site visitors
- workplace personnel

Consultative processes may involve:
- management
- industrial relations, WHS/OHS specialists
- staff members
Workplace procedures may include:
- union representatives
- other professional or technical staff
- company procedures
- enterprise procedures
- established procedures
- organisational procedures

Information/documents may include:
- Australian and international codes of practice and regulations relevant to shifting loads using cranes
- Australian and international regulations and codes of practice for handling and transporting dangerous goods and hazardous substances
- award, enterprise bargaining agreement, other industrial arrangements
- dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS)
- emergency procedures
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- manufacturer specifications for equipment
- operations manuals, job specifications and induction documentation
- quality assurance procedures
- relevant Australian Standards and certification requirements
- supplier and/or client instructions
- workplace procedures and policies

Applicable regulations and legislation may include:
- Australian and international regulations and codes of practice for handling and transporting dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - Australian and International Explosives Codes
- export/import/quarantine/bond requirements
- licence, patent or copyright arrangements
- marine orders
- relevant Australian Standards, including AS 2550
- relevant codes and regulations for shifting cargo/containers using cranes
- relevant state/territory WHS/OHS and environmental protection legislation
- water and road use and licence arrangements
Simultaneous crane operations include:

- operation of multiple cranes in close proximity of each other

Dual crane operations include:

- operation of two separate cranes undertaking same cargo lift

Non routine crane lifts may include:

- heavy lifts
- lifts requiring specialised rigging requirements
- out of gauge lifts

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling
TLID3048A Pack and unpack furniture and effects

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to pack and unpack cartons during a removal, including preparing for packing, packing and unpacking cartons, dismantling and reassembling items of furniture and completing packing/unpacking process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant industry codes of practice for the packing and unpacking of cartons, and dismantling and reassembly of furniture during a removal.
Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures for handling furniture and effects in a range of furniture removal contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

1 **Prepare for packing and dismantling**

1.1 Removels documentation is checked to identify items of furniture and effects for removal

1.2 Appropriate materials, tools and equipment are selected to dismantle, reassemble, pack, wrap and protect identified furniture and effects for removal, in accordance with workplace procedures

1.3 Convenient, suitable and unrestricted work area is selected and prepared in consultation with client for packing, unpacking, dismantling or reassembling

1.4 Items for removal are identified and packing order is determined in accordance with removals documentation

1.5 Cartons, protective and other materials are selected and located in an accessible area

1.6 Items ineligible for removal are identified in accordance with industry standards and workplace procedures, and appropriate action is taken in consultation with client

1.7 Confirm items are appropriately prepared for travel in accordance with workplace procedures

2 **Pack cartons**

2.1 Items for removal are wrapped and packed in accordance with industry standards and workplace procedures

2.2 Fragile or valuable items are specially wrapped and positioned in accordance with workplace procedures and industry standards

2.3 Cartons are sealed and labelled in accordance with removals documentation and workplace procedures

2.4 Hazardous items are identified in accordance with removals documentation and workplace procedures, and appropriate action is taken in consultation with client

3 **Dismantle and reassemble furniture items**

3.1 Identified removal items are dismantled in accordance with industry standards, workplace procedures and manufacturer requirements

3.2 Dismantled items of furniture are packed, wrapped and stored in accordance with removals documentation and workplace procedures

3.3 Dismantled items of furniture are reassembled in accordance with industry standards, workplace procedures and manufacturer requirements

3.4 Client is advised of potential furniture reassembly restrictions at the
4 Complete unpacking

4.1 Cartons are unpacked and items are stowed in accordance with removals documentation, workplace procedures, and in consultation with client.

4.2 Used cartons are folded and removed, and rubbish is disposed of in accordance with workplace procedures.

4.3 All required removals documentation is completed in accordance with workplace requirements.
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable regulations and legislation such as:
  - relevant state/territory environmental protection legislation
  - relevant state/territory WHS/OHS legislation
- Appropriate labelling of items in regard to loading techniques
- Appropriate use of materials and tools
- Client service requirements including language, courtesy, behaviour and problem solving
- Different locations where work may be conducted:
  - client’s home/workplace
  - controlled or open environments
  - exposed conditions
  - restricted spaces
  - vehicle on the road
  - workplace, warehouse or depot
- Furniture dismantling and reassembly techniques
- Housekeeping standards and procedures during a removal
- Methods of securing a load on a removal vehicle
- Packing techniques for various types of furniture and effects
- Relevant information/documents such as:
  - award, enterprise bargaining agreement and other industrial arrangements
  - client instructions
  - codes of practice including the National Standards for Manual Handling and the industry safety code
  - emergency procedures
  - industry codes for furniture removal operations
  - manufacturer instructions
  - quality assurance procedures
  - removals documentation
  - standards and certification requirements
  - workplace procedures and policies for packing and unpacking cartons
- Risks when packing, unpacking, dismantling and reassembling furniture and effects during a removal and related precautions to control these risks
- Special precautions required for some furniture and effects
- Work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines concerning packing, unpacking, disassembling and reassembling furniture and effects
• Workplace procedures and policies for packing, unpacking, dismantling and reassembling furniture and effects

Required skills:

• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during packing and unpacking furniture and effects during a removal
• Communicate effectively with others when packing and unpacking furniture and effects during a removal
• Complete documentation related to packing and unpacking furniture and effects during a removal including the completion of labels and packing lists
• Implement contingency plans for unexpected situations that may arise when packing and unpacking furniture and effects during a removal
• Interpret and follow operational instructions and prioritise work
• Modify activities depending on operational contingencies, risk situations and environments
• Monitor work activities in terms of planned schedule
• Operate and adapt to differences in furniture and effects in accordance with standard operating procedures
• Promptly report and/or rectify identified problems that may occur when packing and unpacking furniture and effects during a removal in accordance with regulatory requirements and workplace procedures
• Read and interpret instructions, procedures and information relevant to packing and unpacking furniture and effects during a removal
• Select and use required personal protective equipment (PPE) conforming to industry and WHS/OHS standards:
  • gloves
  • high visibility vests
  • safety footwear
  • safety glasses
• Work collaboratively with others when packing and unpacking furniture and effects during a removal
• Work systematically with required attention to detail without injury to self or others or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation, workplace procedures and industry standards
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate packing and unpacking cartons, and dismantling and reassembling furniture and effects
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Items to be handled during a removal may include:
- books
- crockery
- electrical/electronic equipment
- glassware
- household effects and furniture
- office effects and furniture

Clients may be:
- external
- internal

Operations may be conducted:
- by day or night
- in a range of work environments and weather conditions

Hazardous items may include:
- broken glass/crockery
- dangerous goods
- fragile items
- heavy items

Workplace procedures may include:
- company procedures
- enterprise procedures
- established procedures
- organisational procedures

Unit Sector(s)

Not applicable.

Competency Field

D – Load Handling
TLID3049A Pack and wrap furniture and effects for international removals

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to wrap and pack furniture and effects during an international removal, including preparing for packing and wrapping, packing and wrapping, completing packing process and completing all applicable documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant industry codes of practice for packing and wrapping furniture and effects during an international removal. Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the principles and procedures for handling furniture and effects in a range of international furniture removal contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare for packing and wrapping

1.1 All documents required to prepare for international removal are completed in accordance with workplace requirements

1.2 International removals documentation is checked to identify items of furniture and effects for removal

1.3 Appropriate materials, tools and equipment are selected to dismantle, pack, wrap and protect identified furniture and effects for international removal, in accordance with workplace procedures

2 Confirm onsite packing and wrapping requirements

2.1 Items of furniture and effects for removal are identified, and packing and wrapping needs are determined in accordance with international removal documentation

2.2 Additional packing and wrapping needs are identified, and where required, arrangements are made to access additional materials, tools and equipment

2.3 Furniture and effects requiring offsite packing are identified and segregated, and appropriate personnel are advised in accordance with workplace procedures

2.4 Special requirements are identified in consultation with client and documented, in accordance with workplace procedures

2.5 Items ineligible for international removal are identified in accordance with applicable regulations, industry standards and company policy, and appropriate action is taken in consultation with client and appropriate personnel

2.6 Client is advised of any pre-damaged or damage-risked items and appropriate documentation is completed

2.7 Confirmed items are appropriately prepared for travel in accordance with workplace procedures

3 Pack, wrap and label furniture and effects

3.1 Convenieent, suitable and unrestricted work areas are selected and prepared for packing and wrapping in consultation with client

3.2 Items for international removal are packed, wrapped and labelled in accordance with industry standards and company procedures

3.3 Identified items for international removal are dismantled in accordance with industry standards, workplace procedures and manufacturer requirements

3.4 Dismantled items of furniture are packed, wrapped, labelled and stored in accordance with removals documentation and workplace procedures
4 Complete packing and wrapping process

4.1 Tools, equipment and unused packing and wrapping materials are removed, and rubbish is disposed of in accordance with workplace procedures

4.2 All required international removals documentation is completed in accordance with workplace requirements

4.3 All furniture and effects for international removal are fully prepared for uplift in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable customs and quarantine regulations
- Client service requirements including language, courtesy, behaviour and problem solving
- Efficient use of resources when packing and wrapping furniture and effects for international removal
- Furniture dismantling techniques
- Housekeeping standards and procedures during a removal
- Industry standards and workplace procedures and policies for packing and wrapping furniture and effects for international removal
- Packing and wrapping techniques for various types of furniture and effects for international removal to prevent damage during the removal process
- Packing and wrapping techniques to optimise load space during shipping international furniture and effects
- Restrictions on hazardous items applicable to international removal of furniture and effects
- Risks when packing and wrapping furniture and effects during a removal and related precautions to control these risks
- Various modes of shipping international furniture and effects
- Work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines concerning wrapping and packing furniture and effects

Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during packing and wrapping furniture and effects for international removal
- Communicate effectively with others when packing and wrapping furniture and effects for international removal
- Complete documentation related to packing and wrapping furniture and effects for international removal including legibly completing labels and packing lists
- Implement contingency plans for unexpected situations that may arise when packing and wrapping furniture and effects for international removal
- Interpret and follow operational instructions and prioritise work
- Monitor work activities in terms of planned schedule
- Promptly report and/or rectify identified problems that may occur when packing and wrapping furniture and effects for international removal, in accordance with regulatory requirements and workplace procedures
- Read and interpret instructions, procedures and information relevant to packing and wrapping
furniture and effects for international removal

- Select and use required personal protective equipment (PPE) conforming to industry and WHS/OHS standards
- Work collaboratively with others when packing and wrapping furniture and effects for international removal
- Work systematically with required attention to detail without injury to self or others or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:
- required knowledge and skills
- relevant legislation, workplace procedures and industry standards
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, industry standards, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:
- direct observation of the candidate packing and wrapping, and dismantling and furniture and effects for international removals
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Items to be packed and wrapped for international removal may include:
- artworks
- books
- crockery
- electrical/electronic equipment
- glassware
- household effects and furniture
- office effects and furniture

Clients may be:
- external
- internal

Operations may be conducted:
- by day or night
- in a range of work environments and weather conditions

Materials may include:
- bubble wrap
- corrugated cardboard
- multi layered paper wadding
- papers of various thickness grades
- tar paper
- wax paper

Personal protective equipment may include:
- gloves
- high visibility vests
- safety footwear
- safety glasses

Equipment and tools may include:
- Allen keys
- hammer
- nails
- screwdrivers
- spanners

Work may be conducted in:
- client’s home/workplace
- controlled or open environments
- exposed conditions
- restricted spaces
- vehicle on the road
- workplace, warehouse or depot

Furniture and effects to be packed and wrapped may require:
- crating of items
- dismantling
- dismantling items for packing into cartons
- packing items into cartons
- special precautions
- wrapping dismantled items individually or collectively

Documentation may include:
- consultant inventory
- customer inventory
- manifests

Hazards during packing and wrapping furniture and effects may include:
- broken glass/crockery
- fragile items
- hazardous items
- heavy items

Appropriate personnel may include:
- consultant
- operations manager/supervisor

**Unit Sector(s)**
Not applicable.

**Competency Field**
D - Load Handling
TLID3050A Coordinate furniture removal

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to coordinate the removal of furniture and effects, including the correct parking of a removal vehicle, determining access arrangements, identifying potential hazards, developing, communicating and monitoring an appropriate removal plan prior to uplift, and completing all relevant records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with workplace procedures, relevant standards and certification requirements.
Work is performed under some supervision, generally in a team environment. Defined accountability and responsibility for self and others in achieving the required outcomes is involved.
This unit involves the application of standard furniture removal procedures by removal crew members when coordinating removals across a variety of removal contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Park vehicle
1.1 Vehicle is parked with due consideration of critical factors
1.2 Need for use of visual safety equipment is determined and where applicable this equipment is positioned in accordance with workplace procedures, local authority requirements and state/territory requirements
1.3 Access to vehicle is planned to ensure minimisation of traffic wear on gardens and lawns, and avoidance of obstructions
1.4 Potential external hazards are identified and appropriate action is planned to minimise risk of injury and/or damage to items and equipment during removal activities

2 Define job requirements
2.1 Customer needs and perception of job are clearly established through appropriate questioning and discussion based on removal consultant appraisal
2.2 In consultation with customer, consultant/client inventory is checked for accuracy and any discrepancies are made known to appropriate workplace personnel in accordance with workplace procedures
2.3 Initial inspection of total job is undertaken with customer and an appropriate loading sequence is ascertained
2.4 Potential internal hazards are identified and appropriate action is planned to minimise risk or injury and/or damage to items, equipment or structure
2.5 Special requirements are identified and negotiated with customer
2.6 Customer is appropriately advised of any pre-damaged or damage-risked items and appropriate documentation is completed
2.7 Dangerous or hazardous items that are unacceptable for removal are identified and customer is appropriately informed
2.8 Confirmation is made that items are appropriately prepared for travel, in accordance with workplace procedures

3 Plan and monitor loading
3.1 Loading plan is confirmed in consultation with appropriate onsite removal team members
3.2 Confirmed loading plan is communicated to all onsite removal team members
3.3 Relevant information regarding loading plan is communicated to dispatch staff or other appropriate personnel in accordance with
workplace procedures

3.4 Removal team performance is monitored to ensure requirements of loading plan are met

4 Complete records

4.1 Required records are updated accurately, legibly and promptly according to company procedures

4.2 Records are checked to ensure they include all required information relevant to the job
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Company work procedures
- Customer service requirements including language, courtesy, behaviour and problem solving
- Furniture removal procedures and codes of practice
- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and associated reasons
- Records and signed agreements that are completed during an initial removal survey and related procedures
- Relevant agreements and legislation applicable to furniture removal
- Relevant state/territory road traffic authority license and traffic regulations
- Relevant vehicle parking safety requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation and policies
- Special requirements that may need to be addressed in a removal and related procedures to be adopted

**Required skills:**

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Communicate effectively with others when coordinating a removal
- Complete required documentation
- Identify hazardous or dangerous items unacceptable for removal
- Implement contingency plans for unanticipated situations that may occur
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor work activities in terms of removal/loading plan
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems that may arise in accordance with regulatory requirements and workplace procedures
- Provide leadership and encouragement to team members
- Read and interpret relevant instructions, procedures, information and signs
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work collaboratively with others
- Work systematically with required attention to detail without injury to self or others or damage
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation, workplace procedures and industry standards
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, industry standards, codes of practice and operation manuals.

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Removal sites may include:
- commercial premises
- domestic premises
- industrial premises

Customers may be:
- external
- internal

Operations may be conducted:
- by day or night
- in a variety of weather conditions

Critical factors when parking a removal vehicle may include:
- obstructions and hazards
- parking and traffic restrictions
- positioning of vehicle
- required permissions (customer, body corporate)
- suitability of driveway (e.g. to support vehicle weight)

Personal protective equipment may include:
- gloves
- high visibility vests
- safety footwear
- safety glasses

Hazards may include:
- door and passageway widths and tight internal corners
- driveway length and surface
- lawn sprinklers on automatic timers
- low hanging light fittings and other fixture obstructions
- obstructions
- parking restrictions
- power and telephone lines, trees and landscaping
- stairs and steps
- uneven or unstable ground
- unfriendly pets

Requirements for access may include:
- additional gear and equipment
- authorities and permits
- communications equipment
- hours of operation
- personal protective equipment
- removal duration
- site restrictions and procedures
Loading plan may include:
- site security arrangements
- estimated time to complete loading
- loading sequence of furniture and effects
- positioning of load on vehicle

Consultative processes may involve:
- customers
- management and other office personnel
- occupational health and safety specialists
- other employees and supervisors
- other professional and technical staff and trades people
- union representatives

Special requirements may include:
- dismantling items
- temporary removal of doors and fittings on site
- using of tradespersons such as electricians, carpenters, cabinet makers

Communications may include:
- fixed and mobile phones, radio, fax, laptop computer/Internet
- oral/aural communications
- written communications, including completing and signing documents

Workplace procedures may include:
- company procedures
- enterprise procedures
- established procedures
- organisational procedures

Calculations may involve the basic use of a range of technology including:
- calculator
- computer
- manual techniques

Documentation may include:
- consultant appraisal report
- customer instructions
- emergency procedures
- incident reports
- job dockets
- job safety analysis
- job specifications and procedures
- manufacturer specifications
- quality assurance procedures
- risk assessment procedures
- site plan
- standards and certification requirements
- workplace operating procedures and policies

Applicable procedures and codes may include:
- local council regulations and requirements
include:

- relevant state/territory:
  - environmental protection legislation and regulations
  - roads and traffic authority vehicle driver licence requirements
  - traffic Act and related regulations
  - WHS/OHS legislation and regulations

Visual safety equipment may include:

- barriers
- bollards
- safety cones
- safety tape
- warning and advisory signs

Appropriate workplace personnel may include:

- customer service supervisor/manager
- operations supervisor/manager

**Unit Sector(s)**

Not applicable.

**Competency Field**

D - Load Handling
TLID3051A Segregate waste according to waste types

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to segregate waste according to waste type in an on-the-job environment. This unit of competency specifies the outcomes required to identify and segregate waste at a range of plant sites. It requires the ability to apply safe work practices while working with all types of waste. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit of competency supports individuals with responsibility for identifying and segregating waste while working in a waste plant environment. It includes contributing to the implementation of workplace policies and procedures, systems and plans, as well as recognising potential hazards and controlling risks.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

#### 1 Organise for work

1.1 Waste segregation plan is established in accordance with workplace policies and procedures and regulatory requirements

1.2 Job requirement hazards are identified, risks are assessed and risk controls are implemented in accordance with workplace policies and procedures, and state/territory regulations and legislation

1.3 Emergency and personal protective equipment (PPE) is selected, correctly fitted and worn in accordance with job requirements, manufacturer specifications, workplace requirements and relevant regulatory requirements

1.4 Segregation receptacles/areas are set up to ensure safe and effective segregation of waste in accordance with workplace requirements and relevant regulatory requirements

1.5 Equipment used for segregation is operated in accordance with manufacturer specifications, workplace policies and procedures and external licensing authorities

#### 2 Conduct identification and segregation activity

2.1 Waste is identified and appropriate handling process is implemented in accordance with waste type, workplace requirements and relevant state/territory regulatory requirements

2.2 Waste is segregated into categories and labelled in accordance with waste type, workplace policies and procedures and regulatory requirements

2.3 Sorted waste is placed into correct waste category receptacles/areas in accordance with workplace policies and procedures, and legislative environmental practices

2.4 Storage capacity of waste receptacles/areas is monitored in accordance with workplace policies and procedures and environmental licence requirements

2.5 Waste receptacles/areas are emptied in accordance with environmental practices and/or replaced according to workplace policies and procedures and with minimal disruption to work processes

#### 3 Conduct quality control inspection

3.1 Quality control inspections are undertaken to ensure compliance with segregation requirements in accordance with workplace policies and procedures, and environmental licence requirements

3.2 Quality control inspection details are documented in accordance with workplace policies and procedures, and environmental authority
regulations

4 Clean up area

4.1 Sorting site and equipment are cleaned in accordance with workplace policies and procedures

4.3 Waste products from cleaning process are disposed of in accordance with environmental licence requirements

4.2 PPE is checked and stored, and damaged or faulty PPE is reported and replaced in accordance with workplace policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Equipment and materials knowledge to facilitate:
  - application of emergency spill kits
  - cleaning and maintenance of plant and equipment
  - identification of plant and equipment
  - operation of plant and equipment
  - recycling activity
- waste management provision, including:
  - chemicals used in industry
  - client requirements
  - coding systems
  - duty of care
  - organisational requirements
  - reporting requirements
  - waste storage requirements
  - waste management hierarchy
  - waste containment and disposal techniques
- identification of:
  - hazardous and dangerous goods
  - procedures for containing segregated waste types, including containment and isolation of hazardous waste
  - segregation methods for dangerous goods and chemical substances
  - waste containment
  - waste disposal and recovery routes
  - waste non-conformance procedures
  - waste non-conformances
  - waste types, streams and characteristics
- measurement and calculation methods for:
  - volumes
  - weights
- Potential hazards and risks relating to:
  - emergency response procedures
  - waste containment and segregation techniques
- Resource recovery options relating to:
  - environmental issues
  - environmental regulations
• industry standards and legislation
• potential resources to be recovered
• timeframe to recover resources
• valuable resources within materials
• Work health and safety (WHS)/occupational health and safety (OHS) hierarchy of control
  • WHS/OHS requirements relating to:
    • chemical storage and segregation requirements
    • dangerous goods and hazardous substances
    • first aid

**Required skills:**

• Ask questions
• Conduct work practices safely and efficiently
• Consult
• Facilitate:
  • cleaning and maintenance of equipment
  • operation of plant and equipment
  • selection of equipment
• Handle waste non-conformances
• Identify hazards and risks
• Identify waste types and waste non-conformances
• Label waste
• Listen actively
• Organise work methodically
• Provide information
• Read and interpret:
  • job sheets
  • work requirements and safety data sheets (SDS)/material safety data sheets (MSDS)
  • safe systems of work
  • job safety and environmental analysis
  • work method statements
• Report on waste segregation outcomes
• Segregate valuable resources in composite materials
• Segregate waste types, including potentially hazardous waste
• Use emergency and personal protective equipment
• Work in a team environment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular the person should demonstrate the ability to:

- organise sorting receptacles/areas in designated areas
- select emergency and personal protective equipment
- identify potential risks and hazards to waste sorting and waste non-conformances
- observe WHS/OHS requirements.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Assessment of essential required knowledge may be conducted in an off-site context and is to comply with relevant regulatory or Australian Standards requirements.

Resource implications for assessment include:

- work plans and approved specifications
- results of sampling.

Method of assessment

The process of identifying and segregating waste must comply with industry expectations in the particular client environment.

If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies to assess competency in the identification and segregation of waste.

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the TLI10 Transport and Logistics Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Waste collection requirements typically include:
- acceptable waste types
- collection times and schedule
- observing contamination requirements
- pick-up locations
- WHS/OHS requirements

Client may include:
- all forms of business enterprises in this context, including:
  - government agencies
  - internal customers
  - local governments and councils
  - private and public companies
  - residents and ratepayers

Segregation categories may include:
- asbestos
- clinical/cytotoxic waste such as medical waste, dressings, sharps, pharmaceutical products, anatomical waste
- commercial and industrial waste
- construction and demolition waste such as broken bricks, concrete, plasterboard, glass, metals, soils, tiles, timbers
- general household waste/hard rubbish
- hazardous waste such as acid, caustic, grease trap waste, oily rags, filters, coolants, oily sludges, septic waste, solvents, trade waste, paints, batteries, triple interception
- manufactured products such as clothing and footwear
- organic and green waste such as fruit, vegetables, food, all garden waste
- processed food and beverage waste such as food, beverages, tobacco and liquor, used cooking oil
- quarantine waste such as airport and seaport amnesty bin waste, wash water waste from international vessels and from cleaning of heavy vehicles
- recyclable materials such as cardboard, plastic wrap, polystyrene, glass, metals, plastics, newspapers, magazines, phone books, boxes, cartons and packaging
- sanitary waste

Job requirement hazards and risks may include:
- clinical/cytotoxic waste
- compaction equipment
- confined spaces
- contamination
- dust
- fire
• gases and fumes
• hazardous waste
• injuries resulting from manual handling and repetitive work
• narrow driveways
• other vehicles and equipment
• overhanging signs
• pedestrians
• projectiles
• spark-producing equipment
• traffic
• unguarded conveyor belts
• weather

Equipment may include:
• barriers and warning signs
• compactors
• conveyors
• generators
• hand tools
• hoses
• load shifting equipment
• pumps
• sorting tables
• vacuums
• waste receptacles/areas

Organisational requirements may include information found in:
• briefing papers
• job sheets
• letters
• memos
• operations manuals
• quality assurance documents
• tender and contract documents
• verbal or written instructions
• work procedures

Emergency and personal protective equipment must include:
• communications equipment
• eye protection such as goggles and protective glasses
• eyewash kit
• fire extinguishers
• first aid kit
• footwear
• gloves
• overalls and protective clothing

Emergency and personal protective equipment may include:
• breathing apparatus
• emergency procedure guides
include:

- face shields or masks
- hard hats
- hearing protection
- safety data sheets (SDS)/material safety data sheets (MSDS)
- spill kit

Personal protective equipment must be:

- cleaned and fitted according to organisational requirements, manufacturer specifications and regulatory requirements
- stored according to workplace policies
- used when required according to workplace policies

Hazards associated with waste may include:

- all waste depending on the condition, environment and personal exposure
- clinical/cytotoxic products
- chemicals
- contamination
- electrical wiring
- gases and fumes
- glass
- leaking receptacles
- oil, diesel and petrol
- sharp objects

Non-conforming waste may include:

- hazardous or dangerous waste
- inferior quality and unacceptable waste streams

Waste characteristics may include:

- amount of waste
- density
- level of contamination
- quality
- shape
- size
- volume
- weight

Labels may include:

- date
- location
- sign-off by sorter
- type of waste
- waste source

Quality control may include:

- checklist
- environmental compliance
- inspection details such as date, time, location and process compliance level
- non-conformances
TLID3051A Segregate waste according to waste types

- quality grading
- recycling compliance
- regulatory compliance
- sign-off by inspector

Sorting site may be located within:
- composting facility
- landfill site
- materials recovery facility
- transfer station
- treatment site
- waste generator site

Cleaning may include:
- cleaning using products
- decontamination using products
- shovelling
- sweeping
- vacuuming
- water-hosing

Unit Sector(s)
Not applicable.

Competency Field
D – Load Handling
TLID4008A Monitor crane operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to monitor crane operations in accordance with workplace procedures and regulatory requirements, including monitoring work performance and progress, monitoring personnel working in operational area, solving problems concerning crane operations and making decisions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when monitoring crane operations as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Monitor work performance and progress | 1.1 Work is performed in line with workplace requirements and objectives, ensuring safe work practices are maintained in accordance with statutory authority regulations, national and industry safety codes and workplace procedures  
1.2 Crane operations and compliance with operational procedures are monitored regularly and refined in consultation with supervisor, crane drivers and other employees  
1.3 Work performance rates are maintained with delays being minimised to ensure work program objectives are met  
1.4 Safety in the work area is continually monitored during crane operations and required action is taken to identify and control hazards and risks |
| 2 Monitor personnel working in operational area | 2.1 Vigilance is maintained when personnel are working in the cranes operational area in accordance with statutory requirements, national standards and safety codes  
2.2 Personnel are checked out of operational area before securing operational area/storage location/ships hold after completion of shift and when task is completed, ensuring all personnel are safely out of the area/hold  
2.3 Personnel working in the operational area/storage location/ships hold are warned of any danger in accordance with workplace procedures and regulatory requirements  
2.4 Personnel working in the operational area/storage location/ships hold are alerted when required and emergency responses are initiated to provide assistance to personnel in hold |
| 3 Solve problems and make decisions | 3.1 Problems are solved and decisions are made to ensure optimum efficiency of operations having regard to management and client objectives  
3.2 Employees are encouraged to contribute their opinions to facilitate effective decisions and resolution of problems |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to crane operations, including the
REQUIRED KNOWLEDGE AND SKILLS

- Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the monitoring of crane operations
- Focus of operation of work systems, equipment, management and site operating systems for crane operations
- Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when monitoring crane operations
- Read and interpret instructions, procedures, information, labels and signs relevant to the monitoring of crane operations
- Identify cargo, container and goods, coding, ADG and IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of crane operations
- Receive, acknowledge, send messages and give signals using required communications equipment and protocols while monitoring crane operations
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when monitoring crane operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when monitoring crane operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise when monitoring crane operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring of crane operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when monitoring crane operations
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Cargo/freight may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Cranes may include:
- cranes in use at transport, rail or shipping terminals or wharves

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
RANGE STATEMENT

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Personnel in work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to crane operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for crane and associated equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes
- Australian and international regulations and codes of
RANGE STATEMENT

practice for the handling and transport of dangerous goods and hazardous substances, including:

- Australian and International Dangerous Goods Codes
- Australian Marine Orders and the International Maritime Dangerous Goods Code
- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- relevant Australian Standards, including AS 2550
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field                  D - Load Handling
TLID4009A Direct crane operations

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to direct crane operations in accordance with workplace and regulatory requirements including performing checks of the work area, performing checks of cargo, receiving and interpreting directions, anticipating cargo transfer sequence, and directing crane operators and transferring loads in accordance with job requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when directing crane drivers as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Perform check of work area</td>
<td>1.1 The work area is checked ensuring that the area is in accordance with relevant safety codes and national standards</td>
</tr>
<tr>
<td></td>
<td>1.2 Unsafe work areas are identified and reported to appropriate personnel</td>
</tr>
<tr>
<td>2 Perform check of cargo</td>
<td>2.1 Cargo/containers are checked ensuring they are safe to handle in accordance with national standards and industry safety codes</td>
</tr>
<tr>
<td></td>
<td>2.2 Unsafe or damaged cargo is identified and reported to appropriate personnel</td>
</tr>
<tr>
<td>3 Interpret and provide directions</td>
<td>3.1 Directions are provided using the required communications technology/mode</td>
</tr>
<tr>
<td></td>
<td>3.2 Directions are confirmed ensuring any unclear instructions are checked and clarified with the relevant staff</td>
</tr>
<tr>
<td>4 Anticipate cargo transfer sequence</td>
<td>4.1 Cargo transfer sequence is anticipated ensuring compliance with operating procedures and safe and efficient transfer operations</td>
</tr>
<tr>
<td></td>
<td>4.2 Cargo sequence is anticipated by referral to ships stowage plans/required sheets</td>
</tr>
<tr>
<td>5 Direct crane operators and transfer loads</td>
<td>5.1 Crane operators are directed to work locations to ensure that cargo/containers are transferred in accordance with workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>5.2 Crane drivers are immediately alerted to unsafe conditions, safety incidents and emergencies in accordance with workplace procedures and regulatory requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to crane operations, including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the direction of crane operations
- Focus of operation of work systems, equipment, management and site operating systems for crane operations
- Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems
REQUIRED KNOWLEDGE AND SKILLS

- Relevant handling and safety codes
- Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when directing crane operations
- Read and interpret instructions, procedures, information, labels and signs relevant to the direction of crane operations
- Identify cargo, container and goods, coding, ADG and IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the direction of crane operations
- Receive, acknowledge, send messages and give signals using required communications equipment and protocols while directing crane operations
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when directing crane operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when directing crane operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when directing crane operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the direction of crane operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when directing crane operations
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Workplace procedures when directing crane operations include:
- the following of the job plan and prepared work priorities
- specific site operating procedures
- requirements for safe and efficient operations
- effective communications with crane operators ensuring directions are promptly and accurately understood

Cranes may include:
- cranes in use at transport, rail or shipping terminals or wharves

Account may be taken of the following conditions in relation to operational safety (depending on the context of crane operations concerned):
- organisational and statutory operating requirements
- surface condition of the work area
- stacking area
- degree of visibility
- weather conditions
- other traffic
- obstacles
- site and nature of loads
- ship/vehicle/ rail movements
- tidal movement

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Communication in the work area
- phone
RANGE STATEMENT

may include:

- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- hand signals
- oral, aural or signed communications

Personnel in work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to crane operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for crane and associated equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- emergency procedures
- relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - relevant Australian Standards, including AS 2550
  - licence, patent or copyright arrangements
  - water and road use and licence arrangements
  - export/import/quarantine/bond requirements
  - marine orders
  - relevant state/territory OH&S and environmental protection legislation
  - workplace relations regulations
  - workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field D - Load Handling
TLID4030A Supervise mobile crane operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to supervise mobile crane operations, including implementing the operational plan for a mobile crane lift, directing operations, supporting crane personnel in their work, and negotiating and resolving site problems on request. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision. It involves the application of some judgement and routine principles and procedures to the supervision of mobile crane operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Implement operational plan</strong>&lt;br&gt;1.1 Checks are made that customer has fulfilled agreed obligations and required personnel and equipment are on site&lt;br&gt;1.2 Plan is implemented in accordance with legislative and workplace requirements&lt;br&gt;1.3 Check is made that hazards have been identified and hazard control strategies implemented</td>
</tr>
<tr>
<td>2</td>
<td><strong>Direct operations</strong>&lt;br&gt;2.1 Customer is kept advised of any changes to operation method and any concerns are addressed promptly&lt;br&gt;2.2 Crane personnel are encouraged to provide input to the operation&lt;br&gt;2.3 In the event of unanticipated situations, alternative options are developed and discussed with site and crane personnel&lt;br&gt;2.4 Emergency situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment&lt;br&gt;2.5 Responsibilities of crane personnel are clarified throughout operation&lt;br&gt;2.6 Crane personnel are coordinated and directed to ensure safe and efficient operation</td>
</tr>
<tr>
<td>3</td>
<td><strong>Support crane personnel</strong>&lt;br&gt;3.1 Assistance with rigging/operating duties is provided as necessary within legislative and site requirements&lt;br&gt;3.2 Additional equipment and personnel are arranged as necessary in line with legislative requirements&lt;br&gt;3.3 Facilities and amenities are arranged as necessary</td>
</tr>
<tr>
<td>4</td>
<td><strong>Resolve site problems on request</strong>&lt;br&gt;4.1 Problem is clarified as far as possible prior to site visit to enable prioritising of work&lt;br&gt;4.2 Problem is assessed through on-site consultation with crane personnel&lt;br&gt;4.3 Customer's perspective on the problem is sought where relevant&lt;br&gt;4.4 Decision is made regarding appropriate alternative solutions to the problem, taking into account safety and workplace requirements and customer expectations&lt;br&gt;4.5 Action to be taken is agreed with crane personnel and customer&lt;br&gt;4.6 Agreed commitments are met in a timely manner and undertakings of others are followed up to ensure personnel and customer satisfaction with the outcome&lt;br&gt;4.7 Required workplace records are updated accurately, legibly and promptly</td>
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</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Prioritising and multi-tasking work
- Workplace procedures concerning the supervision of mobile crane operations at a work site
- Problems that may arise when supervising mobile crane operations and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment

Required skills:

- Communicate effectively with others when supervising mobile crane operations
- Read and interpret instructions, procedures, information and signs relevant to the supervision of mobile crane operations
- Interpret and follow operational instructions and prioritise work
- Discuss and negotiate with clients and crew on issues related to the access to the site, setting up of the crane and the lift
- Complete documentation related to the supervision of mobile crane operations
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when supervising mobile crane operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when supervising mobile crane operations in accordance with regulatory requirements and workplace procedures
- Plan and guide the work of others, including predicting consequences and identifying improvements
- Implement contingency plans for unexpected situations that may occur when supervising mobile crane operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the supervision of mobile crane operations
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Ensure the application of fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and direct the use of equipment, processes and procedures
- Operate and adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Ensure the use of required personal protective equipment conforming to industry and OH&S standards
- Ensure the servicing of mobile crane equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic
- internal or external

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
RANGE STATEMENT

- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is:

- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Mobile crane operations being supervised may include:

- set-up
- access requirements
- lift requirements of customer

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Documentation/records may include:

- site procedures
- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- equal opportunity, equal employment opportunity and affirmative action legislation
- Workplace Relations Act(s)

Unit Sector(s)

Not Applicable
Competency Field

D - Load Handling
TLID4032A Plan and conduct specialised lift

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan and conduct a specialised lift by a mobile crane (excluding demolition work). It involves a lift which may be specialised in terms of job and equipment requirements, the qualities of the load, or the critical aspects of the location(s) of the lift. It includes inspecting the site, planning the lift, setting up the lift, working effectively in a team, lifting and moving the load, and following up on the job. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to specialised mobile crane operations.

Work is performed under general supervision. It involves the application of some judgement and routine principles and procedures to the planning and conduct of specialised lifts in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
**Employability Skills Information**

**Employability Skills**
This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT**  **PERFORMANCE CRITERIA**

1 **Inspect site**

1.1 Site is inspected as required with other relevant personnel to assess job requirements

1.2 All necessary parameters are measured to ensure accuracy of calculations

1.3 Hazards are identified through inspection of site and load

1.4 Additional information regarding load and possible hazards is sought from customer and expert personnel

1.5 Special site requirements are identified

2 **Plan the lift**

2.1 Operation plan is developed in consultation with other relevant personnel to include hazard prevention/control measures in line with workplace procedures, applicable Australian standards and codes of practice

2.2 Where required, approval to carry out lift is obtained from the appropriate statutory authority

2.3 Multiple crane lifts are planned (as applicable) to encompass the determination of the types of cranes suitable for use and an assessment of the share of the load to be carried by each crane

2.4 Cranes load chart is interpreted and information on permissible loads, radii, weights, boom and jib taken into account in planning the job

2.5 Safe Working Load (SWL) or Working Load Limit (WLL) is calculated

2.6 Appropriate drawings and simulations are created to check feasibility of planned operations

2.7 Information from previous lifts is used in developing the operational plan

2.8 A range of different alternatives is considered to ensure effective and safe lift

2.9 Unsolicited, irrelevant information is disregarded to focus on the task at hand

2.10 Need for additional/specialised equipment is ascertained and arrangements made for collection/delivery to site

2.11 Communication system is determined and all team members are briefed on its use in conducting lift

3 **Set up lift**

3.1 Site measurements are checked to verify accuracy

3.2 Operating and emergency controls are checked to ensure the crane is in safe working order

3.3 Appropriate personal protective equipment is selected and worn in accordance with manufacturers specifications and site requirements
### ELEMENTS

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4</td>
<td>Site is isolated as necessary and, when required, assistance sought to ensure public safety</td>
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<tr>
<td>3.5</td>
<td>Other personnel on site are directed as necessary to ensure risks to personnel and equipment are minimised</td>
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<tr>
<td>3.6</td>
<td>Variables which affect the predictability of the operation are eliminated wherever possible</td>
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<tr>
<td>4</td>
<td>Work effectively in team</td>
</tr>
<tr>
<td>4.1</td>
<td>The advice of all team members is sought in developing the operational plan</td>
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<tr>
<td>4.2</td>
<td>Ideas are discussed and evaluated with team members to determine viability and reach consensus on an effective plan</td>
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<tr>
<td>4.3</td>
<td>Individual roles and responsibilities are clarified and agreed</td>
</tr>
<tr>
<td>4.4</td>
<td>Other team members are assisted as necessary to ensure the operation can be completed safety and efficiently</td>
</tr>
<tr>
<td>5</td>
<td>Lift and move load</td>
</tr>
<tr>
<td>5.1</td>
<td>Nominated authorised person is recognised as being in control and instructions are followed</td>
</tr>
<tr>
<td>5.2</td>
<td>Test runs are conducted as necessary to ensure a safe lift</td>
</tr>
<tr>
<td>5.3</td>
<td>Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard</td>
</tr>
<tr>
<td>5.4</td>
<td>Danger is anticipated by monitoring of crane and load, and instruction to stop operation given where there are any concerns the lift is not proceeding as planned</td>
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<tr>
<td>5.5</td>
<td>Potential impact of change in one area of operation on the lift as a whole is recognised</td>
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<tr>
<td>5.6</td>
<td>In the event of unanticipated situations, contribution is made to developing alternative operational plan</td>
</tr>
<tr>
<td>6</td>
<td>Follow up on job</td>
</tr>
<tr>
<td>6.1</td>
<td>Specialised equipment is checked and re-stored in accordance with workplace procedures</td>
</tr>
<tr>
<td>6.2</td>
<td>Operation is reviewed in consultation with relevant personnel and contribution is made to recommendations for review of procedures where appropriate</td>
</tr>
<tr>
<td>6.3</td>
<td>Need for further after job debriefing or counselling is recognised and appropriate action is taken</td>
</tr>
<tr>
<td>6.4</td>
<td>Records are completed promptly in line with workplace procedures</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Prioritising and multi-tasking work
- Company work procedures concerning the setting up and rigging of a mobile crane at a work site
- Problems that may arise when planning and supervising a specialised lift using a mobile crane and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment
- Relevant agreements, codes of practice or other legislative requirements

Required skills:

- Communicate effectively with others when planning and supervising a specialised lift using a mobile crane
- Read and interpret instructions, procedures, information, technical data, manuals and signs relevant to the planning and supervision of a specialised lift using a mobile crane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and supervision of a specialised lift using a mobile crane
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when planning and supervising a specialised lift using a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when planning and supervising a specialised lift using a mobile crane in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Develop contingency plans for possible unanticipated situations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the planning and supervision of a specialised lift using a mobile crane
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Ensure the use of required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- day or night
- in a variety of weather conditions

Environment may include movement of:

- equipment
- goods
- materials
- vehicular traffic
- internal or external

Customers may be:

- internal or external

Mobile crane may be involved in work in a range of industry sectors including:

- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Specialised lifts may include:

- large surface areas-pools
- tilt-up panels
- drive-in movie screens
- tree removal and replacement
- bridge beams
- multiple crane lifts
- passing loads to other cranes
- tailing out of loads
RANGE STATEMENT

- turning loads over
- lifting high value goods
- recovery work
- specialised operations-drag lines
- clam shell
- pile driving
- barge work
- work involving work box duties

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is:

- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment

- gloves
RANGE STATEMENT

may include:

- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
  - operations manuals including load charts and crane and rigging manuals
  - induction documentation
  - competency standards and training materials
  - job specifications and procedures
  - manufacturers specifications
  - workplace operating procedures and policies
  - supplier and/or client instructions
  - communications technology equipment, oral, aural or signed communications
  - personal and work area work procedures and practices
  - conditions of service, legislation and industrial agreements including:
    - workplace agreements and awards
    - occupational health and safety procedures
    - standards and certification requirements
    - quality assurance procedures
    - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to specialised mobile crane operations
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field   D - Load Handling
TLID4048A Top load a dangerous goods tanker

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to top load a tanker carrying liquid dangerous goods.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the road transport industry who transport petroleum products.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Prerequisite Unit TLIC4065A Operate chemical tanker (or)
TLIC4066A Operate fuel tanker (or)
TLIC4067A Operate LP gas tanker

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT PERFORMANCE CRITERIA

1 Top load vehicle

1.1 Determine prior load and follow prescribed switch load procedures

1.2 Product type and quantity to be loaded are checked to determine whether they are in accordance with delivery documentation and are within the safe carrying capacity and gross weight limitations of the vehicle

1.3 Discrepancies are rectified in accordance with company procedures

1.4 Locations of emergency equipment and emergency procedures are identified before loading commences

1.5 Personal protective equipment (PPE) is identified and worn according to regulatory and site requirements

1.6 Vehicle is checked to ensure it is correctly placarded for the product to be loaded

1.7 Product transfer equipment is connected and bonded in accordance with organisational and site procedures

1.8 Site procedures are followed for commencement of the loading process

1.9 Vehicle is safely loaded with product using only approved equipment and in accordance with organisational requirements and site procedures

1.10 Loading process and fill levels are monitored by the driver in accordance with company and site procedures

1.11 At the completion of the loading process, all valves on the vehicle and load-out facility are closed, and all transfer equipment is secured in accordance with site procedures

1.12 Loaded vehicle is checked to be within legal weight limitations and compliant with regulatory requirements and company procedures

1.13 Pre-departure inspection of the loaded vehicle is undertaken to ensure hoses, pipes and cables are disconnected and secure, brake interlock is deactivated, and any obstacles cleared in accordance with company procedures

1.14 Site is restored to a clean and tidy condition in accordance with site procedures

1.15 Vehicle is moved from the loading area without damage to property or injury to people and in accordance with site procedures
2 Work at heights on a dangerous goods tanker

2.1 Prior to ascending or descending the vehicle ladders, required fall restraint safety equipment is connected to the vehicle in accordance with safety regulations and site procedures

2.2 When operating on top of vehicle, all fall restraint safety equipment is connected in accordance with site and safety regulations

3 Complete load documentation

3.1 Pre-load documentation is submitted prior to loading and checked for accuracy of expected load

3.2 Shipping documentation is completed, checked and secured in the vehicle in accordance with organisational and legislative requirements at the completion of the load

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:

- Potential hazards
- Safe loading procedures
- Placarding requirements for dangerous goods carrying vehicles
- Preparation methods for tanker equipment
- Static electricity control practices
- Working at heights controls and safe methods
- Switch loading procedures

Required skills:

- Identify product and volume of goods
- Identify dangerous goods and hazardous materials
- Coupling and de-coupling methods for top loading a bulk liquid tanker
- Identify and prepare tanker equipment
- Apply manual handling practices
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - safely top loading a dangerous goods tanker and completing documentation
  - demonstrating knowledge of control operation
  - applying correct methods for ascending and descending a tanker ladder
  - completing the documentation required for top loading a dangerous goods tanker

Context of and specific resources for assessment

- Assessment must ensure access to:
  - tools, equipment and PPE currently used in industry
  - relevant regulatory and equipment
  - documentation that impacts on work activities

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
- Online assessment is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Integrity of dangerous goods is checked by:
- valves
- caps
- hatches

Gross weight limitation of a tanker complies with:
- state and territory legislation
- National Heavy Vehicle Accreditation Scheme (NHVAS) requirements
- manufacturer’s safe fill levels and vehicle mass limits

Product transfer equipment includes:
- delivery hoses
- overfill protection systems
- external piping and fittings
- bonding devices
- valves
- warning devices
- brake interlock

Tanker classes include:
- rigid vehicle
- truck and dog combinations
- semi combinations
- B-Double combinations
- road train combinations

PPE and safety measures include:
- chemical resistant gloves
- safety headwear and footwear
- safety glasses
- intrinsically safe, full cover protective clothing
- high visibility clothing and safety vest
- evacuation controls

Emergency equipment includes:
- emergency shutdown controls
- spill control equipment
- eye wash equipment and safety showers
- fire extinguishers

Documentation and records include:
- dangerous goods shipping documentation, as per the current Australian Dangerous Goods (ADG) Code
- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- relevant Australian standards and certification requirements
• workplace policies and procedures
• relevant internal data entry books, including log books, data sheets and load sheets
• transport emergency response plan (TERP)
• Australian code for the transport of dangerous goods by road or rail: the ADG Code
• relevant state and territory:
  • roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  • road rules
  • OH&S legislation
  • fatigue management regulations
  • environmental protection legislation and regulations

Unit Sector(s)
Not applicable.

Competency Field
D – Load Handling
TLID4049A Bottom load a dangerous goods tanker

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to bottom load a dangerous goods tanker. Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the complex road transport fuel/gas industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Prerequisite Unit  TLIC4065A Operate chemical tanker (or)
TLIC4066A Operate fuel tanker (or)
TLIC4067A Operate LP gas tanker

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT PERFORMANCE CRITERIA

1 Conduct pre-loading activities

1.1 Documentation is submitted prior to loading and checked for accuracy of expected load
1.2 Loading area is checked for hazards
1.3 HAZCHEM signage and product tumblers are checked or changed in accordance with regulatory requirements, and site and organisational procedures
1.4 Integrity of dangerous goods is checked prior to loading in accordance with workplace procedures

2 Prepare for loading

2.1 Loading console instructions are followed and authorisation is gained
2.2 Tanker equipment is prepared for loading in accordance with organisational and facility procedures
2.3 Product and volume to be loaded are selected in accordance with loading documents
2.4 Final check of product type and quantity to be loaded is made for compliance with delivery documentation, safe carrying capacity, and gross weight limitations of the tanker
2.5 Any discrepancies are rectified in accordance with organisational procedures

3 Bottom load tanker

3.1 Locations of emergency equipment and emergency procedures are identified before loading commences
3.2 Vapour recovery product transfer equipment is connected in accordance with organisational requirements
3.3 Site procedures are followed for commencement of the loading process
3.4 Tanker is safely loaded with product using only approved equipment and in accordance with organisational requirements and site procedures
3.5 Loading process is manoeuvred at console in accordance with organisational and site procedures
3.6 Valves on the tanker and load-out facility are closed and all transfer equipment is secured at the completion of the loading process in accordance with site procedures
4 Leave the loading rack

4.1 Loaded tanker is checked to ensure it is within legal weight limitations and complies with regulatory and organisational procedures

4.2 Pre-departure inspection of loaded tanker is undertaken to ensure all hoses, pipes and cables are disconnected and secured, brake interlock is deactivated, and any obstacles are cleared in accordance with organisational procedures

4.3 Tanker is slowly moved from the loading area without damage to property or injury to people and in accordance with site procedures

4.4 Tanker is parked in the designated area and checked to ensure correct placarding

4.5 Load documentation is completed, checked and secured in the tanker in accordance with regulatory requirements

4.6 Tanker is driven safely from site in accordance with site procedures
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:

- Road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations
- Potential hazards
- Safe loading procedures
- Placarding requirements for parking procedures
- Preparation methods for tanker equipment

Required skills:

- Identify volume of goods
- Make accurate estimates in a range of situations
- Identify dangerous goods and hazardous materials
- Reading complex legislative and regulatory requirements
- Apply de-coupling method for bottom loader tanker
- Identify and prepare tanker equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - knowledge of control operations
  - bottom loading a dangerous goods tanker
  - coupling and de-coupling a dangerous goods tanker

Context of and specific resources for assessment

- Assessment must ensure access to:
  - tools, equipment and personal protective equipment (PPE) currently used in industry
  - relevant regulatory and equipment documentation that impacts on work activities

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
- Online assessment is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Integrity of dangerous goods involves checking:
- valves
- caps
- hatches

Gross weight limitation of a tanker complies with:
- National Heavy Vehicle Accreditation Scheme (NHVAS)
- manufacturer’s safe load limit

Product transfer equipment includes:
- delivery hoses
- scull systems
- external piping and fittings
- bonding devices
- pressure vessels
- master switch
- valves
- warning devices
- brake interlock
- pressure and ullage gauges

Tanker classes include:
- B-Double
- B-Triple
- AB-Quad

Personal safety measures include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
- eye wash kit

Emergency equipment includes:
- emergency shutdown controls
- evacuation controls

Documentation and records include:
- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- workplace policies and procedures
- relevant Australian standards and certification requirements
- relevant internal data entry books, including log books, data sheets and load sheets
Applicable legislative procedures and codes include:

- transport emergency response plan (TERP)
- Australian code for the transport of dangerous goods by road or rail: the current Australian Dangerous Goods (ADG) Code
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
  - fatigue management regulations
  - environmental protection legislation and regulations

Unit Sector(s)

Not applicable.

Competency Field

D – Load Handling
TLID4050A Discharge a dangerous goods tanker

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to pump discharge a dangerous goods tanker.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the road transport fuel/gas industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Conduct pre-discharge activities | 1.1 Delivery location is checked against site plan and delivery job sheet  
1.2 Tanker is positioned to enable discharging to be carried out in accordance with site procedures without injury to people or damage to property  
1.3 Park brake is applied, engine turned off and, where applicable, battery is isolated  
1.4 Personal protective equipment (PPE) is used in accordance with site and organisational procedures |
| 2 Prepare for discharging | 2.1 Delivery location is checked for hazards and set up in accordance with regulatory requirements and company procedures  
2.2 Lids on the spillbox are lifted and spillbox is drained of any liquid  
2.3 ID markers and tumblers are checked against the safe discharge unload plan to verify that the load will fit  
2.4 Hoses are removed from tanker and test date is checked |
| 3 Follow discharge requirements and procedures | 3.1 Product type and quantity to be discharged are checked to determine whether the receiving vessel can accept to load, and any discrepancies are rectified in accordance with organisational procedures  
3.2 Locations of emergency equipment and emergency procedures are identified before discharging commences  
3.3 Product transfer equipment is connected in accordance with regulatory and organisational requirements  
3.4 Internal valve is opened  
3.5 Checks are completed prior to commencing discharge in accordance with organisational procedures  
3.6 Valve is fully opened and product is discharged safely in accordance with regulatory and organisational requirements and site procedures  
3.7 Discharging process is monitored in accordance with regulatory requirements, and company and site procedures  
3.8 Tanks and compartments are changed in accordance with regulatory and organisational requirements and site procedures |
4 Work at heights on a dangerous tanker

4.1 Safety equipment is connected to the tanker prior to ascending the tanker ladders in accordance with safety regulations and site procedures.

4.2 Safety equipment is connected when operating on top of the tanker in accordance with site and safety regulations.

4.3 Work is completed in accordance with regulatory and organisational requirements and site procedures.

5 Finish unloading

5.1 All valves on the tanker and receiving facility are closed and transfer equipment is secured in accordance with site procedures.

5.2 Site is re-dipped and readings are recorded on delivery documentation.

5.3 Site is restored to a clean and tidy condition in accordance with site procedures and any site defects are reported.

5.4 Final safety inspection of tanker and site is conducted.

5.5 Tanker is moved from the unloading area without damage to property or injury to people and in accordance with site procedures.

5.6 Delivery documentation is completed, checked and adjusted and secured in the tanker in accordance with regulatory and organisational requirements at the completion of the discharge.

5.7 Truck and tanker are checked to ensure correct placarding before departure.

5.8 Site plan is followed for exiting the site.
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:

- Road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations
- Compatibility of various types of explosives and dangerous goods
- Characteristics of various classes of explosives and dangerous goods relevant to handling
- Workplace procedures and policies for loading and unloading explosives and dangerous goods
- Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risks

Required skills:

- Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods
- Identify and interpret containers and goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected
- Communicate effectively with others when loading, unloading and handling explosives and dangerous goods
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - safely discharging a dangerous goods tanker
  - knowledge of control operation
  - connecting transfer equipment
  - applying correct methods for ascending and descending a tanker ladder
  - completing the documentation required for discharging a dangerous goods tanker

Context of and specific resources for assessment

- Assessment must ensure access to:
  - tools, equipment and PPE currently used in industry
  - relevant regulatory and equipment documentation that impacts on work activities

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Tanker classes include:
- B-Double
- B-Triple
- AB-Quad

Checks may include:
- tumbler
- sight glass
- hose to tank
- fill point
- leaks
- tumbler to sight glass
- hydrant sight glass for correct product colour
- fittings
- hoses
- vent area

Hazards may include:
- ignition sources
- static electricity
- slips, trips and falls
- product contact

Personal safety measures include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
- eye wash kit

Emergency equipment includes:
- emergency shutdown controls
- evacuation controls
- fire extinguishers
- eye wash bottles
- spill kits

Documentation and records include:
- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- workplace policies and procedures
- relevant Australian standards and certification requirements
• relevant internal data entry books, including log books, data sheets and load sheets
• transport emergency response plan (TERP)
• Australian code for the transport of dangerous goods by road or rail: the current Australian Dangerous Goods (ADG) Code
• relevant state and territory:
  • roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  • road rules
  • OH&S legislation
  • fatigue management regulations
  • environmental protection legislation and regulations

Unit Sector(s)
Not applicable.

Competency Field
D – Load Handling
TLIE1003A Participate in basic workplace communication

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to participate effectively in basic workplace communication including communicating information about routine tasks, processes, events or skills, participating in group discussions to achieve appropriate work outcomes, and representing views of a group to others. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Communication is carried out as an integral part of routine work in the context of the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Communicate information about routine tasks, processes, events or skills | 1.1 An appropriate form of communication is selected and used to meet the purpose required  
1.2 Effective listening skills are demonstrated  
1.3 Questions are used to gain additional information and to clarify understanding  
1.4 Sources of information relevant to the communication are identified  
1.5 Information is selected and sequenced correctly  
1.6 Verbal and written reporting is undertaken where required  
1.7 Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups |
| 2 Participate in group discussions to achieve appropriate work outcomes | 2.1 Responses are sought and provided to others in the group  
2.2 Constructive contributions are made in terms of the process involved  
2.3 Goals or outcomes are communicated and/or recorded |
| 3 Represent views of the group to others | 3.1 Views and opinions of others are interpreted, understood and accurately reflected |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Basic communication techniques including barriers to effective communication and how to overcome them
- Basic principles of effective communication
- Protocols and procedures for communicating with others using relevant workplace technology
- Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English
- Typical communication problems and appropriate action and solutions
Required skills:

- Communicate effectively with others when completing basic work activities
- Read and interpret instructions, procedures and information relevant to basic work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to basic work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others in the course of communication
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems in communication in accordance with workplace procedures
- Modify communication activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication will be that involved in:

- in basic routine work functions
- may occur by day or night
- in a variety of work contexts

Communication modes may include:

- active listening
- group interaction
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- routine written reporting
- participation in routine meetings in the workplace
- basic recording of discussions

Communications may involve:

- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English

Communication problems may include:

- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communication channels
- illegible writing or print
RANGE STATEMENT

- use of non-standard vocabulary
- incorrect assumption that message has been received and/or correctly understood

Personnel in work area may include:
- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:
- phone
- electronic data interchange
- fax
- email
- internet
- radio

Information/documentation may include:
- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
RANGE STATEMENT

- environmental protection regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  E - Communication and Calculation
TLIE1005A Carry out basic workplace calculations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations; preparing basic estimates of mass, size and volume; and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Application of the Unit
Calculations are carried out as an integral part of routine work in the context of the workplace concerned.
Work is performed under some supervision, generally within a team environment.
Work involves the application of established mathematical principles and techniques in day-to-day work activities.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
---|---
1 Carry out calculations | 1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks
| 1.2 Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division
| 1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace tasks
| 1.4 The functions of a calculator, numeric keypad or computer are used to perform workplace tasks
| 1.5 Numerical information is self-checked and corrected for accuracy
2 Prepare estimates | 2.1 Quantities of materials and resources required to complete a work task are estimated
| 2.2 The time needed to complete a work activity is estimated
| 2.3 Accurate estimates for work completion are made
3 Interpret graphical representations of mathematical information | 3.1 Information represented in symbols, diagrams and pictorial representations is recognised, interpreted and acted upon in workplace tasks

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Basic mathematical operations and techniques
- Ways of representing basic mathematical information
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Typical mathematical problems, and appropriate action and solutions

Required skills:
Required skills:

- Communicate effectively with others when carrying out basic workplace calculations
- Read and interpret instructions, procedures and information relevant to basic workplace calculations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out basic workplace calculations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when carrying out basic workplace calculations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - carrying out basic calculations as they relate to the job role
  - identifying the most common forms of calculations as they relate to the job role

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Calculations:  
- will be those involved in basic routine work functions  
- may occur by day or night and in a variety of work contexts

Calculations may involve:  
- money  
- volume  
- weight  
- time  
- length and distance  
- area  
- perimeter

Mathematical operations may include:  
- multiplication  
- division  
- addition
RANGE STATEMENT

Consultative processes may include:
- staff members
- management
- union representatives
- industrial relations, occupational health and safety specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Calculations may involve the basic use of a range of technology including:
- manual techniques
- calculator
- computer

Information/documentation may include:
- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation

Unit Sector(s)
Not Applicable
Competency Field

Competency Field E - Communication and Calculation
TLIE1027A Carry out basic workplace calculations in the transport logistics industry

Modification History
Not applicable.

Unit Descriptor
Not applicable.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Not applicable.

Elements and Performance Criteria Pre-Content
Not applicable.

Elements and Performance Criteria
Not applicable.

Required Skills and Knowledge
Not applicable.
Evidence Guide
Not applicable.

Range Statement
Not applicable.

Unit Sector(s)
Not applicable.

Custom Content Section
Not applicable.
TLIE2001A Present routine workplace information

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to present routine workplace information in accordance with workplace requirements including preparing and presenting routine workplace documents and preparing and delivering oral presentations as part of routine work. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with workplace requirements concerning the preparation and presentation of routine workplace information.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and relevant regulatory requirements when preparing and presenting routine workplace information as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare and present document</td>
<td>1.1 Purpose of the document is identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Sources of information are established</td>
</tr>
<tr>
<td></td>
<td>1.3 Information is collated and presented in a logical order</td>
</tr>
<tr>
<td></td>
<td>1.4 Document style is selected to match purpose and workplace pro-formas</td>
</tr>
<tr>
<td></td>
<td>1.5 Language is clear, concise and conveys appropriate information to target audience</td>
</tr>
<tr>
<td></td>
<td>1.6 Document is checked to ensure that it follows workplace requirements</td>
</tr>
<tr>
<td></td>
<td>1.7 Completed document is presented to appropriate personnel as required</td>
</tr>
</tbody>
</table>

| 2 Prepare and deliver oral presentation | 2.1 Purpose of oral presentation is established |
| | 2.2 Target audience is identified |
| | 2.3 Information is gathered and sorted |
| | 2.4 Visual, audio and physical support media are identified or developed, if required, in accordance with workplace procedures |
| | 2.5 Presentation is trialled and adjusted to suit target audience |
| | 2.6 Information is presented in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for preparing and presenting routine workplace information
- Focus of operation of work systems, equipment, management and site operating systems for the preparation and presentation of routine workplace information
- Documents, forms, and oral presentations required as part of routine workplace activities
- Problems that may occur when preparing and presenting routine workplace information and appropriate action that can be taken to resolve the problems
Required skills:

- Communicate effectively with others when preparing and presenting routine workplace information
- Read and interpret instructions, procedures and information relevant to the preparation and presentation of routine workplace information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation and presentation of routine workplace information
- Receive, acknowledge and send messages with available communications equipment
- Work collaboratively with others when preparing and presenting routine workplace information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing and presenting routine workplace information in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Identify, select and use relevant equipment, processes and procedures when preparing and presenting routine workplace information
- Use presentation packages for slides, overhead projector, computer presentations
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
## RANGE STATEMENT

**Workplace information to be prepared and presented may include:**
- controlled or open environments
- routine reports, documentation and forms that are required to be completed to instructions, or pro-formas as part of routine job requirements

**Reports/forms may be presented:**
- orally, in writing or via a computer

**Hazards in the work area may include exposure to:**
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

**Personal protective equipment needed in the work area may include:**
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

**Communication in the work area may include:**
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

**Consultative processes may involve**
- staff members
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

**Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:**
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

**Information/documents may include:**
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to workplace activities
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods
RANGE STATEMENT

and hazardous substances (where applicable)

- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the transfer of cargo/freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable)
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field E - Communication and Calculation
TLIE2007A Use communication systems

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to use communication systems including identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, maintaining equipment, and completing documentation. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Application of the Unit
Work is carried out in accordance with relevant regulations and workplace procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify system features | 1.1 System features and control functions are identified  
1.2 Where relevant, battery and signal levels are monitored  
1.3 Mobile equipment is set up to optimise communication  
1.4 Where relevant, channels are selected appropriate to the communication |
| 2 Communicate using communications technology | 2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturers instructions and workplace procedures  
2.2 Communication system is operated safely in accordance with manufacturers instructions, workplace procedures and (any) regulatory requirements  
2.3 Telephone and radio security is maintained in accordance with workplace procedures  
2.4 Where relevant, channel selection is appropriate for the location and type of communication  
2.5 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users  
2.6 Where applicable, public address (PA) system is used to communicate with passengers and crew as per standard operating procedures  
2.7 Where applicable, incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements  
2.8 Appropriate protocols and procedures are followed when using communications systems during emergencies  
2.9 Received messages are interpreted and recorded, where required, in accordance with workplace procedures  
2.10 Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes |
| 3 Maintain communication equipment operational status | 3.1 Equipment is checked and maintained in working order in accordance with workplace procedures  
3.2 Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures |
| 4 Complete documentation | 4.1 Appropriate records of communications are maintained in accordance with workplace procedures |

### Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Protocols and procedures for communicating with others using relevant communication technology including the use of PA systems on passenger vehicles and trains
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communications systems
- Basic communication techniques including barriers to effective communication and how to overcome them
- Basic principles of effective communication
- Techniques for communicating effectively with a multilingual person or persons with a limited ability to speak or understand English
- Pre-operational checks for communications systems and equipment
- Minor routine maintenance procedures for communications equipment
- Typical problems that may occur when using communications systems, and appropriate action and solutions

Required skills:

- Communicate effectively with others using available communications systems
- Read and interpret instructions and procedures relevant to the use of communications systems
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities when using communications systems
- Identify and use required communication technology
- Work collaboratively with others when using communications systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communications systems in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when using communications systems
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the use of communications systems
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures
- Monitor performance of communication equipment, and take appropriate action if required

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - demonstrating use of communication equipment
  - demonstrating an understanding of communication security
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments.
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including:

- in confined spaces, exposed conditions and controlled or open environments
- in a workplace, terminal, warehouse or depot
- in a vehicle
- on a vessel
- on a train
- on a worksite
- at a client's workplace
- ship-to-shore/vehicle-to-base communications

Communication systems may include:

- fixed phone systems
- mobile phone, both on person or hands-free
- radios including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB, marine
- PA systems on passenger vehicles, trains and aircraft
- signed communication using established industry protocols, such as when hearing protection in use

Worksite communication may include:

- active listening
- two-way conversation
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting

Communications may involve:

- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English
RANGE STATEMENT

Communication problems may include:

- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communications channels
- illegible writing or print
- use of non-standard vocabulary
- incorrect assumption that message has been received and/or correctly understood
- not following correct communication protocols and procedures

Communication may be with:

- base personnel
- other drivers and workplace personnel
- passengers (where applicable)
- managers
- supervisors/team leaders
- suppliers and clients
- private and/or public sector security personnel
- police and other emergency services personnel
- security consultants
- other professional or technical staff
- local government authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace communication procedures, protocols, checklists and instructions including safety management systems/plans
- manufacturers specifications for communications equipment
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- communication records
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- emergency procedures
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field E - Communication and Calculation
TLIE2008A Process workplace documentation

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to process workplace documentation including planning the documentation to fulfil the identified purpose and completing the documentation in accordance with requirements. Documentation may include forms, logs, diaries and basic hand-written or typed reports. It may also include entry of information into computer-based documents and forms. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Processing of workplace documentation is carried out as an integral part of work operations in the context of the workplace concerned. Work may be performed in team and autonomous working situations. It involves the application of established procedures in the completion of workplace documentation in the course of day-to-day operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan documentation | 1.1 Purpose of workplace documentation is identified and confirmed  
| | 1.2 Information for completion of the workplace documentation is collected, interpreted, analysed and organised as required |
| 2 Complete documentation | 2.1 Required documentation is prepared, or forms completed, in accordance with workplace policies and procedures  
| | 2.2 Information is entered into computer-based documents, where required  
| | 2.3 Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements. |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant procedures and duty of care requirements  
- Relevant OH&S responsibilities  
- Protocols and procedures for processing workplace documentation using relevant workplace technology  
- Requirements for workplace documentation, forms, logs or diaries  
- Sources of information for the completion of workplace documentation, forms, logs or diaries  
- Purpose of workplace documentation, forms, logs or diaries  
- Typical problems in processing of workplace documentation and appropriate action and solutions

Required skills:

- Communicate effectively with others when completing and processing workplace documentation, forms, logs or diaries  
- Read, interpret and organise information needed for the completion and processing of workplace documentation, forms, logs or diaries  
- Interpret and follow operational instructions and prioritise work  
- Complete workplace documentation, forms, logs or diaries  
- Write and/or enter information into computer based documentation systems
Required skills:

- Work collaboratively with others when completing and processing workplace documentation, forms, logs or diaries
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when completing and processing workplace documentation, forms, logs or diaries in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the completion and processing of workplace documentation, forms, logs or diaries
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in computing equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Processing of workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including:

- in confined spaces, exposed conditions and controlled or open environments
- in a workplace, warehouse or depot
- in a vehicle on the road
- at a client's workplace

Types of documentation may include:

- workplace and on-road transport memos
- letters
- diaries
- logs
- checklists
- maintenance schedules
- workplace forms and standard documents

Documentation and reporting

- as defined within workplace procedures
RANGE STATEMENT

systems will be:

Documentation may be received from or sent to:

- managers
- supervisors/team leaders
- other workplace personnel
- clients
- contractors
- union representatives
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation may include:

- hard copy
- computer-based documents and forms
- faxes
- email

Information/documentation may include:

- workplace procedures, forms, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturer specifications
- workplace documentation policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
Unit Sector(s)
Not Applicable

Competency Field
Competency Field E - Communication and Calculation
TLIE2014A Compile and process export documentation

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to compile and process export documentation including assessing cargo for transport, preparing regulatory and commercial documentation, preparing transport documentation, and coordinating documentation in accordance with requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight.

Work is performed under general supervision. It involves the application of routine principles and procedures to compile and process export documentation.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Assess cargo for transport | 1.1 Cargo for export is assessed in terms of commodity type and size, fair market value, shipping method, classification and conformity to domestic and foreign export/import requirements  
1.2 Customer is advised of discrepancies/anomalies and procedures for rectification in accordance with workplace procedures
2 Prepare regulatory and commercial documentation | 2.1 Export packing lists are prepared from shipper's instructions including information regarding identifying marks and numbers, weights and measurements and package details  
2.2 Commercial documents, including invoices, banking and insurance requirements, are processed/prepared in accordance with regulatory and workplace procedures  
2.3 Lodgement instructions, where applicable, are prepared for forwarding to banking institutions  
2.4 Regulatory requirements are generated as required
3 Prepare transport documentation | 3.1 Interim receipt/forwarding instructions are processed in accordance with shipping line requirements and workplace procedures  
3.2 Bill of lading/airway bills are obtained from shipping agent/company and processed in accordance with workplace procedures  
3.3 Additional transport documentation for export is generated/processed as required
4 Coordinate documentation requirements | 4.1 Documentation is collated and checked to ensure it is complete and accurate  
4.2 Procedures for the lodgement of documents, including destination points and required timeframes, are recorded  
4.3 Export documentation is forwarded in accordance with workplace procedures and export schedule  
4.4 Documents are filed/stored in accordance with workplace procedures

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Relevant agreements, codes of practice and legislative requirements including Australian Dangerous Goods Code and local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the compilation and processing of export documentation
- Contacts and sources of information/documentation needed when compiling and processing export documentation
- Customer service policies and procedures
- Documentation requirements of banking institutions, governments and insurance companies

Required skills:

- Communicate effectively with others when compiling and processing export documentation
- Read and interpret instructions, procedures, information and labels relevant to the compilation and processing of export documentation
- Identify, read and interpret the various types of export documentation and their appropriate usage
- Interpret and follow operational instructions and prioritise work
- Complete and process export documentation
- Use relevant communications equipment when organising the international transport of freight
- Use relevant computerised systems for communication and document generation
- Work collaboratively with others when compiling and processing export documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when compiling and processing export documentation in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when compiling and processing export documentation
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational activities may cover:

- movement of equipment, goods, materials and various forms of freight transport
- may be conducted by day or night

Customers may be:

- internal or external

Requirements for work may include:

- site restrictions and procedures
- relevant domestic and international regulations
- specified loading operations
- communications equipment
- hours of operation
- authorities and permits
- incident/accident breakdown procedures

Transport documentation for export may include:

- bill of lading
- airway bills
- export wharfage
- quarantine documentation
- parcel post receipt
- commerce markings

Regulatory requirements may involve:

- export permits and clearances
- goods certificates
- financial duties

Forms of transport may include:

- road
- rail
- sea
- air
- multi-modal

Forms of documentation include:

- packing specifications and lists
- manifests
- invoices
- drafts
- instructions
- letters

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities
- shipping lines
- banking institutions
RANGE STATEMENT

- other agencies
- management and union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established procedures

Documentation/records may include:
- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- manufacturers/client specifications, instructions and labelling advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- international transport regulations, codes and procedures
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- regulations and codes of practice for the import and export of cargo
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation
- other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods

Unit Sector(s)
Not Applicable

Competency Field

| Competency Field | E - Communication and Calculation |
TLIE2029A Conduct workplace information briefings

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to conduct workplace information briefings in accordance with organisational requirements, including preparing and presenting routine workplace documents and delivering oral presentations as part of routine work. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Work must be carried out in accordance with organisational requirements concerning the preparation and presentation of routine workplace information briefings.

Work is performed under some supervision generally in a team environment. This unit applies to formal types of briefings, such as pre-work briefs, pre-start briefs, toolbox talks, worksite protection briefs or safety briefings.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare briefing</td>
<td>1.1 Purpose of the brief and target audience are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Sources of information are identified and accessed</td>
</tr>
<tr>
<td></td>
<td>1.3 Information is collected and prepared for presentation in a logical order</td>
</tr>
<tr>
<td></td>
<td>1.4 Briefing style is selected to match purpose and organisational guidelines</td>
</tr>
<tr>
<td></td>
<td>1.5 Information is checked to ensure it is concise and appropriate for target audience</td>
</tr>
<tr>
<td></td>
<td>1.6 Documents to be issued are checked to ensure that they meet organisational</td>
</tr>
<tr>
<td></td>
<td>requirements</td>
</tr>
<tr>
<td>2 Deliver briefing</td>
<td>2.1 Purpose of briefing is established with the audience</td>
</tr>
<tr>
<td></td>
<td>2.2 Information is presented in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Information is delivered clearly and concisely</td>
</tr>
<tr>
<td></td>
<td>2.4 Appropriate questioning techniques are used to confirm understanding</td>
</tr>
<tr>
<td>3 Complete documentation</td>
<td>3.1 Documentation is completed and processed in accordance with organisational</td>
</tr>
<tr>
<td></td>
<td>policies and procedures</td>
</tr>
</tbody>
</table>
**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Organisational procedures and policies for preparing and presenting workplace information briefings
- Documents, forms and presentations required as part of workplace information briefings
- Problems that may occur when preparing and presenting workplace information briefings, and action that can be taken to resolve them
- Effective communication techniques, such as open and closed questioning, active listening and body language
- Communication barriers and how to deal with them

**Required skills:**

- Communicate effectively with others when preparing and presenting workplace information briefings
- Read and interpret instructions, procedures and information relating to preparing and presenting workplace information briefings
- Complete documentation relating to preparing and presenting workplace information briefings
- Work collaboratively with others when preparing and presenting routine workplace information
- Promptly report and rectify within limits of own role problems that may arise when preparing and presenting routine workplace information in accordance with regulatory requirements and organisational procedures
- Modify activities depending on differing operational contingencies and environments
- Use appropriate numeric functions when preparing and presenting workplace information briefings
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace briefings and documents may include:

- safety, quality and environmental alerts
- safe work method statements
- safe work instructions
- pre-start briefs
- toolbox talks
- ‘take 5’ talks
- start card
- worksite protection briefs

Reports may be presented:

- orally
- in writing

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation
TLIE2031A Use communication systems for on-track vehicle operations

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to use communication systems for on-track vehicle operations. Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit
This unit involves the application of established communication principles and practice, and the use of local technical and colloquial language and vocabulary in accordance with organisational/network owner communication protocols.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

| 1 Identify system features | 1.1 Available communication systems are identified  |
|                           | 1.2 Features and control functions of each system are identified  |
|                           | 1.3 Where relevant, battery and signal levels are monitored  |
|                           | 1.4 Where relevant, channels are selected appropriate to the types of communication to be made  |

| 2 Communicate using communications technology | 2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturer instructions and organisational/network owner procedures  |
|                                              | 2.2 Communication system is operated safely in accordance with manufacturer instructions, workplace procedures and any regulatory requirements  |
|                                              | 2.3 Where relevant, channel selection is made appropriate for the location and type of communication  |
|                                              | 2.4 Appropriate protocols and procedures are followed when using communication systems  |
|                                              | 2.5 Received messages are interpreted and recorded, where required, in accordance with organisational/network owners procedures  |

| 3 Maintain communications equipment | 3.1 Equipment is checked and maintained in working order in accordance with workplace procedures  |
|                                    | 3.2 Minor faults in communication systems are identified, diagnosed and repaired or reported in accordance with workplace procedures  |

| 4 Complete documentation | 4.1 Appropriate records of communication are maintained in accordance with workplace procedures  |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Basic principles of effective communication
- Hazards that may exist when using communication systems for on-track vehicle operation and ways of controlling the risks involved
- Organisational procedures for using communication systems for on-track vehicle operation
- Problems that may occur during the use of communication systems for on-track vehicle operation and action that can be taken to report or resolve the problems
- Relevant rail safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Techniques for communicating effectively with a multilingual person/s with a limited ability to speak or understand English

**Required skills:**

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when using communication systems
- Communicate effectively with others using available communication systems
- Identify and use required communications technology
- Monitor performance of communications equipment and take appropriate action if required
- Operate and adapt to differences in communications equipment in accordance with standard operating procedures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communication systems in accordance with workplace procedures
- Read and interpret instructions and procedures relevant to using communication systems
- Work collaboratively with others when using communication systems
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - demonstrating use of communications equipment
  - demonstrating an understanding of communications security
  - applying relevant organisational/network procedures
  - demonstrating appropriate communication protocols

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including organisational procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments.

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication systems may include:
- fixed phone systems
- mobile phone, both on person or hands-free
- radios including personal, hand-held or vehicle-mounted

Communication may include:
- active listening
- two-way conversation
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting

Communication problems may include:
- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communication channels
- illegible writing or print
- use of non-standard vocabulary
- incorrect assumption that message has been received and/or correctly understood
- not following correct communication protocols and procedures

Information/documentation may include:
- workplace communication procedures, protocols, checklists and instructions including safety management systems/plans
- manufacturer specifications for communications equipment
- communication records

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation
TLIE2032A Assess removal

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to assess a removal load for pre-packing. It includes selecting packing materials and equipment, identifying potential hazards, identifying discrepancies against the inventory, ensuring all pre-packed items are ready for uplift, and completing of all relevant records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with workplace procedures, relevant standards and certification requirements. Work is normally performed under general supervision. Defined accountability and responsibility for self and others in achieving the required outcomes is involved. This unit involves the application of standard furniture removal procedures by removal crew members when carrying out assessment of removal needs across a variety of removal contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Check removal requirements

1.1 Potential internal hazards are identified and appropriate action is planned to minimise risk or injury and/or damage to items, equipment or structure

1.2 In consultation with client, consultant/client inventory is checked for accuracy and discrepancies are made known to appropriate personnel in accordance with workplace procedures

1.3 Special requirements are identified in consultation with client and documented in accordance with workplace procedures

1.4 Client is advised of any pre-damaged or damage-risked items and appropriate documentation is completed

1.5 Items unacceptable for removal are identified and client is appropriately informed

2 Complete uplift preparations

2.1 Pre-packed items of furniture and effects are stored appropriately at client premises to ensure orderly and efficient uplift

2.2 Required records are updated accurately, legibly and promptly in accordance with workplace procedures

2.3 Records are checked to ensure they include all required information relevant to the job

2.4 Changes to consultant appraisal are confirmed with office in accordance with workplace procedures

2.5 Confirmed items are appropriately prepared for travel in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Client service requirements including language, courtesy, behaviour and problem solving
- Company work procedures
- Furniture removal procedures and codes of practice
- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and associated reasons
- Records and signed agreements that are completed during a removal load assessment and related procedures
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation and policies
- Relevant state/territory procedures and codes:
  - environmental protection legislation and regulations
  - roads and traffic authority vehicle driver licence requirements
  - traffic Act and related regulations
  - WHS/OHS legislation and regulations
- Relevant agreements and legislation applicable to furniture removal
- Special requirements that may need to be addressed in a removal and related procedures to be adopted
- Uplift requirements

**Required skills:**

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Communicate effectively with others
- Complete relevant documentation
- Implement contingency plans for unanticipated situations that may occur
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems that may arise in accordance with regulatory requirements and workplace procedures
- Read and interpret relevant instructions, procedures, information and signs
• Select and use required personal protective equipment conforming to industry and WHS/OHS standards
• Work collaboratively with others
• Work systematically with required attention to detail without injury to self or others or damage to furniture or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate checking requirements against the inventory, ensuring items are ready for uplift and completing records
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Removal sites may include:

- commercial premises
- domestic premises
- industrial premises

Clients may be:

- external
- internal

Operations may be conducted:

- by day or night
- in a variety of weather conditions

Personal protective equipment may include:

- gloves
- high visibility vests
- safety footwear
- safety glasses

Hazards may include:

- door and passageway widths and tight internal corners
- driveway length and surface
- lawn sprinklers on automatic timers
- low hanging light fittings and other fixture obstructions
- obstructions
- parking restrictions
- power and telephone lines, trees and landscaping
- stairs and steps
- uneven or unstable ground
- unfriendly pets

Requirements for access may include:

- additional gear and equipment
- authorities and permits
- communications equipment
- hours of operation
- personal protective equipment
- removal duration
- security arrangements at the site
- site restrictions and procedures

Consultative processes may involve:

- clients
- management and other office personnel
- other employees and supervisors
- other professional and technical staff and trades people
- union representatives
Special requirements may include:
- WHS/OHS specialists
- considering items important to the client
- dismantling items
- items that are not to be removed
- temporary removal of doors and fittings on site
- using tradespersons such as electricians, carpenters, cabinet makers

Communications may include:
- fixed and mobile phones, radio, fax, laptop
computer/Internet
- oral/aural communications
- written communications, including
completing and signing documents

Workplace procedures may include:
- company procedures
- enterprise procedures
- established procedures
- organisational procedures

Calculations may involve the basic use of a
range of technology including:
- calculator
- computer
- manual techniques

Documentation may include:
- client instructions
- consultant appraisal report
- emergency procedures
- job safety analysis
- job specifications and procedures
- manufacturer specifications
- quality assurance procedures
- site plan
- standards and certification requirements
- workplace operating procedures and
policies

Unit Sector(s)
Not applicable.

Competency Field
E – Communication and calculation
TLIE3002A Estimate/calculate mass, area and quantify dimensions

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to estimate and calculate mass and area and quantify dimensions of loads as part of work functions in the transport, stevedoring, warehousing, and/or storage sectors. This includes estimating loads to be transported or placed in storage, identifying mass, area and volume limitations of available transport/storage systems and carrying out calculations required to organise load(s) to match identified transport/storage limitations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with workplace requirements and any relevant regulations related to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace tasks.

Work is performed under some supervision generally within a team environment. It involves the application of basic mathematical principles and operations to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace activities in the transport, stevedoring, warehousing, distributing.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Estimate loads for transport or storage | 1.1 Order forms/work orders are read and requirements are noted  
1.2 Shape, balance characteristics, dimensions and mass of the load(s) are identified  
1.3 Area/volume required for storage is estimated  
1.4 Weights and volumes are totalled to calculate load requirements of transport or storage system |
| 2 Estimate load limits of transport and/or storage | 2.1 Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures  
2.2 Capacity of transport and storage systems in terms of mass, area and volume are calculated |
| 3 Organise load | 3.1 Load(s) is restricted to allowable range(s)  
3.2 Load(s) is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems  
3.3 Appropriate workplace documentation is completed |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities including the quantification of dimensions
- Basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division
- Focus of operation of work systems, equipment, management and site operating systems for the transport and/or storage of goods and stock
- Problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities and appropriate action that can be taken to resolve the problems
- Documentation requirements for the workplace activities concerned

Required skills:
Required skills:

- Communicate effectively with others when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities
- Read and interpret instructions, procedures, information and labels relevant to the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities in accordance with workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant calculators, computing and office equipment when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
**EVIDENCE GUIDE**

- relevant legislation and workplace procedures
- other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Work may be conducted:**
- in a range of work environments
- by day or night

**Customers may be:**
- internal or external

**Workplaces may comprise:**
- large, medium or small worksites
RANGE STATEMENT

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Estimating/calculation tasks may include:
- estimating loads to be transported or placed in storage
- identifying mass, area and volume limitations of available transport/storage systems
- carrying out calculations required to organise load(s) to match identified transport/storage limitations
- calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted

Calculations may include mathematical operations of addition, subtraction, multiplication and division and may be carried out:
- manually
- with the aid of a calculator
- with the aid of a computer
- using appropriate tables and/or charts

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- RF systems
- oral, aural or signed communications

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies
- operations manuals, job specifications and induction documentation
- goods identification numbers and codes
RANGE STATEMENT

- manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number
- Australian and international codes of practice and regulations relevant to workplace activities including mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- manufacturers specifications for equipment
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations relevant to workplace activities
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable
Competency Field

Competency Field E - Communication and Calculation
TLIE3004A Prepare workplace documents

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to prepare workplace documents and forms in accordance with workplace requirements and any applicable regulations/codes including planning and preparing a simple workplace document such as a letter or report, and gathering relevant information enabling the completion of a workplace form. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with the workplace requirements concerning the preparation of workplace documents/forms.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and the basic principles of report writing to the preparation of workplace documents/forms as part of work activities in the transport, stevedoring, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan workplace document                    | 1.1 Purpose and audience for the document are identified  
1.2 Appropriate format for the document is established to meet workplace requirements  
1.3 Relevant information is identified and selected for inclusion in the document |
| 2 Prepare workplace document                 | 2.1 A draft of the document is prepared in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s)  
2.2 Document is edited and presented in a final version appropriate to the task |
| 3 Complete workplace forms                   | 3.1 Work related form(s) is interpreted to identify information required for its completion  
3.2 Required information for completion of form is gathered from relevant sources in accordance with workplace procedures  
3.3 Form(s) is completed in accordance with workplace policy and procedures and any applicable regulations and codes |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the documents and/or forms being prepared
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the completion of documents/forms
- Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems
- Equipment and materials required for the completion of documents and forms and instructions and precautions for their use
- Conventions for sentence construction, grammar, spelling, style and punctuation
- Format and layout of various documents and forms used in workplace activities

Required skills:
Required skills:

- Communicate effectively with others when preparing and completing workplace documents and forms
- Read, write and comprehend simple statements in English
- Read and interpret instructions, procedures, information and labels relevant to the preparation and completion of workplace documents and forms
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Work collaboratively with others when preparing and completing workplace documents and forms
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing and completing workplace documents and forms in accordance with applicable regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Documents and forms may
- routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering
RANGE STATEMENT

include:

of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned

Communication in the work area may include:

• written, oral, aural or signed communications
• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• radio

Hazards in the work area may include:

• exposure to chemicals
• exposure to dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:

• other employees and supervisors
• suppliers, customers and clients
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists
• other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information/documents may include:

• goods identification numbers and codes
• manifests, picking slips, merchandise transfers, stock requisitions and bar codes
• Australian and international codes of practice and regulations relevant to workplace activities
• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
• operations manuals, job specifications and induction documentation
• manufacturers specifications for equipment
• workplace procedures and policies
• supplier and/or client instructions
• dangerous goods declarations and material safety data sheets (where applicable)
• award, enterprise bargaining agreement, other industrial arrangements
RANGE STATEMENT

- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- codes and regulations relevant to workplace documents/forms being prepared
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable)
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field E - Communication and Calculation
TLIE3009A Use pilot and escort communication

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to use pilot and escort communication equipment and resources including deploying/operating the equipment to communicate with drivers of oversized/overmassed vehicles during pilot and escort duties and other relevant personnel, and maintaining all required records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures using pilot and escort communications in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Operate communications equipment and resources</td>
<td>1.1 Communications equipment and resources for use in piloting and escorting duties are deployed/operated in accordance with relevant rules, regulations and manufacturers specifications</td>
</tr>
<tr>
<td></td>
<td>1.2 Messages are transmitted and received clearly and precisely with due observation of ethics and protocols required of users</td>
</tr>
<tr>
<td></td>
<td>1.3 Backup communication strategies are established and relevant personnel are informed of operating and coordination procedures</td>
</tr>
<tr>
<td></td>
<td>1.4 Alternative communication strategies are used to communicate messages in response to communications failures and problems</td>
</tr>
<tr>
<td>2 Maintain records</td>
<td>2.1 Records on oversized and overmassed vehicle movements are maintained in accordance with legal and workplace documentation requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Damage and other incidents are reported clearly and legibly to appropriate authorities in accordance with relevant rules and regulations and company policies and procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements of the relevant state or territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads
- Relevant OH&S and environmental procedures and regulations
- Types of communication equipment, signage and other communication resources required in escort and piloting operations, and their use
- Procedures for communication during escort and piloting operations
- Procedures to be followed in the event of an escort or piloting emergency
- Available backup communication strategies
- Pre-operational checks required for communication equipment, signage and other communication resources needed in escort and piloting operations, and related action
- Permit and licence requirements applicable when piloting and escorting oversized and overmassed loads
- Documentation requirements for piloting and escorting oversized and overmassed loads
Required skills:

- Communicate effectively with others using pilot and escort communication equipment and resources
- Read and interpret instructions, procedures, information and signs relevant to the use of pilot and escort communication equipment and resources
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the use of pilot and escort communication equipment and resources
- Work collaboratively with others when using pilot and escort communication equipment and resources
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using pilot and escort communication equipment and resources in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when using pilot and escort communication equipment and resources
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate communication equipment, signage and other communication resources required during escort and piloting operations
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of communication equipment and resources and take appropriate action where required
- Service communication equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may include:
- all pilot and escort vehicle operations

Pilot and escort operations may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- on the open road
- on a private road
- in the workplace, warehouse or depot
- at a client's workplace

Communication equipment may include:
- vehicle signage
- light battens
- white gloves
- directional display boards
- radio
- satellite phone
- flashing lights
- headlights
- hazard lights

Operational hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Personnel to whom communication is directed include:
- driver of overmassed and/or oversized vehicle
- other drivers on the road
- management/supervisors
- base personnel
- emergency services
- regulatory authorities
- company procedures

Depending on the type of
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory pilot/escort permit/regulatory requirements
- state/territory road rules
- workplace procedures and policies
- workplace communication instructions and procedures
- vehicle manufacturers instructions and specifications
- emergency procedures
- communication log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to piloting and escort functions
- relevant state/territory road rules
- relevant state/territory oversized and overmassed permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field E - Communication and Calculation
TLIE3010A Estimate furniture removal jobs

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to estimate furniture removal jobs including estimating requirements of removal jobs, interacting with customers regarding removals, and preparing documentation for removals job. Estimates may include estimates of the volume of a furniture removals job and calculations of expenses, time and resources. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with company procedures, the Operations Furniture Removalist Manual and relevant standards and certification requirements.

Work is normally performed under limited supervision or unsupervised. It involves the application of standard furniture removal procedures when carrying out estimation of furniture removal jobs.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Estimate requirements of removals jobs</td>
<td></td>
</tr>
<tr>
<td>1.1 An accurate and complete inventory is taken which records all furniture and effects to be removed</td>
<td></td>
</tr>
<tr>
<td>1.2 The type of goods to be moved is accurately defined so that appropriate arrangements for fragile or dangerous goods can be made, following workplace procedures and legislative requirements</td>
<td></td>
</tr>
<tr>
<td>1.3 The job requirements are estimated in relation to the size of the van, the amount of time required, labour required, hazards involved, and other resources needed to complete the job</td>
<td></td>
</tr>
<tr>
<td>1.4 Job costs are calculated on the basis of volume, time and distance</td>
<td></td>
</tr>
<tr>
<td>2 Interact with customers regarding removals</td>
<td></td>
</tr>
<tr>
<td>2.1 Customer requests and queries are courteously handled both face-to-face and on the telephone</td>
<td></td>
</tr>
<tr>
<td>2.2 Customers are appropriately briefed in relation to the organisational details, legal liability, insurance and contractual details of the removals job, following workplace procedures</td>
<td></td>
</tr>
<tr>
<td>2.3 Personal contact with the customer is maintained during and following the removal to ensure customer's needs are satisfied and any concerns are addressed</td>
<td></td>
</tr>
<tr>
<td>3 Prepare documentation for removals job</td>
<td></td>
</tr>
<tr>
<td>3.1 A job quotation is documented and submitted to the customer as required, following workplace procedures</td>
<td></td>
</tr>
<tr>
<td>3.2 The removal is scheduled and booking staff are informed as required</td>
<td></td>
</tr>
<tr>
<td>3.3 The removal job is audited against the pre-job estimates and recommendations for improvements made if appropriate</td>
<td></td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant procedures and duty of care requirements
- Relevant OH&S and environmental protection legislation and policies
- Furniture removal estimation procedures and related codes of practice
- Relevant agreements and legislation applicable to furniture removal
- Customer service requirements including language, courtesy, behaviour and problem solving
REQUIRED KNOWLEDGE AND SKILLS

- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and the associated reasons
- Special requirements that may need to be addressed in a removal and the related procedures to be adopted
- Documentation that is completed during an estimation of a removal job

Required skills:

- Communicate effectively with others when estimating a furniture removal job
- Read and interpret instructions, procedures and information relevant to estimating a furniture removal job
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to estimating a furniture removal job
- Operate electronic communication equipment to required protocol
- Estimate mass, volume and area and to quantify dimensions
- Carry out calculations required when estimating removal jobs
- Work collaboratively with others when estimating a furniture removal job
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when estimating a furniture removal job in accordance with workplace procedures
- Plan own work, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify equipment used in removals and understand its application and the procedures involved
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Removal sites may include:
- domestic premises
- industrial premises
- commercial premises
- local suburban, country, interstate, overseas

Customers may be:
- internal and external

Operations may be conducted:
- by day or night
- in a variety of weather conditions

Hazards may include:
- power and telephone lines, trees and landscaping
- driveway length and surface
- parking restrictions
- stairs and steps
- lawn sprinklers on automatic timers
- obstructions
- uneven or unstable ground
- door and passageway widths and tight internal corners
- low hanging light fittings and other fixture obstructions
- unfriendly pets

Requirements for access may include:
- site restrictions and procedures
- personal protective equipment
- authorities and permits
- security arrangements at the site
- hours of operation
- removal duration
- additional gear and equipment
- communications equipment

Consultative processes may involve:
- customers
- other employees and supervisors
- management and other office personnel
- union representatives
- Occupational Health and Safety specialists
- other professional and technical staff and tradespeople

Special requirements may include:
- dismantling of items
- temporary removal of doors and fittings on site
- the use of tradespersons such as electricians, carpenters, cabinet makers, etc.

Communications may include:
- fixed and mobile phones, radio, fax, laptop computer/Internet
- oral/aural communications
- written communications, including completing and signing
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Calculations may involve the basic use of a range of technology including:

- manual techniques
- calculator
- computer

Information/documentation may include:

- job estimate
- Operations Furniture Removalist Manual
- job specifications and procedures
- OH&S procedures and regulations
- manufacturers specifications
- workplace operating procedures and policies
- customer instructions
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- job safety analysis
- site plan

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority vehicle driver licence requirements
- relevant state/territory traffic act and related regulations
- relevant state/territory OH&S legislation and regulations
- relevant state/territory environmental protection legislation and regulations

Unit Sector(s)

Not Applicable

Competency Field

| Competency Field | E - Communication and Calculation |
TLIE3012A Consolidate manifest documentation

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to consolidate manifest documentation including the identification of the documentation required and the processing of the information in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to efficiently and effectively consolidate manifest documentation.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 Identify required documentation | 1.1 Relevant documentation is collated and checked to ensure all appropriate information has been entered
   | 1.2 Omissions/discrepancies are noted and reported in accordance with workplace procedures
   | 1.3 Identification codes, manifest codes, details of dangerous goods declarations and pertinent data are entered into record system in accordance with workplace procedures and, where required, statutory requirements
   | 1.4 Relevant clearances for the movement of goods/freight are checked and, where appropriate, actions to rectify deficiencies are followed in accordance with workplace procedures
2 Process documentation | 2.1 Files/system are amended including the appending of all relevant data/information
   | 2.2 Tracking/monitoring processes are completed and documentation is forwarded in accordance with workplace procedures and, where required, statutory requirements

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant codes of practice and legislative requirements including Australian Dangerous Goods Code and relevant freight regulations
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures to be followed in the consolidation of manifests
- Operational procedures for document control
- Sources of information/documentation needed when consolidating manifests
- Customer service policies and procedures

**Required skills:**
- Communicate effectively with others when consolidating manifest documentation
- Read and interpret instructions, procedures, information and labels relevant to the consolidation of manifest documentation
- Interpret and follow operational instructions and prioritise work
Required skills:

- Complete documentation related to the consolidation process
- Work collaboratively with others when consolidating manifest documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when consolidating manifest documentation in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when consolidating manifest documentation
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

• relevant and appropriate materials and equipment, and
• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Consolidation of manifest documentation may be undertaken in:
• the bulk handling, dangerous goods and freight forwarding sectors of the transport and distribution industry

Requirements for work may include:
• freight forwarding protocols and procedures
• communications equipment
• workplace operations
• authorities and permits
• hours of operation
• relevant regulations

Documentation may include:
• type, capacity and compatibility of cargo
• weigh bridge tickets
• loading dockets
• orders
• invoices

Consultative processes may involve:
• other employees and supervisors
• agents, suppliers, clients
• relevant authorities and institutions
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- management
- OH&S specialists
- other professional or technical staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- supplier and/or client instructions
- relevant Australian standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:

- regulations relevant to the transport of freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

**Competency Field**

**Competency Field**  E - Communication and Calculation
TLIE3015A Undertake rigger/dogger and driver communication

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to enable effective communication between riggers/doggers and drivers during a lift including establishing an agreed communications system and trialing and configuring communication arrangements in accordance with regulatory requirements and codes of practice. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to operations of mobile cranes up to and including 20 tonnes.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles, procedures and regulations to lift and move loads using slewing and non-slewing mobile cranes up to and including 20 tonnes in a variety of operational contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Establishing agreed communications system</td>
</tr>
<tr>
<td></td>
<td>1.1 Forms of signals/communication conforming to Australian Standards and codes of practice are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Methods of communication to be used in crane operations are agreed with relevant personnel</td>
</tr>
<tr>
<td>2</td>
<td>Trial and configure communications</td>
</tr>
<tr>
<td></td>
<td>2.1 Communications are trialed and adjusted and/or confirmed as required to ensure a safe and effective lift</td>
</tr>
<tr>
<td></td>
<td>2.2 Communications equipment is checked for correct operation and configured in line with legislative and workplace requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 Defective equipment is tagged, rejected and reported to authorised personnel for corrective action</td>
</tr>
<tr>
<td></td>
<td>2.4 Signals/communications are given both within sight and out of sight of crane operator</td>
</tr>
<tr>
<td>3</td>
<td>Use communication methods during a lift</td>
</tr>
<tr>
<td></td>
<td>3.1 Communication methods and systems are used during a lift in accordance with regulatory requirements, manufacturers instructions and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Problems identified during communications are reported and immediate action initiated in accordance with workplace procedures and regulatory requirements</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk
- Workplace procedures and statutory regulations concerning the communications between a rigger/dogger and a mobile crane driver before and during a lift
- Problems that may occur in communications during a lift and associated action that can be taken to address the problems concerned
- Methods used to signal movement of the load during a lift
REQUIRED KNOWLEDGE AND SKILLS

- Communication systems used during a lift

Required skills:

- Communicate effectively with others when conducting a lift
- Read and interpret instructions, procedures, regulations, information and signals relevant to communication between the rigger or dogger and the crane driver
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting a lift
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise in the course of communication between a crane driver and the rigger or dogger in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur in the course of communication between a crane driver and the rigger or dogger
- Apply precautions and required action to minimise, control or eliminate hazards that may exist in the course of communication between a crane driver and the rigger or dogger
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Prioritise and multi-task work
- Identify and correctly use equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

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EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Operations may be conducted:
- by day or night
- in a variety of weather conditions

Environment may include:
- equipment
- goods
- materials
- vehicular traffic

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic

Customers may be:
- internal or external

Mobile crane may be any slewing and non-slewing crane and may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water
- arboricultural
- swimming pool
- quarrying

Agreed signals/communications conforming to Australian Standards and codes of practice for load moving include signals for:
- stop
- raise
- lower
- slew-left or right
- luff-boom up and down
- extend boom
- retract boom

Methods used to signal movement of the load may include:
- verbal
- hand signals in accordance with standards and codes of practice
- whistles/hooters in accordance with standards and codes of practice
- two-way radios/telephones in accordance with standards and codes of practice
- light signals in accordance with standards and codes of practice

Consultative processes may involve:
- driver/rigger
- other employees and supervisors
- other professional or technical staff

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
### RANGE STATEMENT

- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

Hazard management is consistent with:

- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

#### Personal protective equipment

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

#### Requirements for access and/or lift

- a range of mobile cranes
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
RANGE STATEMENT

- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile crane operations including dogging and rigging requirements
- relevant Australian Standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  E - Communication and Calculation
TLIE3016A Estimate/calculate load shifting requirements for a mobile crane

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to estimate/calculate load shifting requirements including carrying out required calculations, preparing estimates of loads, and interpreting graphical representations of mathematical information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to operations of mobile cranes.

Work is performed with limited or minimum supervision. It involves the application of routine principles, procedures and regulations to estimate/calculate load shifting requirements for a mobile crane.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify mathematical information and tools used in the workplace</td>
</tr>
<tr>
<td></td>
<td>1.1 Dimensions and/or weights to be measured are identified from work procedures and, where applicable, work order forms</td>
</tr>
<tr>
<td></td>
<td>1.2 Units of measurement for allowable load limits (SWL and WLL) for load shifting are identified from crane load chart</td>
</tr>
<tr>
<td></td>
<td>1.3 Information presented in mathematical symbols, diagrams and pictorial representations is recognised, interpreted and used to complete workplace tasks</td>
</tr>
<tr>
<td></td>
<td>1.4 Measuring equipment, features and/or scales and units of measurement are selected as appropriate for the task and process</td>
</tr>
<tr>
<td>2</td>
<td>Estimate and calculate requirements for load shifting</td>
</tr>
<tr>
<td></td>
<td>2.1 Appropriate methods are selected to perform calculations required to complete workplace tasks, including addition, subtraction, multiplication, division, fractions, decimals, percentages and mixed numbers</td>
</tr>
<tr>
<td></td>
<td>2.2 Quantities of materials and resources required to complete a work task are calculated</td>
</tr>
<tr>
<td></td>
<td>2.3 Load balance characteristics are identified</td>
</tr>
<tr>
<td></td>
<td>2.4 The time needed to complete a work activity is estimated</td>
</tr>
<tr>
<td></td>
<td>2.5 Calculations required for weight, reach, radii, boom and jib configurations are undertaken and checked for conformity with crane load chart information</td>
</tr>
<tr>
<td></td>
<td>2.6 Load spread is estimated/calculated to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems</td>
</tr>
<tr>
<td></td>
<td>2.7 Measuring instruments are read to the limit of accuracy of the tool</td>
</tr>
<tr>
<td>3</td>
<td>Complete documentation using mathematical information</td>
</tr>
<tr>
<td></td>
<td>3.1 Appropriate workplace documentation is completed using recognised symbols and mathematical terms for the work tasks</td>
</tr>
<tr>
<td></td>
<td>3.2 Numerical information is self-checked and corrected for accuracy</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations, permit and licence requirements pertaining to mobile crane operation
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and limitations
- Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk
- Workplace procedures concerning the estimation/calculation of load shifting requirements for a mobile crane
- Workplace procedures concerning the estimation/calculation of load shifting requirements for a mobile crane
- Problems that may occur during a lift and associated action that can be taken to address the problems concerned
- Focus of operation of work systems and equipment
- Metric and, where required, imperial measurement systems

Required skills:

- Communicate effectively with others when estimating and calculating load shifting requirements for a mobile crane
- Read and interpret mathematical scales, digital readouts, specifications and customer or workplace instructions
- Interpret permit or licence requirements in terms of height, weight and type of lift
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to estimating and calculating load shifting requirements for a mobile crane
- Operate electronic communication equipment to required protocol
- Apply mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions to the estimation of load shifting requirements
- Work collaboratively with others when estimating and calculating load shifting requirements for a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when estimating and calculating load shifting requirements for a mobile crane in accordance with workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use equipment, processes and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic
- internal or external

Customers may be:
- internal or external

Mobile crane may be any slewing and non-slewing crane up to and including 20 tonne capacity and may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Calculations and estimations may relate to:
- aspects of the lift as well as weights and dimensions of specific loads, cargo, containers to be shifted, stored or lifted. They may involve units of measurement for weight, linear measurement, number, mass, pressure, speed, volume and/or time

Calculations may be undertaken with:
- use of calculators, computers or other mathematical aids
RANGE STATEMENT

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Documentation/records may include:

- site procedures
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - OH&S procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant Australian Standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

E - Communication and Calculation
TLIE3018A Maintain freight records

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to maintain freight records in accordance with workplace requirements including the recording of all freight receipts and freight despatch documentation in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of freight records.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of freight records as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Record freight receipt</td>
<td>1.1 Freight is identified and consignment/cartnote details are confirmed&lt;br&gt;1.2 Documentation is appropriately actioned, following workplace procedures and legislative requirements&lt;br&gt;1.3 Dangerous goods are identified and appropriate documentation prepared and attached, following workplace procedures and legislative requirements&lt;br&gt;1.4 Freight information is recorded on workplace freight tracking system&lt;br&gt;1.5 Freight is directed for loading or storage as indicated by documentation</td>
</tr>
<tr>
<td>2 Record freight despatch</td>
<td>2.1 Documentation for freight despatch is checked, verified and forwarded in accordance with workplace procedures&lt;br&gt;2.2 Loads not cleared due to incorrect documentation are appropriately processed, according to workplace procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the maintenance of freight records, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the international codes and regulations relevant to the maintenance of freight records
- Focus of operation of work systems, equipment, management and site operating systems for the maintenance of freight records
- Problems that may occur when maintaining freight records and appropriate action that can be taken to resolve the problems
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Documentation requirements for the maintenance of freight records including workplace freight tracking system
- Housekeeping standards procedures required in the workplace
REQUIRED KNOWLEDGE AND SKILLS

- Freight transport timetables, yard/terminal facilities, and site layout

Required skills:

- Communicate effectively with others when maintaining freight records
- Read and interpret instructions, procedures, information and labels relevant to the maintenance of freight records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the maintenance of freight records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining freight records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when maintaining freight records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the maintenance of freight records
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer, communication and office equipment when maintaining freight records
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

demonstrate competency in this unit

- requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night
RANGE STATEMENT

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Freight includes all forms of freight. Some freight may involve:
- special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances

Freight documentation may include a range of data provided on paper and in electronic form relating to freight movement, including:
- cartnotes
- delivery noted
- internal documentation used for freight tracking
- special clearances
- consignment notes
- dangerous goods certificates and declarations
- authorised weighbridge certificates
- list of contents

Freight tracking system includes:
- manual and computer-based tracking systems

Hazards in the work area may include:
- exposure to chemicals
- exposure to dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- drivers and agents
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace
- company procedures
- enterprise procedures
- organisational procedures
RANGE STATEMENT

procedures may include:

- established procedures

Personal protective equipment
may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may
include:

- goods identification numbers and codes
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for freight tracking
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the maintenance of freight records

Applicable regulations and
legislation may include:

- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- privacy legislation
- water and road use and licence arrangements
RANGE STATEMENT

- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field E - Communication and Calculation
TLIE3019A Work with travel agencies and sales outlets

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to work with travel agencies and sales outlets in accordance with workplace requirements including establishing and maintaining a network of travel agencies and sales outlets; developing and negotiating the sales of tour packages; monitoring and reporting tour package sales; reviewing and negotiating agency and outlet agreements; and communicating and promoting products and services to agencies and sales outlets. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace requirements and relevant trade practices regulations.

Work is performed individually, and skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when working with travel agencies and sales outlets in the transport and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Establish and maintain network of travel agencies and sales outlets | 1.1 Agency and outlet requests for the transport system services and tourist information are addressed  
1.2 Agency and outlet sales of tickets and services are promoted  
1.3 Agency and outlet concerns and complaints are investigated and addressed to achieve a satisfactory resolution |
| 2 Develop and negotiate the sales of tour packages | 2.1 Travel industry personnel within the workplace are consulted in the development of tour packages to be distributed through agencies and sales outlets  
2.2 Distribution rights are negotiated with wholesale and retail travel industry agencies for tour packages developed |
| 3 Monitor and report tour packages sales | 3.1 Travel agency and outlet sales of products are managed and controlled to ensure maximum sales and efficiency  
3.2 Tour packages are evaluated for popularity and profitability and appropriate recommendations for change prepared |
| 4 Review and negotiate agency and outlet agreements | 4.1 Existing agency and outlet agreements are monitored and reviewed for effectiveness and appropriate new agreements are recommended where necessary  
4.2 Distribution of tour packages is negotiated with wholesalers according to workplace policy and procedures |
| 5 Communicate and promote products and services to agencies and sales outlets | 5.1 Products for travel shelf packages are recommended according to workplace product suitability  
5.2 Sales outlets and agents are informed of changes to passenger services as quickly as possible  
5.3 Travel agency and outlet sales of products are promoted to ensure maximum exposure and sales  
5.4 Advertising and promotional activities to develop new businesses are established in accordance with workplace budgets and timeframes  
5.5 Promotional material is distributed to travel agencies and outlets |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations and codes of practice relevant when working with travel agencies and sales outlets
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for working with travel agencies and sales outlets
- Overview of the Australian tourism industry and franchising arrangements
- Australian and international transport industry guidelines relevant to working with travel agencies and sales outlets
- Workplace products and services
- Insurance and public liability relevant to working with travel agencies and sales outlets
- Consumer laws and trade practice requirements relevant to working with travel agencies and sales outlets
- Transport system fare structure and schedules
- Advertising policies relevant to working with travel agencies and sales outlets
- Equipment, and materials used when working with travel agencies and sales outlets, and procedures that should be followed in their use
- Problems that may occur when working with travel agencies and sales outlets and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when working with travel agencies and sales outlets

Required skills:

- Communicate effectively with others when working with travel agencies and sales outlets
- Read and interpret instructions, procedures and information relevant to work with travel agencies and sales outlets
- Interpret and follow operational instructions and prioritise work
- Complete documentation when working with travel agencies and sales outlets
- Carry out research activities required when working with travel agencies and sales outlets
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when working with travel agencies and sales outlets
- Network with others in travel agencies and sales outlets
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when working with travel agencies and sales outlets in accordance with workplace procedures
- Implement contingency plans for unplanned events
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Market and promote products and services
- Create promotional layouts
- Select and use relevant office and communications equipment and materials when working with travel agencies and sales outlets
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment and service requirements in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments

Travel agencies and sales outlets could include:
- individual agencies and outlets
- agency and outlet franchise groups
- agency and outlet networks
- wholesalers
- specific product retailers
- general travel retailers

Office equipment may include:
- relevant communications equipment and computer software and hardware

Information used when working with travel agencies and sales outlets may include:
- market trend information
- customer requirements regarding tour packages
- agency and outlet agreements
- workplace budget and business objectives information
- governed by contractual agreement

Agency involvement with products and services may be:

Transport system services can include:
- air
- bus
- ferry
- coach
- tram
- rail

Contingency processes may involve:
- plans for unforeseen changes to travel arrangements
- providing services and tour packages for passengers with...
RANGE STATEMENT

Consultative processes may involve:
- other workplace personnel
- supervisors and managers
- representatives of travel agencies and sales outlets
- official representatives

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for working with travel agencies and sales outlets
- work instructions, job description and induction materials
- requests directly from agency or sales outlet
- agency, outlet or client concerns or complaints
- information related to advertising and promotional activities within the industry
- agency and outlet agreements
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to work with travel agencies and sales outlets, including trade practices requirements
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations
Unit Sector(s)
Not Applicable

Competency Field
Competency Field E - Communication and Calculation
TLIE3021A Work and communicate effectively with others

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to work and communicate effectively with others in accordance with relevant regulations and workplace procedures. It includes communicating effectively to achieve required outcomes; working with others; communicating using technology; operating a communication system effectively; using appropriate communication protocols when using a system; and maintaining operational status of communication equipment. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Work is carried out in accordance with relevant regulations and workplace procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Communicate effectively to achieve required work outcomes</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Effective listening skills are demonstrated</td>
</tr>
<tr>
<td></td>
<td>1.2 Questions are used to gain additional information and to clarify understanding</td>
</tr>
<tr>
<td></td>
<td>1.3 Information received is understood, interpreted, and accurately communicated and/or reported with due observation of ethics and protocols required of users</td>
</tr>
<tr>
<td></td>
<td>1.4 Communication is undertaken in varying situations and with familiar and unfamiliar individuals and groups</td>
</tr>
<tr>
<td></td>
<td>1.5 Appropriate protocols and procedures are followed when using communications systems during emergencies</td>
</tr>
<tr>
<td></td>
<td>1.6 Responses are sought and provided to others in a timely manner</td>
</tr>
<tr>
<td>2</td>
<td><strong>Work with others</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Forms of communication appropriate to the activity are used</td>
</tr>
<tr>
<td></td>
<td>2.2 Assistance in the completion of the activities is requested where appropriate</td>
</tr>
<tr>
<td></td>
<td>2.3 Contributions to the achievement of a required outcome are made</td>
</tr>
<tr>
<td></td>
<td>2.4 Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate</td>
</tr>
<tr>
<td></td>
<td>2.5 Problems are discussed and resolved where possible through agreed and accepted processes</td>
</tr>
<tr>
<td></td>
<td>2.6 Suggestions for improvements to processes are made and discussed within the team in accordance with workplace procedures</td>
</tr>
<tr>
<td>3</td>
<td><strong>Communicate using technology</strong></td>
</tr>
<tr>
<td></td>
<td>3.1 Communication system features and control functions are identified</td>
</tr>
<tr>
<td></td>
<td>3.2 Appropriate equipment is selected as fit for purpose for intended communication</td>
</tr>
<tr>
<td></td>
<td>3.3 Equipment is optimised for communication according to organisational procedures and policies</td>
</tr>
<tr>
<td></td>
<td>3.4 Equipment is operated safely in accordance with manufacturers instructions, workplace procedures and (any) regulatory requirements</td>
</tr>
<tr>
<td>4</td>
<td><strong>Operate communication systems</strong></td>
</tr>
<tr>
<td></td>
<td>4.1 Telephone and radio security is maintained in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>4.2 Where relevant, channel selection is appropriate for the location and type of communication</td>
</tr>
<tr>
<td></td>
<td>4.3 Where applicable, communication systems are used to communicate with passengers and crew as per standard operating procedures</td>
</tr>
<tr>
<td>5</td>
<td><strong>Maintain operational</strong></td>
</tr>
<tr>
<td></td>
<td>5.1 Equipment is checked and maintained in working order in</td>
</tr>
</tbody>
</table>
ELEMENT PERFORMANCES CRITERIA

status of communications equipment accordance with workplace procedures
5.2 Minor communications equipment faults are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
5.3 Faulty communications equipment is reported and/or recorded in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S responsibilities
- Protocols and procedures for communicating with others using relevant communication technology including the use of public address (PA) systems on electric passenger trains
- Features of various communications systems
- Pre-operational checks for communications systems and equipment
- Minor routine maintenance procedures for communications equipment
- Typical problems that may occur when using communications systems, and appropriate action and solutions
- Basic communication techniques including barriers to effective communication, and how to overcome them
- Techniques for communicating effectively with customers with special needs
- Instructions, procedures, information and signs relevant to working with others as a team
- Procedures for promptly reporting and/or rectifying any identified misunderstandings and problems that can occur in the workplace, and appropriate ways of dealing with them in accordance with regulatory requirements and workplace procedures

Required skills:

- Communicate effectively with others using available communications equipment
- Read and interpret instructions and procedures relevant to the use of communications equipment
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology
- Work collaboratively with others when using communications equipment
Required skills:

- Promptly report and/or record and/or rectify any identified problems, faults or malfunctions that may occur when using communications equipment in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when using communications equipment
- Plan own communication construction including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without damage to equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures
- Monitor performance of communication equipment and take appropriate action if required
- Operate electronic communication equipment to required protocol when communicating with others in the workplace
- Work collaboratively with others

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - communicating effectively in different workplace situations
  - actively contributing to achieving workplace outcomes
EVIDENCE GUIDE

- using communication systems correctly while employing appropriate protocols

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communications may occur:
- in a workplace, terminal or depot
- on a train
- on a station/platform

Communication systems may include:
- fixed phone systems
- mobile phone, both on person or hands-free
- radios including personal, hand-held or vehicle-mounted
- communication systems on electric passenger trains
RANGE STATEMENT

Workplace communication may include:

- active listening
- two-way conversation
- questioning to obtain information and/or clarify information and understanding
- routine oral and/or written reporting

Communication problems may include:

- interpretation of special needs of customers
- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communications channels
- illegible writing or print
- use of non-standard vocabulary
- incorrect assumption that message has been received and/or correctly understood
- not following correct communication protocols and procedures
- inability to use required technology to organisational requirements

Communication may be with:

- workplace personnel
- passengers
- managers
- supervisors/team leaders
- private and/or public sector security personnel
- police and other emergency services personnel
- English-speaking persons
- people from non-English speaking backgrounds
- people with special needs

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace communication procedures, protocols, checklists and instructions
- manufacturers specifications for communications equipment
- communication records
- relevant codes of practice including the industry safety code
- legislation, regulations and related documentation
- standards and certification requirements
- quality assurance procedures
- emergency procedures
RANGE STATEMENT

Applicable regulations and legislation may include:
- relevant Australian and state/territory OH&S legislation
- relevant anti-discrimination legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field E - Communication and Calculation
TLIE3022A Complete workplace documents

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to collect, prepare, analyse and process workplace documents in accordance with workplace requirements. It includes collecting, preparing, analysing and interpreting information, and completing documents.
Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Documents are completed as an integral part of routine work in the context of the workplace concerned.
Work is performed under minimal supervision, generally in a team environment.
Work involves the application of established communication principles and practices and may include the use of local technical language and vocabulary within documents.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Collect and prepare information</td>
<td>1.1 Purpose and audience for the document are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Appropriate document format is identified to meet organisational requirements</td>
</tr>
<tr>
<td></td>
<td>1.3 Relevant information is collected for inclusion in the document</td>
</tr>
<tr>
<td></td>
<td>1.4 Active listening skills are demonstrated when collecting information</td>
</tr>
<tr>
<td></td>
<td>1.5 Questioning techniques are used to gain additional information and clarify understanding</td>
</tr>
<tr>
<td>2 Interpret and analyse information</td>
<td>2.1 Relevant information is interpreted, analysed and collated as required for inclusion in the document</td>
</tr>
<tr>
<td></td>
<td>2.2 Where required, a draft is prepared in accordance with organisational procedures</td>
</tr>
<tr>
<td>3 Finalise workplace documents</td>
<td>3.1 Document is completed in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Document is edited and a final version appropriate to the required communication is presented</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Communication techniques, including active listening and effective questioning
- Organisational procedures and policies for the completion of documents and forms
- Issues that may occur when preparing and completing workplace documents, and action that can be taken to resolve them
- Format and layout of documents and forms used in workplace activities
- Methods used to analyse and interpret information to be included in workplace documents and forms

Required skills:

- Literacy and numeracy levels appropriate to the documents to be completed
- Read and interpret instructions, procedures and information relating to the completion of workplace documents
- Report and rectify within limits of own role identified problems when preparing and completing workplace documents
- Work systematically with required attention to detail
- Apply methods of analysis and interpretation for workplace documents
- Use appropriate numeric functions when interpreting and analysing information
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication techniques may include:
- active listening
- questioning to obtain information and clarify information and understanding, including:
  - open and closed questions
  - direct and indirect questions
  - probing questions

Communication problems may include:
- misunderstanding
- misinterpretation
- noisy environments or communication channels
- illegible writing or print
- use of non-standard vocabulary (jargon, acronyms, etc.)
- incorrect assumption that message has been received and/or correctly understood
- outdated information sources
- language barriers

Personnel communicated with may include:
- train drivers
- train crews
- train controllers
- signallers
- other workplace personnel and rail safety workers
- station/customer service staff
- passengers
- customers
- security personnel
- police and other emergency services personnel
- other professional or technical staff
- local government authorities

Documents and forms may include:
- routine written reports on workplace activities, including:
  - incident or accident reports
  - safeworking forms
  - train control diagrams
  - train graphs
  - log books
  - train register books
Information and
documentation may include:

- train notices
- workplace procedures, checklists and instructions
- workplace policies
- legislation, regulations and related documentation
- working timetables

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation
TLIE3023A Use electronic communication systems

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to use electronic communication systems. It includes identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, ensuring equipment is operational, identifying any system access requirements (log in) and completing documentation.

Licensing, legislative, or certification requirements may be applicable to this unit.

Application of the Unit
Work is carried out in accordance with relevant regulations and workplace procedures.
Work is performed under some supervision, generally in a team environment. It involves the application of established communication principles and practices and the use of local technical and colloquial language and vocabulary in day-to-day communication.

This unit covers activities where a number of different communication systems are used concurrently, including radios, fixed-line and mobile telephones and computers.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Apply OH&S principles | 1.1 Information on OH&S requirements when using electronic communication equipment is accessed and interpreted  
2.1 Posture and ergonomic settings of chair and workstation are adjusted following OH&S guidelines  
1.3 OH&S and organisational guidelines on the use of periods of rest and exercise are followed when using electronic communications equipment |
| 2 Identify electronic communication equipment and systems | 2.1 Types of electronic communication equipment, component parts and accessories used in the work area are identified  
2.2 Applications for workplace activities of the different electronic communication systems and, where applicable, related software are interpreted  
2.3 Routine faults in operating systems, software applications and operator errors are identified and reported, where necessary |
| 3 Identify communication equipment features | 3.1 Electronic communication system features and control functions are identified  
3.2 Electronic communication equipment is set up to optimise communication  
3.3 Where relevant, appropriate communication system is selected |
| 4 Enter data | 4.1 Where required, text and numeric data are entered into a communication system using appropriate technology  
4.2 Entered information is checked and corrected |
### 5 Use communications equipment

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>System checks are carried out to confirm communication system is operational in accordance with organisational requirements</td>
</tr>
<tr>
<td>5.2</td>
<td>Communication system is operated safely in accordance with organisational procedures and regulatory requirements</td>
</tr>
<tr>
<td>5.3</td>
<td>Communication system’s security is maintained in accordance with organisational procedures</td>
</tr>
<tr>
<td>5.4</td>
<td>Where relevant, communication system appropriate for the location and type of communication is selected</td>
</tr>
<tr>
<td>5.5</td>
<td>Messages are transmitted clearly, unambiguously and precisely with due observation of ethics and protocols required of users in accordance with organisational procedures</td>
</tr>
<tr>
<td>5.6</td>
<td>Messages are received, interpreted and recorded according to operating procedures and regulatory requirements</td>
</tr>
</tbody>
</table>

### 6 Complete documentation

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Appropriate records of communications are maintained in accordance with organisational procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- OH&S risks and hazards when using communication systems
- Procedures for the use of communication systems in the workplace
- Problems that can occur when using communication systems and associated corrective actions
- Protocols and procedures for communicating with others using relevant communication technology
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communications systems
- Basic communication techniques, including barriers to effective communication and how to overcome them (e.g. with linguistically diverse people)

Required skills:

- Communicate effectively with others using available communications equipment
- Complete documentation related to work activities when using communications equipment
- Identify and use required communication technology
- Use appropriate numeric functions when entering data into a computer system
- Identify and report problems, faults and malfunctions that may occur when using communications equipment in accordance with workplace procedures
- Apply precautions and required action to minimise, control or eliminate potential OH&S hazards during the use of communications equipment
- Prioritise communication activities depending on differing operational contingencies, risk situations and environments
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication systems may include:
- fixed telephone systems
- mobile telephone, both on person or hands-free
- fax machines
- radios
- ACOMS
- computer applications

Interpersonal communication may include:
- active listening
- two-way conversation
- questioning to obtain information and clarify information and understanding
- routine oral reporting

Communication difficulties may include:
- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communication channels
- illegible writing or print
- use of non-standard vocabulary
- assumption that message has been received and/or correctly understood
- not following correct communication protocols and procedures

Communication may be with:
- train drivers and crews
- other workplace personnel and rail safety workers
- passengers
- customers
- security personnel
- police and other emergency services personnel
- other professional or technical staff
- local government authorities

Organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures
- standard operating procedures

Information and documentation may include:
- workplace communication procedures, protocols, checklists and instructions
- manufacturer specifications for communications
equipment
- communication records, including voice logs
- client instructions
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice
- Rail Safety Act
- dangerous goods and freight regulations and codes
- relevant federal, state and territory OH&S legislation
- environmental protection regulations

Unit Sector(s)
Not applicable.

Competency Field
E – Communication and Calculation
TLIE3026A Carry out advanced calculations in the transport logistics industry

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to carry out advanced calculations. Licensing, legislative, regulatory and certification requirements are not applicable to this unit.

Application of the Unit
This unit applies to those working in the transport and logistics industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify required calculations | 1.1 Nature of calculation required and items involved are determined  
1.2 Tools required to perform calculations are identified and sourced |
| 2 Apply advanced calculations in workplace tasks | 2.1 Calculations involving fractions, percentages and mixed numbers, using the four basic processes, are performed as required to complete workplace tasks  
2.2 Numerical information is checked and corrected for accuracy |
| 3 Prepare estimates | 3.1 Quantities of materials and resources required to complete a work task are estimated and calculated accurately using fractions, percentages and mixed numbers  
3.2 Accurate estimates for work completion are made using fractions, percentages and mixed numbers  
3.3 Working load limits of workplace equipment are calculated using advanced calculations |
| 4 Interpret graphical representations of mathematical information | 4.1 Information represented in symbols, diagrams and pictorial representations is analysed, calculated and interpreted as relevant to the job role and function |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:
- Relevant OH&S responsibilities
- Advanced mathematical operations and techniques
- Ways of representing advanced and complex mathematical information
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Advanced mathematical problems, and appropriate action and solutions

Required skills:
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to work activities
- Work collaboratively with others when carrying out advanced workplace calculations
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Estimate working load limits
- Make accurate estimates in a range of situations in the transport and logistics and heavy recovery industry
- Complex numeracy around job functions within transport and logistics
- Reading complex legislative and regulatory requirements
- using ratios and proportion and applying rates
- using multiple pieces of mathematical information to perform complex mathematical processes
- reading complex dials and indicators, non standard units of measurement, metric and imperial unit conversion, more advanced time estimates
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - calculate the mass and dimension of work function pertaining to the job role using fractions, percentages and mixed numbers
  - demonstrate the calculation of a load limit
  - interpret and analyse a workplace mathematical symbol

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written, practical and oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment consistent with current industry practice, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Calculations may involve:
- volume
- weight
- time
- length and distance
- area
- perimeter

Tools required may include:
- calculator
- numeric keypad
- computer

Four basic processes are:
- addition
- subtraction
- division
- multiplication

Symbols, diagrams and pictorial representations include:
- graphic representation within transport and logistics operations
- spreadsheets
- pie charts
- horizontal winch pull
- vertical winch pull
- air cushion
- rolling recovery
- gradients

Working load limits include:
- horizontal winch pull
- vertical winch pull
- winch pull (leverage) required for recovery
- air cushion force (leverage) required for rollover recovery

Accurate estimates include:
- potential snapping path
- resistance
- rolling
- damage
- gradient
- mechanical advantage
Mathematical operations may include:
- included angles
- multiplication
- division
- addition
- subtraction
- percentages
- fractions
- estimation

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Calculations may involve the basic use of a range of technology, including:
- manual techniques
- calculator
- computer

Information and documentation may include:
- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturer specifications
- workplace policies
- supplier and client instructions
- material safety data sheets
- relevant codes of practice, including the National Standard for Manual Handling and the industry safety code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- dangerous goods and freight regulations and codes
- relevant federal, state and territory OH&S legislation

Applicable regulations and legislation may include:

Unit Sector(s)
Not applicable.
Competency Field

E – Communication and Calculation
TLIE3028A Complete a work diary in the road transport industry

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to compile the information required for a work diary used in the road transport industry and complete the diary according to regulatory and legislative requirements.

Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
A work diary is completed as an integral part of day-to-day work operations in the road transport industry.

Work is usually completed with little or no support.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify legislative and regulatory requirements relating to work diary</td>
</tr>
<tr>
<td>1.1</td>
<td>State or territory work diary regulations are identified as they relate to the job function</td>
</tr>
<tr>
<td>1.2</td>
<td>Purpose of work diary is determined as it relates to the job role</td>
</tr>
<tr>
<td>1.3</td>
<td>Penalties relating to the specific job function are identified</td>
</tr>
<tr>
<td>2</td>
<td>Compile information required for the diary</td>
</tr>
<tr>
<td>2.1</td>
<td>Type of information required for completion of work diary is compiled according to workplace policy and regulatory requirements</td>
</tr>
<tr>
<td>2.2</td>
<td>Information gathered is factual and specific to the job function</td>
</tr>
<tr>
<td>2.3</td>
<td>Information is gathered in a timely manner in accordance with workplace policy and regulatory requirements</td>
</tr>
<tr>
<td>3</td>
<td>Complete work diary</td>
</tr>
<tr>
<td>3.1</td>
<td>Information is entered into the work diary accurately according to workplace policy and regulatory requirements</td>
</tr>
<tr>
<td>3.2</td>
<td>Work diary is maintained and updated in line with workplace policy and regulatory requirements</td>
</tr>
<tr>
<td>3.3</td>
<td>Work diary is stored in a safe and accessible location for the required time</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Protocols and procedures for processing work diaries using relevant workplace policy
- Requirements for work diaries
- Sources of information for the completion of diaries
- Purpose of work diaries
- Typical problems in completing work diaries, and appropriate action and solutions

**Required skills:**

- Read, interpret and organise information needed for the completion and processing of work diaries
- Interpret and follow operational instructions and prioritise work
- Complete all required sections of work diary
- Report and rectify within limits of own role identified problems that may arise when completing and processing workplace documentation, forms, logs or diaries in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying an understanding of associated state or territory regulations for completion of a work diary
  - applying relevant workplace policy and procedures
  - applying an understanding of procedures for non-completion of a work diary
  - correctly completing a work diary to regulator regulations

Context of and specific resources for assessment

- Assessment must ensure access to:
  - work diary that is consistent with current industry standards
  - tools and equipment currently used in the road transport industry
  - regulatory requirements and equipment documentation that impact on work activities currently used in the road transport industry

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
- Simulation and online assessment are not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Processing of work diaries will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including:

- in confined spaces, exposed conditions and controlled or open environments
- in a workplace, warehouse or depot
- in a vehicle on the road
- at a customer’s workplace
- as defined within workplace procedures

Documentation and reporting systems will be:

Time periods include:

- records of the last 28 days of work and rest
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- relevant regulations, standards and codes of practice, including the National Standard for Manual Handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant federal, state and territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation
TLIE4006A Collect, analyse and present workplace data and information

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to collect, analyse and present workplace data and information including identifying required information, analysing and preparing information for use, explaining information, and presenting workplace information to others. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Data collection, analysis and presentation is carried out as an integral part of operations in the context of the workplace concerned.

Work is performed under general or limited supervision, generally within a team environment. It involves the application of established principles and practice to the collection, analysis and presentation of information and data as part of workplace operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify required information</td>
<td>1.1 Purpose of the information/data collection is identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Sources of information are established</td>
</tr>
<tr>
<td></td>
<td>1.3 Appropriate information is collected</td>
</tr>
<tr>
<td>2 Prepare information for use</td>
<td>2.1 Information is collated and analysed in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Processed information is organised and presented in a logical manner</td>
</tr>
<tr>
<td></td>
<td>2.3 Checks for accuracy are made</td>
</tr>
<tr>
<td>3 Explain information</td>
<td>3.1 Data collection and analysis is explained to others in a way that effectively contributes to the workplace operations</td>
</tr>
<tr>
<td></td>
<td>3.2 Outcomes of data/information analysis are presented to others using appropriate presentation modes and resources</td>
</tr>
<tr>
<td></td>
<td>3.3 Questions are answered and appropriate clarifications are given</td>
</tr>
<tr>
<td>4 Present workplace information</td>
<td>4.1 Processed information is forwarded to appropriate personnel in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>4.2 Processed information is collated and stored in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUISITED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Sources of information and data and procedures for processing the information for workplace use
- Protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology
- Presentation and communication techniques including an understanding of barriers to effective communication and how to overcome them
- Basic principles of effective presentation and communication of information
- Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English
- Typical presentation and communication problems and appropriate action and solutions
Required skills:

- Communicate effectively with others when collecting, analysing and presenting workplace data and information
- Read and interpret instructions and procedures relevant to the collection, analysis and presentation of workplace data and information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the collection, analysis and presentation of workplace data and information
- Identify and use required communication and presentation technology
- Work collaboratively with others when collecting, analysing and presenting workplace data and information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when collecting, analysing and presenting workplace data and information in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may arise when collecting, analysing and presenting workplace data and information
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Data collection, analysis and presentation will be:

- that required for workplace operations
- may occur by day or night and in a variety of work contexts

Customers may be:

- internal or external

Presentation modes may include:

- written documentation
RANGE STATEMENT

- oral reports
- group presentations using appropriate technology
- completion of standard forms and checklists
- routine written reporting
- entry of collected/processed information into a computer
- participation in workplace discussions

Presentations/communications may involve:
- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English

Presentation/communication problems may include:
- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communications channels
- illegible writing or print
- use of non-standard vocabulary
- incorrect assumption that information has been received and/or correctly understood

Depending on workplace context, consultative processes may involve:
- managers
- supervisors/team leaders
- workplace personnel
- clients
- private and/or public sector security personnel
- police
- security consultants
- visitors
- contractors
- official representatives
- union representatives
- industrial relations
- OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Presentation/communication may involve the use of a range of technology, including:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
RANGE STATEMENT

- overhead or computer controlled projector
- plain or electronic white board
- flip charts
- microphone and amplifier
- video player and monitor

Information/documentation may include:

- workplace procedures, checklists and instructions
- operations manuals
- induction documentation
- competency standards and training materials
- job specifications
- manufacturers specifications
- HAZCHEM and dangerous/hazardous goods codes
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory standards and certification requirements
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field E - Communication and Calculation
TLIE4013A Apply workplace statistics

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to apply statistical data in the workplace including identifying situations where statistics are used in the workplace, collecting numerical data, processing and presenting data, and interpreting trends and patterns from numerical data. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
The application of workplace statistics is carried out as an integral part of work operations in the context of the workplace concerned.

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established statistical principle

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify situations where statistics are used in the workplace | 1.1 Types of statistical representations of data are identified  
1.2 Users of statistical data in the workplace are identified  
1.3 Statistical data representations are matched for appropriate workplace applications |
| 2 Collect numerical data | 2.1 Purpose of data collection is identified  
2.2 Sources of information are established  
2.3 Data collection methods are used  
2.4 Mathematical processes are used to arrange data  
2.5 Data collected is checked for accuracy  
2.6 Potential for inaccurate results arising from variables is estimated and described |
| 3 Process and present data | 3.1 Data collected is represented in graphs, tables, averages and percentages as required  
3.2 Spreadsheets and flowcharts are used to present data |
| 4 Interpret trends and patterns from numerical data | 4.1 Non-conforming results outside of the predicted outcome are noted and reasons identified  
4.2 Trends or patterns in data are noted  
4.3 Possible reasons for trends or patterns are generated  
4.4 Potential solutions are identified  
4.5 Appropriate techniques are used to encourage participation of team/group members to interpret and use statistical data |
| 5 Apply outcomes of statistical analysis to workplace operations | 5.1 Interpreted data is used to identify possible improvements in work processes and organisation  
5.2 Appropriate action is initiated to implement identified strategies for the improvement of processes or work organisation in accordance with workplace procedures  
5.3 Improvements are statistically monitored and evaluated in accordance with workplace procedures |

### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant procedures and duty of care requirements
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S responsibilities
- Workplace protocols and procedures for applying workplace statistics within work activities
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis
- Workplace business policies and plans including procedures for reporting performance

Required skills:

- Communicate effectively with others when applying workplace statistics
- Read and interpret instructions, procedures, and technical data relevant to the application of workplace statistics
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to workplace statistics
- Work collaboratively with others when applying workplace statistics
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems related to the application of workplace statistics in accordance with workplace procedures
- Select and appropriately apply technology, information systems and procedures to workplace tasks
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site location
- large, medium and/or small companies

Services, products, risks, work systems and requirements may vary across different sections of the workplace
RANGE STATEMENT

potentially:

Customer and supplier contact and coordination is:

- a requirement of these operations

The key requirement of this unit is to:

- interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel

Workplace applications of statistical data representations may include (examples only):

- monitoring work flow
- inventory and stock levels
- customer surveys
- supplier and market analysis
- fleet control

Statistics may be generated from:

- raw data
- machine generated information
- complex, dedicated computerised facilities

Personnel in work area may include:

- other employees and supervisors
- customers and suppliers
- external authorities and agencies
- management and union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace procedures, policies and instructions
- guidelines relating to minimising risks to the environment and occupational health and safety requirements
- relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures
- relevant regulations, standards and codes of practice
RANGE STATEMENT

legislation may include:

- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field E - Communication and Calculation
TLIE4025A Prepare and process transport documentation for dangerous goods

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to prepare and process transport documentation relating to dangerous goods.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

 Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Prepare regulatory documentation for dangerous goods | 1.1 Reasons and requirements for reporting and recording are identified  
1.2 Statutory documentation for dangerous goods is used in accordance with regulatory and organisational procedures  
1.3 Information is collected and checked with a range of personnel to confirm its accuracy, relevance and status  
1.4 Need for additional information is established  
1.5 Conclusions drawn and actions taken are checked to ensure that they match the information available  
1.6 Information is recorded and reported in the required format, style, structure and timeframe  
1.7 Documentation is checked to ensure its compliance with regulatory requirements |
| **2** Complete despatch and receival documentation for dangerous goods | 2.1 Order request information is analysed to identify work requirements to fill order  
2.2 Products are noted and site locations are identified  
2.3 Required schedules for order movement are identified  
2.4 Documentation is completed in accordance with organisational procedures and regulatory requirements  
2.5 Order is checked against schedule and order form  
2.6 Records are completed and appropriate documentation is attached in accordance with organisational procedures and regulatory requirements |
3 Complete organisational forms for dangerous goods

3.1 Correct form for the purpose is identified
3.2 Information for completion of the form is collected
3.3 Relevant sections of the form are completed
3.4 Other sections of the form to be completed by relevant persons are organised
3.5 Supporting documentation or information is gathered
3.6 Signatory requirements are determined and completed

4 Process documentation

4.1 Documentation is submitted to relevant persons
4.2 Documentation is adjusted, in response to feedback and comments received
4.3 Documentation is copied and stored in accordance with regulatory and organisational procedures
Required Skills and Knowledge

REQUISITE SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:

- Workplace procedures pertaining to preparing and processing dangerous goods documentation
- Appropriate regulatory requirements pertaining to preparing and processing dangerous goods documentation
- Relevant sources of information when preparing and processing dangerous goods documentation
- Relevant procedures and duty of care requirements relating to preparing and processing dangerous goods documentation
- Relevant OH&S responsibilities relating to preparing and processing dangerous goods documentation
- Workplace requirements relating to format, style, structure and timeframe
- Protocols and procedures for preparing and processing dangerous goods documentation
- Typical problems in processing workplace documentation, and appropriate action and solutions

Required skills:

- Communicate effectively with others when completing and processing dangerous goods documentation
- Read, interpret and organise information needed for the completion and processing of dangerous goods documentation
- Interpret and follow operational instructions and prioritise work in processing dangerous goods documentation
- Complete dangerous goods documentation accurately
- Write and/or enter information into computer-based documentation systems
- Work collaboratively with others when preparing and processing workplace documentation
- Operate and adapt to differences in technology in accordance with standard operating procedures
- Promptly report and rectify within limits of own role identified problems that may arise when preparing and processing dangerous goods documentation in accordance with regulatory requirements and workplace procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessors should ensure that candidates can demonstrate the knowledge and skills to:
  - accurately prepare current dangerous goods documentation
  - identify the regulatory requirements for completing dangerous goods documentation
  - process dangerous goods documentation according to workplace procedures

Context of and specific resources for assessment

- Assessment must ensure access to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals pertaining to dangerous goods documentation
  - current industry-standard dangerous goods documentation

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Processing workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including:

- in a vehicle on the road
- at a client’s workplace
- in a workplace, refinery or depot
- in confined spaces, exposed conditions and controlled or open environments

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- regulatory requirements

Documentation and records include:

- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- workplace policies and procedures
- relevant Australian standards and certification requirements
- relevant internal data entry books, including log books, data sheets and load sheets
- transport emergency response plan (TERP)

Applicable legislative procedures and codes include:

- Australian code for the transport of dangerous goods by road or rail: the current Australian Dangerous Goods (ADG) Code
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
  - fatigue management regulations
  - environmental protection legislation and regulations
Unit Sector(s)
Not applicable.

Competency Field
E – Communication and Calculation
TLIE4030A Prepare rail safety reports

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to prepare safety reports to meet legislative, regulatory and organisational requirements. It includes collecting, interpreting and evaluating information, composing the rail safety report and editing it prior to submission. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Rail safety reports may be required to meet legislative, regulatory and organisational requirements. They would typically include safety performance reports, regulatory reporting, incident reports, and safety system audit reports.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify needs of the rail safety report

1.1 Reasons for and requirements of the rail safety report are identified and set procedures for specific types of report are followed

1.2 Target audience for the report is identified and the appropriate style of recording and reporting is chosen to meet their needs

1.3 Timeframe for delivery of the report is identified and met

2 Collect and analyse information

2.1 Information is sourced from inside and outside the organisation in accordance with organisational and legislative requirements

2.2 Information is validated to ensure accuracy, relevance, sufficiency and currency

2.3 Collected information is analysed and recorded in accordance with organisational requirements and type of report required

3 Record information

3.1 Collected information is recorded and reported in the required format, style, structure and timeframe

3.2 Technology available in the workplace is used to store and retrieve data

3.3 Appropriate measures are taken to ensure all written material complies with legislative requirements and organisational policies and procedures

4 Compose rail safety reports

4.1 Rail safety report purpose, objectives and format are determined in accordance with organisational and regulatory requirements

4.2 Sourced information is collated in a logical manner and assessed for relevance and inclusion

4.3 Content, structure and sequencing of materials are determined in line with the purpose and intended audience

4.4 Actions and/or recommendations are included where appropriate

4.5 Rail safety report is compiled and reviewed to confirm objectives and organisational and legislative requirements

4.6 Rail safety report is completed within agreed timeframes

5 Edit final report

5.1 Content of the final report is checked and proofread for grammar, spelling and punctuation

5.2 Information is amended as required, and the rail safety report is authorised in accordance with organisational policy and procedures prior to submission
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Barriers to effective communication
- Industry terminology used in rail safety sectors
- Legislative requirements and obligations of safety reporting in each applicable state/territory, including legal requirements of own role and responsibilities
- Organisational policies, procedures, guidelines and requirements for report writing
- Protocols and procedures for communicating in writing with others
- Security, freedom and confidentiality of information

Required skills:

- Adjust written communication to suit audience and situation
- Apply appropriate written communication techniques
- Check and confirm accuracy and validity of information
- Handle and store information securely and safely, with an awareness of environmental and sustainable practices
- Make conclusions that are clearly based on the information
- Present written material in the range of media used in the workplace
- Read, analyse and interpret documents containing the required information
- Record complete, accurate, clear and objective information
- Sort information into a logical pattern
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - collecting and analysing data
  - writing a rail safety report
  - editing a rail safety report

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Collect information from a range of different sources and strategies may include:

- organisational information recording and storage system
- paper and computer sources of data and information
- interviews
- incident reports
- case notes
- colleagues

Legislative requirements may include:

- notifiable occurrences
- annual safety performance report
- private siding activity statements
- event reports
- periodical reports
- compliance reports
- regulatory responses

Applicable legislation, regulations and codes may include:

- relevant commonwealth and state/territory regulations and codes
- relevant rail industry standards, codes of practice and regulations
- relevant state/territory occupational health and safety (OH&S) legislation
- Privacy Act

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation
TLIE4032A Use internal communication systems for rail industry regulatory compliance

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to use internal communication systems for rail industry regulatory compliance. It includes identifying regulatory compliance requirements, disseminating information, updating systems and managing data. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit covers identifying relevant information related to safety management and disseminating the information to the appropriate personnel.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1</th>
<th>Identify or confirm regulatory compliance requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Regulatory compliance information is received and analysed for relevance and importance</td>
</tr>
<tr>
<td>1.2</td>
<td>Relevant personnel to whom the information is to be communicated are determined in accordance with regulatory and/or organisational requirements</td>
</tr>
<tr>
<td>1.3</td>
<td>Where required, data is transposed into other media prior to dissemination of information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Disseminate information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Method/s of communication is determined in accordance with regulatory and/or organisational requirements</td>
</tr>
<tr>
<td>2.2</td>
<td>Regulatory compliance information is disseminated promptly and, where applicable, receipt of the information is confirmed and stored/managed in accordance with organisational requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Update systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>All organisational systems affected by the regulatory compliance information are identified and updated in accordance with regulatory and/or organisational requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th>Manage data</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Regulatory compliance information is filed/stored in accordance with regulatory and/or organisational requirements in such a way as to be retrieved as required in the future</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Data management systems
- Organisational systems available for information communication and dissemination
- Relevant legislation, regulations, permit and licence requirements related to rail safety management
- Requirements of organisational systems including safety management system and risk management plans, risk registers, etc.

Required skills:

- Communicate effectively with others verbally and in writing
- Read and interpret instructions, procedures and information relevant to activities
- Use appropriate media to disseminate information
- Work collaboratively with others
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying rail industry regulatory compliance requirements
  - identifying and using media available for dissemination of information
  - identifying storage methods for regulatory compliance information

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Regulatory compliance information may include:
- notices
- safety alerts
- policy changes
- feedback to stakeholders
- safety reports

Relevant personnel may be:
- supervisors and/or managers
- customers
- official representatives
- contractors
- relevant authorities
- employees

Communication methods may include:
- electronic media
- verbal briefings
- presentations
- notices
- noticeboards
- toolbox talks
- workplace meetings

Organisational systems may include:
- rail safety management system
- interface agreements
- risk management system

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation
TLIE4033A Use communications systems to control tram/light rail operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to use radio systems to control tram/light rail operations. It includes identifying equipment types, and features, using the communications equipment and responding to requests. Licensing, legislative, or certification requirements are not applicable to this unit.

Application of the Unit
This unit covers activities where a number of different communications systems are used concurrently, including radios, fixed-line and mobile telephones and computers.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1</th>
<th>Identify communications equipment systems and features</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Types of communications equipment, component parts and accessories used in the work area are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Applications for workplace activities of the different communications systems and, where applicable, related software are interpreted</td>
</tr>
<tr>
<td>1.3</td>
<td>Communications system features and control functions are identified</td>
</tr>
<tr>
<td>1.4</td>
<td>Appropriate communications system is selected depending on type of communication to be made</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Use communications equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>System checks are carried out prior to operations to confirm communications system is operational in accordance with organisational requirements</td>
</tr>
<tr>
<td>2.2</td>
<td>Communications systems are operated safely in accordance with organisational procedures and regulatory requirements</td>
</tr>
<tr>
<td>2.3</td>
<td>Communications system security is maintained in accordance with organisational procedures</td>
</tr>
<tr>
<td>2.4</td>
<td>Messages are received, interpreted and recorded in accordance with operating procedures and regulatory requirements</td>
</tr>
<tr>
<td>2.5</td>
<td>Text and numeric data are entered into communications system using appropriate technology as required</td>
</tr>
<tr>
<td>2.6</td>
<td>Entered information is checked and corrected as required</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Receive and respond to requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Details of the situation are established using effective communication skills, techniques and resources, in accordance with organisational procedures</td>
</tr>
<tr>
<td>3.2</td>
<td>Communication difficulties are acknowledge and efforts are made to overcome these difficulties</td>
</tr>
<tr>
<td>3.3</td>
<td>Complete details of request are accurately recorded in a timely and efficient manner in accordance with organisational procedures</td>
</tr>
<tr>
<td>3.4</td>
<td>Urgency of request is determined using information gained from person making the request</td>
</tr>
<tr>
<td>3.5</td>
<td>Suitable response is formulated in accordance with organisational procedures</td>
</tr>
</tbody>
</table>
3.6 Request is referred in line with situation presented and in accordance with organisational procedures

3.7 Requests are answered promptly in accordance with organisational procedures

3.8 Requests are dealt with in a professional manner at all times

3.9 Appropriate follow-up action is taken, in accordance with needs of the situation and organisational procedures

4 Identify communications system faults

4.1 Communications system technical faults are identified and appropriate action is taken

4.2 Back-up or alternative systems are utilised when primary system fails or as required
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Communications systems features
- Effective communication techniques including barriers to communication and how to overcome them
- Manufacturer specifications for communications equipment
- Problems that can occur when using communications systems and corrective actions
- Procedures and protocols for using communications systems during an emergency
- Procedures for using communications systems in the workplace
- Protocols and procedures for communicating with others
- Quality assurance procedures
- Relevant safety, work health and safety (WHS)/occupational health and safety (OHS), and environmental procedures and regulations
- Relevant sections of legislated rail safety requirements including state and territory Acts and regulations, and nationally approved compliance codes and/or guidelines
- WHS/OHS risks and hazards when using communications systems
- Workplace communication procedures, protocols, checklists and instructions
- Workplace communication records (including voice logs)

Required skills:

- Apply precautions and required action to minimise, control or eliminate WHS/OHS hazards that may exist during the use of communications equipment
- Communicate effectively with others using available communications equipment
- Complete documentation related to work activities
- Identify and report problems, faults or malfunctions that may occur when using communications equipment
- Identify and use required communications technology
- Prioritise communication activities depending on differing operational contingencies, risk situations and environments
- Terminate calls in accordance with organisational procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communications systems may include:
- ACOMS
- computer applications
- facsimiles
- fixed phone systems
- mobile phone, both on person or hands-free
- radios

Communication skills may include:
- active listening
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- two-way conversation

Communication difficulties may include:
- assumption that message has been received and/or correctly understood
- illegible writing or print
- limited ability of others to communicate in English
- misunderstanding
- noisy environments or communications channels
- not following correct communication protocols and procedures
- use of non-standard vocabulary

Communication may be with:
- local government authorities
- police and other emergency services personnel
- security personnel
- supervisors/managers
- tram/rail drivers
- other professional or technical staff
- other workplace personnel

Appropriate follow-up action may include:
- dealing with identified faults within own area of responsibility
- identifying technical faults
- referring identified faults to supervisor or appropriate personnel

Back-up or alternative systems may include:
- alternative frequencies and spectrums
- alternative networks
- landline network
- mobile phone network
- relay systems
Unit Sector(s)
Not applicable.

Competency Field
E – Communication and Calculation
TLIE5020A Apply knowledge of freight forwarding documentation and permits

Modification History

Not Applicable
Unit Descriptor

This unit covers the competency required to develop, maintain and apply an in-depth understanding of required documentation, forms and permits to advanced freight forwarding activities. This includes the demonstration of the required knowledge of documentation, forms and permits; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons applying knowledge of freight forwarding documentation and permits as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Access and interpret information on freight forwarding documentation and permits | 1.1 Information on the requirements for freight forwarding documentation and permits is regularly accessed from appropriate sources
 | 1.2 Information on the requirements for freight forwarding documentation and permits is interpreted and applied when working on freight forwarding projects
 | 1.3 Continuous professional development is undertaken to ensure a current knowledge of the requirements for freight forwarding documentation and permits as per industry practice and company standard procedures
2 Demonstrate the required knowledge of freight forwarding documentation and permits | 2.1 Knowledge of the requirements for freight forwarding documentation and permits needed to perform effectively as an international freight forwarder is demonstrated through the successful completion of a range of assignments and both real and simulated freight forwarding projects
3 Apply information knowledge of freight forwarding documentation and permits to the freight forwarding functions | 3.1 Current information on the requirements for freight forwarding documentation and permits is consistently applied when carrying out the international freight forwarding role and functions

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and international conventions, codes of practice and regulatory requirements for the completion of documentation, forms and permits in international freight forwarding (including those applicable to the importing, exporting and transiting of goods)
- Documents, forms and permits required in freight forwarding
- Procedures and protocols for the preparation and processing of documentation, forms and permits in international freight forwarding
- Responsibilities and liabilities of the freight forwarder in ensuring that all required documentation, forms and permits are accurately and correctly prepared
- Definitions, purpose and use of Incoterms and Combiterms
- International sales contracts - principles, conditions and specifications, consequences of poor
REQUIRED KNOWLEDGE AND SKILLS

- Preparation or mistakes
- Documentation requirements for billing and accounts
- Systems and processes for the on-line completion of documentation and forms
- Australian Customs and Border Protection requirements including:
  - General information on the Australian Customs administration
  - Australian Customs and Border Protection tariffs
  - Australian Customs and Border Protection procedures
  - International conventions
  - GST (applicable rate and taxable value)
  - Control of import and export consignments
  - Import licences e.g. for certain types of dangerous goods
  - Veterinarian control and live plant control (phytosanitary control)
  - Intellectual property, counterfeit, artifacts, boycott issues
- Sources of information on the documentation, forms and permits required when providing international freight forwarding services
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems that can occur when preparing and processing required documentation, forms and permits in international freight forwarding and related appropriate action that can be taken to prevent or resolve them

Required skills:

- Communicate effectively with others when preparing and processing required documentation, forms and permits, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures and other information relevant to the preparation and processing of documentation, forms and permits needed in international freight transport
- Interpret and follow operational instructions and prioritise work
- Complete the preparation and processing of documentation, forms and permits required in international freight forwarding, including data entry to a computer system
- Operate applicable information and communication technology to required protocol
- Work collaboratively with others when preparing and processing required documentation,
Required skills:

forms and permits

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing and processing required documentation, forms and permits in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when preparing and processing required documentation, forms and permits
- Monitor work activities in terms of planned schedule
- Apply relevant national and international codes of practice, regulations and legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply information and communication systems and procedures to complete workplace tasks
- Operate and adapt to differences in information and communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a current knowledge of the documentation, forms and permits required in international freight forwarding through appropriate continuous professional development activities
  - interpreting and applying a current knowledge of the required documentation, forms and permits to the international freight forwarding role and functions

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE

for assessment

of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:

- the importing of goods
- the exporting of goods
- the transiting of goods
- the mode of transport
- the nature of the goods
- the routing and country of destination
- the requirements for import quarantine, health and customs controls in applicable countries
- the sales contract

The range of documentation, forms and permits required for international freight forwarding is dependent upon a variety of factors including:
RANGE STATEMENT

International freight forwarding documentation and permits may include but are not limited to:

- the terms of documentary credits
- the relationship and arrangements of the seller and buyer
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- sales contracts
- bills of lading, waybills or consignment notes
- commercial invoices with an Incoterm and extra details to ensure proper passage and clearance
- packing lists
- origin certificates
- packing declarations regarding wood and other materials of plant origin
- fumigation or other treatment certificates for shipments containing wood or other materials of plant origin
- delivery notes
- container lists
- insurance policies
- insurance certificates
- insurance claim forms
- cargo manifests
- pre-advice and pre-alert documents
- veterinary certificates for materials of biological origin which are for human consumption
- health and phytosanitary certificates
- quality analysis or weight/measurement certificates
RANGE STATEMENT

Information and communication technology systems may include but are not limited to:

- consular documents
- inspection certificates and SGS reports
- data storage and management systems
- Electronic Freight Forwarding Management Systems (FFMS)
- Electronic Warehouse Management Systems (WMS)
- Electronic Transportation Management System (TMS)
- Internet and web based technology
- Electronic Data Interchange (EDI)
- EDI for Administration of Commerce (EDIFACT)
- Value-added Network (VAN)
- IP-based telecommunications systems
- Local Area Networks (LANS)
- Wireless Area Networks (WANS)
- broadband internet systems including ADSL, dedicated broadband lines and wireless systems
- barcoding systems
- Radio Frequency Identification (RFID) systems used in warehouses and logistics facilities
- E-commerce security systems

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- customers
- a global network of international and domestic agents, regulatory authorities, carriers, suppliers, and other freight forwarding contacts
- relevant regulatory authorities and institutions
- freight forwarding specialists in areas such as dangerous goods, special cargoes etc.
- management
- other employees and supervisors
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Operational information / documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- summaries and definitions of Incoterms and Combiterms
- workplace standard operating procedures and policies
- customers' instructions and transport requirements
- applicable standard international freight forwarding forms and documents
- operations manuals, job specifications and procedures and induction documentation
- Australian and international standards, criteria and certification requirements
- data obtained through information and communications technology equipment and oral, aural or signed communications
- freight forwarding competency standards and training materials
- freight forwarder company's quality assurance standards and procedures
- manifests, bar codes, goods and container identification
- emergency procedures

Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field

| Competency Field | E - Communication and Calculation |
TLIF0075A Demonstrate awareness of interacting with other road users

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to understand and demonstrate awareness of interacting with other road users in accordance with approved standards, safeworking and regulatory requirements. It includes identifying types of road users, the use and reason for road rules, and potential hazards. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Work is performed under supervision, generally within a team environment. It involves the application of routine operational principles and procedures to demonstrate awareness of interacting with other road users as part of driving activities across a variety of operational contexts within Australia.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
--- | ---
1 Identify road users | 1.1 Different road users groups are recognised
| 1.2 Interaction between road users groups, both positive and negative, is observed
| 1.3 Strategies are suggested to assist in the positive interaction of road users
2 Identify potential risk consequences of interaction of road users | 2.1 Potential risks for each road user group are recognised
| 2.2 Potential consequences for each road user group are appreciated
| 2.3 Potential risk and consequences when road user groups interact are identified
3 Identify the use and reason for road rules | 3.1 Road rules and their purpose are described
| 3.2 The sources of road rules and regulations are identified
| 3.3 Rules and regulations for all road users are identified
| 3.4 Rules and regulations governing road use are described

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Knowledge of English
- Knowledge of what regulations/rules are
- Knowledge of what a strategy is
- Difference between positive and negative
- Knowledge of what a risk is and how it affects performance

Required skills:

- Communicate effectively with others
- Read and interpret instructions, procedures and information
- Interpret and follow instructions
- Complete basic documentation
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Recognise limitations and ask for help
Required skills:
- Be able to assimilate instruction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - identifying other road users
  - showing an understanding of rules and regulations as they apply to road users
  - demonstrating an understanding of the purpose of road rules

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including, regulations, codes of practice and operation manuals

Method of assessment
- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
EVIDENCE GUIDE

- in an appropriate range of situations
- Simulators are not suitable for final assessment of this unit of competency
- Driving a vehicle is not part of the assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Other road users may include:
- pedestrians
- cyclists and skaters
- passengers
- other drivers
- farm vehicles
- mobility scooters
- segways
- heavy commercial vehicles

Applicable regulations and legislation may include:
- relevant state/territory road law
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Potential risks may include:
- physical injury
- social repercussions
- emotional reaction
- financial effect
- economic impact
- legal repercussions

Unit Sector(s)

Not Applicable
Competency Field

Competency Field F - Safety Management
TLIF0076A Demonstrate awareness of factors to reduce road harm

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to demonstrate awareness of factors to reduce road harm. It includes road network, traffic control and other environmental factors. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work is performed under supervision, generally within a team environment. It involves the application of routine operational principles and procedures to demonstrate awareness of factors to reduce road harm as part of driving activities across a variety of operational contexts within Australia.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify features of the road network and traffic control devices</td>
</tr>
<tr>
<td>1.1</td>
<td>Primary/passive safety features of the road network are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Secondary/active safety features of the road network are identified</td>
</tr>
<tr>
<td>2</td>
<td>Identify the significance of the safety features of the road networks and traffic control devices</td>
</tr>
<tr>
<td>2.1</td>
<td>The significance of road markings and their meaning are identified and described</td>
</tr>
<tr>
<td>2.2</td>
<td>The significance of traffic control devices and their meaning are identified and observed</td>
</tr>
<tr>
<td>2.3</td>
<td>The legal penalties for not obeying road markings and traffic control devices are described</td>
</tr>
<tr>
<td>3</td>
<td>Determine environmental factors that contribute to road harm</td>
</tr>
<tr>
<td>3.1</td>
<td>Environmental factors affecting road harm are identified</td>
</tr>
<tr>
<td>3.2</td>
<td>How these environmental factors affect road harm are described</td>
</tr>
<tr>
<td>3.3</td>
<td>Driver actions when environmental factors are encountered are described</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Knowledge of English
- Knowledge of what regulations/rules are
- Knowledge of what a strategy is
- Difference between positive and negative
- Knowledge of what a risk is and how it affects performance

### Required skills:

- Communicate effectively with others
- Read and interpret instructions, procedures and information
- Interpret and follow instructions
- Complete basic documentation
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
Required skills:

- Recognise limitations and ask for help
- Be able to assimilate instruction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - identifying active and passive features of road network
  - identifying significance of traffic control devices and their meaning
  - applying relevant legislation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

- environment, and/or
  - in an appropriate range of situations
  - Simulators are not suitable for final assessment of this unit of competency
  - Driving a vehicle is not part of the assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Other road users may include:
- pedestrians
- cyclists and skaters
- passengers
- other drivers
- farm vehicles
- mobility scooters
- segways
- heavy commercial vehicles

Motor vehicle may include:
- cars
- trucks
- motorcycle
- electric pedal cycle

Road markings may include:
- on-road markings e.g. lines

Traffic control devices may include:
- regulatory (black and white):
  - traffic lights/signals
  - temporary traffic lights
  - road signs
  - speed signs
  - variable message boards
  - variable speed signs
  - police/traffic control person
- advisory:
  - speed signs
  - road condition alerts
RANGE STATEMENT

- warning (yellow):
  - pedestrian signs
  - yellow and black signs

Environmental factors may include:
- rain
- snow
- ice
- water on road
- dust
- sand
- mud
- rocks

Passive safety features of the road network may include:
- safety rails/barriers
- frangible poles
- breakaway poles
- separated dual carriage lanes
- culvert (1m sealed)
- water barriers
- decoy road work vehicles

Active safety features of the road network may include:
- road surface
- lane markings
- audible run-off road strip
- traffic lights
- guide posts
- roundabouts
- electronic speed signs
- electronic lane advice
- radio announcements

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF0077A Demonstrate knowledge of risk factors and consequences in interacting with other road users

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to understand and demonstrate knowledge of risk factors and consequences in interacting with other road users in accordance with approved standards, safeworking and regulatory requirements. It includes identifying types of high risk behaviour, understanding reasons why people engage in high risk behaviour, and identifying the consequences of high risk behaviour. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work is performed under supervision, generally within a team environment. It involves the application of routine operational principles and procedures to demonstrate knowledge of risk factors and consequences when interacting with other road users. This unit does not involve driving.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

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**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify high risk behaviours | 1.1 High risk behaviours that road user groups engage in are identified and observed  
1.2 Strategies to reduce high risk behaviours in others and self are suggested |
| 2 Identify the reason why high risk behaviour is undertaken | 2.1 The factors that influence people to engage in high risk behaviours are identified and described  
2.2 Laws that attempt to address high risk behaviours are identified  
2.3 The roles of regulatory bodies in addressing high risk behaviours are identified and described |
| 3 Identify the consequences of high risk behaviour | 3.1 The possible long-term and short-term consequences of high risk behaviours are identified and described |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Knowledge of English
- Knowledge of what regulations/rules are
- Knowledge of what a strategy is
- Difference between positive and negative
- Knowledge of what a risk is and how it affects performance

### Required skills:

- Communicate effectively with others
- Read and interpret instructions, procedures and information
- Interpret and follow instructions
- Complete basic documentation
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Recognise limitations and ask for help
- Be able to assimilate instruction
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - identifying high risk behaviour
  - identifying regulatory bodies
  - identifying ways to reduce high risk behaviours within peer group and self

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment
  - in an appropriate range of situations
- Simulators are not suitable for final assessment of this unit of competency
- Driving a vehicle is not part of the assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Other road users may include:
- pedestrians
- cyclists and skaters
- passengers
- other drivers
- farm vehicles
- mobility scooters
- segways
- heavy commercial vehicles

High risk behaviours may include:
- fatigue
- drugs
- alcohol
- speed (high speed or inappropriate for circumstances)
- inattention
- distraction
- hoon behaviour

Potential risk may include:
- physical injury
- social repercussions
- emotional reaction
- financial effect
- economic impact
- legal repercussions

Regulatory bodies may include:
- relevant state/territory roads and traffic authority

Regulation and legislation may include:
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable
Competency Field
Competency Field
F - Safety Management
TLIF0078A Recognise motor vehicle road crash risks and post crash actions

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the knowledge required to understand and recognise motor vehicle road crash risks. It includes identifying types of crashes, reason for these crashes, and post crash actions. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Work is performed under supervision, generally within a team environment. It involves the application of routine operational principles and procedures to demonstrate recognition of motor vehicle road crash risks and post crash actions as part of driving activities across a variety of operational contexts within Australia.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify the types of motor vehicle crashes | 1.1 Common types of motor vehicle crashes are identified and described  
  1.2 Possible risk factors that contribute to motor vehicle crashes are identified |
| 2 Identify risks and causes of motor vehicle crashes | 2.1 The common causes of motor vehicle crashes are described  
  2.2 The human, environmental and vehicular factors that contribute to motor vehicle crashes are identified and described  
  2.3 Measures to prevent the most common road crashes are identified |
| 3 Identify the actions to be taken post crash by drivers and others | 3.1 The legal obligations of drivers and others after a motor vehicle crash are described  
  3.2 Practical strategies that can be applied to a crash scene to decrease further risk are identified |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Knowledge of English
- Knowledge of what regulations/rules are
- Knowledge of what a strategy is
- Difference between positive and negative
- Knowledge of what a risk is and how it affects performance

Required skills:

- Communicate effectively with others
- Read and interpret instructions, procedures and information
- Interpret and follow instructions
- Complete basic documentation
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Recognise limitations and ask for help
Required skills:

- Be able to assimilate instruction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - identifying the major road crashes causes and post crash action
  - applying relevant legislation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations
- Simulators are not suitable for final assessment of this
EVIDENCE GUIDE

unit of competency

- Driving a vehicle is not part of the assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Common types of motor vehicle crashes may include:

- rear end collision
- side impact collision/adjacent direction collision
- right turn in front of oncoming traffic
- run off road on straight collision
- run off road on curve collision
- head on collision
- pedestrian collision

Common causes of motor vehicle crashes may include:

- rear end collision:
  - travelling too fast
  - not leaving enough distance between vehicles
- side impact collision/adjacent direction collision:
  - poor or insufficient scanning of the driving environment
  - not sufficiently judging the gap in the traffic
  - overconfidence in driving ability
- head on collision:
  - not judging speed or distance correctly when overtaking
  - not detecting hazards early enough
  - impatience
- run off road on straight collision:
  - travelling too fast for the conditions
  - inexperience resulting in over steering or misjudging distances
- pedestrian collision:
  - pedestrians not judging the amount of time it takes a vehicle to stop
  - encountering intoxicated or unpredictable pedestrians
RANGE STATEMENT

- right turn in front of oncoming traffic:
  - not judging speed accurately
- human:
  - fatigue
  - drugs
  - alcohol
  - speed
  - inattention
  - distraction
- environmental:
  - road surface (gravel/sealed)
  - animals
  - road debris
  - geographical obstacle
  - architectural obstacle
- vehicular factors - mechanical failure/vehicle defects:
  - tyres
  - brakes

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF0079A Select a safe vehicle

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to understand and select a vehicle for safety in accordance with approved standards, safeworking and regulatory requirements. It includes identifying types of cars, identifying safety features of cars, and how those safety features affect safety. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work is performed under supervision, generally within a team environment. It involves the application of routine operational principles and procedures to demonstrate awareness of selecting a safe vehicle as part of driving activities across a variety of operational contexts within Australia.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify different motor vehicle types applicable to first time drivers</td>
</tr>
<tr>
<td></td>
<td>1.1 The characteristics of motor vehicles for purchase that can be used by first time users are identified and observed</td>
</tr>
<tr>
<td></td>
<td>1.2 Licensing requirements for drivers of differing motor vehicles that can be used by first time users are described</td>
</tr>
<tr>
<td></td>
<td>1.3 The Australian new and used car rating system is utilised to select an appropriate vehicle</td>
</tr>
<tr>
<td>2</td>
<td>Recognise safety features and design safety in motor vehicles</td>
</tr>
<tr>
<td></td>
<td>2.1 Different safety features of vehicles are identified and explained</td>
</tr>
<tr>
<td></td>
<td>2.2 Safety features and their function to protect the driver and other road users are described</td>
</tr>
<tr>
<td></td>
<td>2.3 Primary/passive safety features of motor vehicles are identified</td>
</tr>
<tr>
<td></td>
<td>2.4 Secondary/active safety features of motor vehicles are identified</td>
</tr>
<tr>
<td>3</td>
<td>Identify factors that can affect vehicle safety</td>
</tr>
<tr>
<td></td>
<td>3.1 Corrosion and its effect on vehicle safety is described</td>
</tr>
<tr>
<td></td>
<td>3.2 Tyre inflation and tyre wear are recognised</td>
</tr>
<tr>
<td></td>
<td>3.3 Vehicle fluids and their effect on vehicle safety are identified</td>
</tr>
<tr>
<td></td>
<td>3.4 Seat belts and their condition and the effects on road safety are explained</td>
</tr>
<tr>
<td></td>
<td>3.5 The importance of correct maintenance on motor vehicle safety is described</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Knowledge of English language
- Knowledge of what regulations/rules are
- Knowledge of what a strategy is
- Difference between positive and negative
- Knowledge of what a risk is and how it affects performance

**Required skills:**

- Communicate effectively with others
- Read and interpret instructions, procedures and information
Required skills:

- Interpret and follow instructions
- Complete basic documentation
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Recognise limitations and ask for help
- Be able to assimilate instruction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - demonstrating selection of safe motor vehicle
  - identifying reasons for selection of a safe motor vehicle

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using
EVIDENCE GUIDE

written/practical/oral assessments

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations
- Simulators are not suitable for final assessment of this unit of competency
- Driving a vehicle is not part of the assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Other road users may include:
- pedestrians
- cyclists and skaters
- passengers
- other drivers
- farm vehicles
- mobility scooters
- segways
- heavy commercial vehicles

Safety features may include:
- lighting:
  - headlights on warning/auto
  - daytime running lights
  - hazard light activate in severe crash
  - driving lights
  - fog lamps
- vehicle:
  - top speed limiter
  - seat belt interlock
  - seat belt load limiters front
  - speed alarm
  - high transmittance glazing
  - knee bolster/padding
  - laminated or shatter-proof glazing for all windows
RANGE STATEMENT

- seat belt webbing grabbers front
- seat belt pre-tensioner front
- anti-submarining seat design
- helmets/head bands for occupants
- seat belt buckle mounted on seat
- pedestrian friendly vehicle front
- ABS brakes
- side airbag - front seat thorax
- driver airbag
- conspicuous vehicle body colour
- load restraint devices (tethers)
- intelligent speed adaption
- improved foot protection
- speed sensitive intermittent wipers
- automatic wipers
- adjustable head restraint
- head protection padding
- cargo barrier
- external mirrors electrically adjustment
- bonnet airbag for pedestrian protection
- smart airbag
- crash recorder
- mobile phone available in event of accident
- seat belt load limiters rear
- alcohol/drug interlock
- seat belt d-ring height adjustable
- mayday distress call in severe crash
- cruise control
- engine immobiliser
- automatic transmission
- adjustable lumbar support
- adjustable steering column
- adjustable driver's seat (multifunction)
- cooled/heated driver's seat
- side airbag - front head-protecting (curtain)
- headway radar for closing speeds
- front passenger airbag
- fuel and engine cut-off (severe crash)
RANGE STATEMENT

- seat belt centre rear-point
- head rest for rear outboard seats
- power steering
- seat belt webbing grabbers rear
- seat belt pre-tensioners rear
- head restraints for all rear seats
- side airbag rear thorax
- inflatable seat belt
- independent rear suspension
- auto dimming rear view mirror
- child seat integrated
- harness seat belt for adults
- side airbag rear head-protecting
- navigation system (GPS)
- traction control
- run flat tyres
- anti fogging (heated) ext mirrors
- tyre pressure monitoring
- air conditioning/climate control

Vehicle fluid may include:

- engine
- windscreen water
- radiator coolant
- brake fluid
- transmission fluid
- radiator/cooling system
- battery
- air conditioner
- fuel

Passive safety features of motor vehicles may include:

- airbags (front(side/curtain)
- air conditioning
- automatic transmission
- cargo barrier
- cruise control
- daytime running lights
- head restraints
- mirrors
- over-speed warning devices
- seats
- seat belts
RANGE STATEMENT

Active safety features of motor vehicles may include:

- steering wheel
- frontal impact protection
- Anti-lock Braking System (ABS)
- Electronic Stability Control (ESC)
- tyres
- Electronic Brake Assist (EBA)
- Electronic Brake force Distribution (EBD)

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  F - Safety Management
TLIF0098A Apply personal and equipment lockouts for rolling stock

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to apply personal and equipment lockouts to rolling stock in accordance with regulatory requirements. It includes following policies, procedures and protocols of the access provider. Licensing, legislative or certification requirements are not applicable to this unit.

Application of the Unit
This unit is for people required to apply lockouts to defined areas, rolling stock and specific equipment in order to carry out maintenance activities.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

#### 1 Identify personal and equipment lockout requirements

1.1 Area and rolling stock to be locked out is identified

1.2 Appropriate lockouts are determined in accordance with activities to be undertaken and organisational policies and procedures

1.3 Appropriate documentation is completed in accordance with organisational procedures

1.4 Where applicable, appropriate personnel are informed in accordance with organisational procedures

#### 2 Apply and remove area lockout

2.1 Danger zone is safely accessed in accordance with organisational procedures

2.2 If existing lockouts are identified appropriate personnel are contacted in accordance with organisational procedures

2.3 Area lockouts are applied as required in accordance with organisational policies and procedures

2.4 Once all work has been completed and all sub lockouts have been removed, area lockout is removed

#### 3 Apply and remove rolling stock lockout

3.1 Confirmation is made that area is locked out in accordance with organisational procedures

3.2 If existing lockouts are identified, appropriate personnel are contacted in accordance with organisational procedures

3.3 Rolling stock lockouts are applied as required in accordance with organisational policies and procedures

3.4 Once all work has been completed and all sub lockouts have been removed, rolling stock lockout is removed

#### 4 Apply and remove personal lockouts

4.1 Confirmation is made that area and rolling stock are locked out in accordance with organisational procedures

4.2 If existing lockouts are identified, appropriate personnel are contacted in accordance with organisational procedures

4.3 Personal lockouts are applied as required in accordance with tasks to be performed and organisational policies and procedures

4.4 Once work has been completed all personal lockouts are removed

#### 5 Maintain lockout equipment

5.1 Any damaged or unserviceable equipment is labelled and reported in accordance with organisational procedures

5.2 Missing or damaged equipment is replaced in accordance with organisational procedures
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required knowledge:
- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Organisational policies, procedures and protocols

Required skills:
- Communicate effectively with individuals and work groups
- Conduct a situational awareness assessment
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Operate electronic communication equipment to required protocol
- Use required personal protective equipment conforming to organisational standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
  - the timeframes typically expected for the work function and industrial environment
  - Compliance with site safety plans, OH&S regulations and other regulatory requirements
  - Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
    - identifying procedures for locking out rolling stock
    - correctly applying rolling stock lockouts
    - correctly removing rolling stock lockouts

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- danger zone:
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology used will be:
- as defined by the applicable track safeworking system and operating procedures

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Personal and equipment lockout equipment may include:
- locks
- tags
- seals
- flags
- chocks
- isolation device

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF1001A Follow occupational health and safety procedures

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to follow and apply occupational health and safety (OH&S) procedures when carrying out work activities. It includes identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant OH&S regulations and procedures.

Work is performed under some supervision generally within a team environment. It involves the application of the established OH&S and hazard minimisation principles and procedures to the conduct of workplace activities.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
**Employability Skills Information**

**Employability Skills**

This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 **Follow workplace procedures for hazard identification and risk control** | 1.1 Workplace procedures for dealing with accidents, fire and emergencies are known and followed  
1.2 Workplace procedures for OH&S and related work instructions for controlling risks in a workplace are accurately followed  
1.3 Hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment  
1.4 Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities  
1.5 Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed  
1.6 Personal protection clothing and equipment is correctly used in accordance with established safety practices and procedures  
1.7 Established emergency and contingency plans are followed in the event of an emergency

2 **Contribute to arrangements for the management of occupational health and safety** | 2.1 OH&S issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant OH&S legislation  
2.2 Contributions to OH&S management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation  
2.3 OH&S issues are raised with designated personnel in accordance with workplace procedures and relevant OH&S legislation  
2.4 Participative arrangements for OH&S management in the workplace are contributed to within workplace procedures and scope of responsibilities and competencies

3 **Complete occupational health and safety records** | 3.1 OH&S records for self are completed in accordance with workplace requirements  
3.2 OH&S records and legal requirements for the maintenance of records of occupational injury and diseases are followed

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:
- Relevant OH&S procedures and guidelines
- Risks when using manually-operated equipment to shift loads and related precautions to control the risk
- Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
- Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems
- Signs and signals used for OH&S warnings
- Terms used in material safety data sheets (where relevant)
- HAZCHEM symbols and implications for safe work and storage
- Storage and use of hazardous substances
- Handling of broken or damaged equipment
- Manual and mechanically assisted lifting and load shifting procedures
- Transport requirements for goods within workplace
- Emergency and evacuation procedures
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when following OH&S procedures
- Read and comprehend simple statements in English
- Read and interpret relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice
- Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to OH&S in the workplace
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when following OH&S procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following OH&S procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when following
Required skills:

OH&S procedures

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - demonstrating an understanding of workplace procedures and how they apply to OH&S
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

 RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The shifting operations may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Workplace hazards may include:
- chemicals and other harmful substances
- movements of equipment, goods, vehicles
- toxic substances
- damaged packing material and containers
- broken and damaged equipment
- inflammable materials and fire hazards
- lifting practices
- waste management and disposal
- extremes in weather conditions
- lighting levels
RANGE STATEMENT

- floor surfaces
- water hazards
- traffic flows, vehicle and equipment operation
- a range of storage areas

Personnel in the work area may include:
- workplace personnel
- site visitors
- OH&S specialists
- union representatives
- contractors
- official representatives

Participative arrangements may include:
- formal and informal meetings which deal with OH&S issues
- workplace OH&S committees
- other committees, for example, consultative, planning and purchasing
- OH&S representatives
- suggestions, requests, reports and concerns put forward by staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio

Designated personnel may include:
- workplace personnel
- supervisors
- team leaders
- management
- occupational health and safety personnel
- other persons authorised or nominated by the organisation

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- OH&S regulations
RANGE STATEMENT

include:

- workplace OH&S procedures and policies
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- ADG Code and material safety data sheets (where relevant)
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.
- general duty of care under OH&S legislation
- workplace relations regulations
- workers compensation regulations
- dangerous goods regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  F - Safety Management
TLIF1002B Conduct housekeeping activities

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace; monitoring and maintaining cleanliness and tidiness in the workplace; and completing assigned housekeeping tasks.

Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with workplace housekeeping procedures.

Work is performed under some supervision generally in a team environment. It involves the application of basic safety principles to the completion of housekeeping tasks as part of workplace operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify the housekeeping requirements, procedures and resources of different areas of the workplace

1.1 Workplace procedures for housekeeping are identified
1.2 Equipment and consumables are selected in accordance with work area requirements
1.3 Specific requirements for housekeeping activities in different parts of the work area are identified and followed

2 Monitor and maintain cleanliness and tidiness in the workplace

2.1 Initiative is used to continuously monitor the cleanliness and tidiness of the worksites
2.2 Housekeeping issues are raised with designated personnel in accordance with workplace procedures
2.3 Housekeeping equipment is operated in accordance with manufacturer instructions and company policy
2.4 Housekeeping equipment and supplies are maintained and stored

3 Complete assigned housekeeping duties

3.1 Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed
3.2 Maintenance requirements of any damaged items are notified to appropriate personnel
3.3 Schedules and records for housekeeping duties are maintained
3.4 Work areas are checked and meet required workplace standards
3.5 Work is carried out following enterprise practices and safe work procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Workplace procedures and policies for carrying out housekeeping tasks in the workplace
- Risks when carrying out housekeeping tasks and related precautions to control them
- Housekeeping standards required in the workplace
- Purpose of housekeeping within the workplace
- Site layout and obstacles
- Servicing procedures for housekeeping equipment
- Relevant enterprise practices and safe work procedures for the job role

Required skills:

- Communicate effectively with others when carrying out housekeeping tasks
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out housekeeping tasks
- Report and rectify within limits of own role problems, faults and malfunctions identified when carrying out housekeeping tasks in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during housekeeping activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor condition and performance of housekeeping tools and equipment
- Service housekeeping tools and equipment in terms of servicing schedule and standard operating procedures
- Select and use required personal protective equipment (PPE), conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying workplace housekeeping requirements
  - undertaking housekeeping in the workplace

Context of and specific resources for assessment

- Access is required to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Practical assessment must occur:
  - in three different activities of the job role in the workplace
  - if in a simulated work environment, using industry-standard equipment
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Housekeeping tasks may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- tight or restricted spaces
- exposed conditions
- controlled or open environments

Housekeeping duties may include:
- cleaning
- returning goods or equipment to storage
- repacking
- waste removal
- maintenance

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movement of equipment, goods and materials

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on workplace context, PPE may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- eye wash

Information and documents may include:
- OH&S and environmental protection regulations
- workplace housekeeping procedures and policies
- codes of practice, including the National Standard for Manual Handling and the industry safety code
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturer instructions concerning the use and servicing of equipment
- supplier and customer instructions
- emergency procedures
- regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- relevant state and territory:
  - OH&S legislation
  - environmental protection legislation
  - workplace relations regulations
  - dangerous goods and air freight regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field | F - Safety Management
TLIF1009A Conduct cleaning operations in enclosed spaces

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to conduct cleaning operations in enclosed spaces, including identifying cleaning risks, planning cleaning operations, and cleaning the required enclosed space in accordance with operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and procedures for conducting cleaning operations in enclosed spaces. Work is performed under some supervision generally within a team environment. It involves the application of established safety procedures and regulatory requirements to the conduct of cleaning operations in enclosed spaces.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Identify risks and plan operation | 1.1 Requirements for the cleaning operation are assessed
| 1.2 Potential risks or hazards to self, the environment or others are identified
| 1.3 Relevant information including workplace procedures and safety codes are identified and read
| 1.4 Cleaning and personal protective equipment and consumables are identified
| 1.5 Requirements are assembled in accordance with national standards, safety codes and workplace procedures
| 1.6 Work is planned identifying critical parameters of the work

2 Clean required enclosed space | 2.1 Unauthorised persons are removed from the work area
| 2.2 Engineering and personal safety equipment is used
| 2.3 Unwanted labels are removed
| 2.4 Cleaning products, where used, are mixed in accordance with manufacturers and workplace instructions
| 2.5 Containers are swept out and washed so that mud, grime and any residue from products stored in the containers are removed
| 2.6 Security of chemicals and equipment is maintained
| 2.7 Run-off is contained and wastes are disposed of in accordance with local laws and workplace procedures
| 2.8 Relevant documentation is completed
| 2.9 Equipment used for the process is checked and stored
| 2.10 Worksite is checked and returned to operational status

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant OH&S regulations, codes and guidelines concerning cleaning operations in enclosed spaces including Australian Standard AS 2865 - Safe Working in a Confined Space Code
- Workplace procedures and policies for carrying out cleaning operations in enclosed spaces
- Risks when carrying out cleaning operations in enclosed spaces and related precautions to control the risk
- Procedures for carrying out tests for contaminant gases in enclosed spaces prior to performing
REQUIRED KNOWLEDGE AND SKILLS

cleaning operations
- Site layout and obstacles
- Application of relevant industrial regulations and requirements
- Maintenance procedures for cleaning equipment

Required skills:
- Communicate effectively with others when conducting cleaning procedures in enclosed spaces
- Read and interpret instructions, procedures, information and signs relevant to cleaning procedures in enclosed spaces
- Identify container and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to cleaning procedures in enclosed spaces
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting cleaning procedures in enclosed spaces
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting cleaning procedures in enclosed spaces in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise when conducting cleaning procedures in enclosed spaces
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during cleaning procedures in enclosed spaces
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, cleaning materials, processes and procedures for carrying out cleaning operations in enclosed spaces
- Identify, select and use emergency equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Follow routine servicing procedures for cleaning tools and equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The housekeeping tasks may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted:
- in confined restricted enclosed spaces

Focus of cleaning operations may include:
- containers
- tanks
- other enclosed spaces

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- toxic gas
- movements of equipment, goods and materials

Critical parameters for cleaning operations in enclosed spaces include:
- workplace personnel
- sequence of operations
- precautions for self, others and work area
- relevant workplace procedures to be followed
- emergency precautions, tests and procedures
- evacuation and rescue procedures

Personnel in the work area may include:
- other workplace personnel and managers
- site visitors
- contractors
- official representatives including OH&S specialists

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on workplace context, personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- breathing apparatus

Information documents may include:
- workplace procedures and policies for cleaning operations
RANGE STATEMENT

include:

- OH&S and environmental protection regulations
- relevant codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements, specifically Australian Standard AS 2865 - Safe Working in a Confined Space
- quality assurance procedures
- relevant state/territory OH&S legislation and regulations pertaining to cleaning operations and working in confined spaces
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification including Australian Standard AS 2865 - Safe Working in a Confined Space Code
- workplace relations regulations
- dangerous and hazardous goods regulations

Applicable regulations and legislation may include:

- relevant state/territory environmental protection legislation
- relevant Australian standards and certification including Australian Standard AS 2865 - Safe Working in a Confined Space Code

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF2006A Apply accident-emergency procedures

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to apply accident emergency procedures, including responding to an incident, controlling and assisting at an accident or emergency site, finalising accident-emergency processes, and completing records, reports and other required documentation in accordance with regulatory requirements and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with OH&S codes/regulations and workplace requirements. Work is performed under limited supervision. It involves the application of regulatory requirements and workplace procedures when responding to accident/emergencies in the workplace.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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| 1 Respond to the incident | 1.1 Response to the incident or accident is in accordance with workplace emergency procedures and relevant regulatory requirements  
1.2 Details of the cause(s) and effects of the incident are identified and reported  
1.3 Assistance requirements for accidents and emergencies are clarified and reported immediately to the appropriate parties  
1.4 Requests for assistance are made to relevant personnel and emergency services  |
| 2 Control and assist at accident or emergency site | 2.1 Site is controlled and protected until the arrival of authorised personnel  
2.2 Assistance is provided to injured persons, within the limitations of duty of care and workplace procedures  
2.3 Relevant authorities at the site are cooperated with and assisted within workplace policies  |
| 3 Finalise accident - emergency process and complete records | 3.1 Relevant information is exchanged in accordance with state/territory law and workplace procedures  
3.2 Documentation and reports are completed and processed in accordance with workplace and relevant regulatory requirements  |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements applicable in accident/emergency situations
- Relevant OH&S and environmental protection policies and procedures
- Workplace procedures for accident-emergency response
- Workplace emergency, fire and accident procedures
- Site layout
- Focus of operation of work systems, equipment or management, site and organisational operating and emergency procedures
- Typical problems that can occur during a safety incident, accident or emergency and related action that can be taken
Required skills:

- Communicate effectively with others when responding to an accident or an emergency
- Read and interpret instructions, procedures and information relevant to a response to an accident or an emergency
- Interpret and follow operational instructions and prioritise work
- Negotiate and resolve issues when responding to an accident or an emergency
- Complete documentation related to a response to an accident or an emergency
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when responding to an accident or an emergency
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when responding to an accident or an emergency
- Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S control procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when responding to an accident or an emergency
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and policies during a safety incident, accident or emergency
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
RANGE STATEMENT

Customers may be:
- by day or night
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Workplace hazards may include but are not restricted to:
- moving heavy loads in an unsafe work environment
- unsecured machinery, components or repaired equipment
- slippery floors
- welding equipment
- sharp tools and implements
- power tools
- moving and rotating machinery
- flammable liquids, vapours and fuel
- faulty machinery equipment handling equipment and lifting gear
- using equipment beyond safe working limits
- poor housekeeping procedures
- non-compliance with safe working procedures
- electrical wiring and systems, including exposed electrical circuits
- working at heights and in confined spaces
- toxic gases and substances
- chemicals and other harmful substances
- damaged goods, pallets and containers
- dangerous/hazardous goods

Consultative processes may involve:
- OH&S specialists
- trainers
- other employees and supervisors
- management
- union representatives
- manufacturers representatives
- supplier representatives
- customers/clients
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the
- company plans/procedures
- enterprise plans/procedures
RANGE STATEMENT

local terminology used, workplace plans/procedures may include:

• organisational plans/procedures
• established plans/procedures

Information/documentation may include:

• workplace accident-emergency procedures and policies
• workplace OH&S management system including hazard/safety risk control strategies
• OH&S training notes and materials
• journals and work related literature concerning OH&S
• competency standards
• customer/client instructions
• customer service standards and procedures
• workplace products and services information
• quality assurance standards and procedures
• relevant agreements, codes of practice including the national standards for services and operations
• manufacturers/suppliers’ specifications, advice, recommended procedures, policies and instructions
• workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
• regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
• emergency procedures
• relevant regulations, standards and codes of practice
• hazardous substances and dangerous goods codes
• relevant Australian and state/territory OH&S legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:
  • general duty of care under OH&S legislation and common law
  • requirements for the maintenance and confidentiality of records of occupational injury and disease
  • requirements for provision of OH&S information and training
  • provisions relating to health and safety representatives and/or OH&S committees
  • provisions relating to OH&S issue resolution
• environmental protection regulations
• relevant Australian standards and certification requirements including Australian Standard AS 1885.1
Unit Sector(s)
Not Applicable

Competency Field
Competency Field F - Safety Management
TLIF2010A Apply fatigue management strategies

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to apply fatigue management strategies, including identifying and acting upon signs of fatigue and implementing appropriate strategies to minimise fatigue during work activities, in accordance with legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable federal and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under some supervision generally within a team environment. It involves the application of the relevant regulations, codes and guidelines of the federal government and state/territory authorities concerning fatigue management during work activities and in particular when operating equipment, trains, vehicles, load shifting equipment, marine vessels and aircraft.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and act upon signs of fatigue | 1.1 Potential causes of fatigue are identified and action is taken to minimise their effects in accordance with company procedures  
1.2 Personal warning signs of fatigue are recognised and necessary steps are taken in accordance with workplace procedures to ensure that effective work capability and alertness are maintained |
| 2 Implement strategies to minimise fatigue | 2.1 Workplace procedures are assessed to minimise fatigue  
2.2 Factors which increase the risk of fatigue-related accidents and safety incidents are understood and minimised  
2.3 Strategies to manage fatigue are implemented in accordance with company policy  
2.4 Lifestyle choices are made which promote the effective long-term management of fatigue  
2.5 Effective practices in combating fatigue are adopted and applied  
2.6 Personal fatigue management strategies are communicated to other relevant people  
2.7 Appropriate counter measures are planned to combat fatigue |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant codes, regulations, permit and licence requirements related to fatigue management
- Relevant OH&S regulations as they relate to fatigue
- Workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents
- Sources of information on fatigue
- The risks and hazards created by fatigue in the workplace
- How fatigue affects workplace performance
- How fatigue contributes to workplace accidents
- Ways of recognising fatigue
- Strategies and ways of managing fatigue
- Causes and effects of fatigue on workers/drivers
- Factors which increase fatigue-related accidents
REQUIRED KNOWLEDGE AND SKILLS

- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when applying fatigue management strategies
- Read and interpret instructions, procedures, regulations and signs related to fatigue management and apply them to work activities
- Recognise symptoms of fatigue and take appropriate action in accordance with fatigue management regulations and workplace procedures
- Work collaboratively with others to manage and minimise the effects of fatigue during work activities
- Adjust lifestyle patterns to ensure effective fatigue management during work activities
- Modify activities and take appropriate initiatives to manage fatigue in the workplace depending on differing work contexts, risk situations and environments
- Apply precautions and required action to minimise and control the effects of fatigue when carrying out own work functions
- Adapt to changes in rosters and standard operating procedures as they may relate to fatigue management
- Participate in identifying and meeting own learning needs on matters related to fatigue management

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and
EVIDENCE GUIDE

other/or simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:
- any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night

The need for fatigue management in a range of industry situations including:
- operations conducted at all times but particularly at night
- typical weather conditions
- while working and/or driving at a workplace, depot, base or warehouse
- while working and/or driving at a client's workplace or worksite
- driving a motor vehicle on the open road
- driving a motor vehicle on a private road
- driving a train, locomotive or motive power unit
- operating a marine vessel in coastal or international waters
RANGE STATEMENT

Work-related factors that may contribute to fatigue include:
- operating an aircraft
- operating load shifting equipment
- operating safety critical industrial plant and equipment
- work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (such as working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
- organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work

Worker/operator-related factors that may contribute to fatigue include:
- lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends
- working multiple jobs
- personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms

Responsibilities of individual for fatigue risk management may include:
- following the organisation's fatigue management policy and procedures
- using time away from work appropriately to rest and recover
- checking and ensuring fitness for work
- reporting symptoms of fatigue
- taking action to minimise risk when symptoms of fatigue are recognised

Schedules may include:
- rosters
- vehicle schedules
- timetabling
- workplans

Depending on the organisation, operating procedures may include:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- federal and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
- workplace instructions and procedures on fatigue management
RANGE STATEMENT

- relevant OH&S regulations and procedures
- work schedules and shift rosters
- emergency procedures
- log book or record book (where required)
- records and reports of fatigue-related errors and safety incidents
- relevant standards and certification requirements
- quality assurance procedures
- relevant regulations and codes of the federal government and the state/territory regulatory authorities concerning fatigue management
- relevant state/territory road rules
- relevant rail industry safe working codes and regulations (where applicable)
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation

Applicable legislation, regulations and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF2012A Apply safe procedures when handling/transporting dangerous goods or explosives

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to apply safe handling strategies when handling dangerous goods or explosives, including driving the vehicle concerned in a safe manner and consulting with relevant authorities/persons in accordance with regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and state/territory regulations and codes, including the current Australian Dangerous Goods Code, the Australian Explosives Code, and the Code of Practice for the Safe Transport of Radioactive Substances.

Work is performed under limited or minimum supervision. It involves the application of the basic principles, routine procedures and regulatory requirements to safe handling/transport of dangerous goods/explosives/hazardous substances in a range of operational situations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Operate equipment and/or vehicle in a safe manner</td>
<td>1.1 Safety equipment is checked for serviceability and required quantities and types&lt;br&gt;1.2 Equipment/vehicle is operated safely in accordance with the relevant industry regulations, licence/permit requirements/or standards and as directed by police and/or competent authority&lt;br&gt;1.3 Safety guidelines and codes are correctly applied&lt;br&gt;1.4 Dangerous goods/explosives/hazardous substances are handled/conveyed in accordance with the relevant government regulations and codes&lt;br&gt;1.5 Relevant emergency procedures are assessed relative to the dangerous goods/explosives/hazardous substances concerned&lt;br&gt;1.6 Emergency procedures are instigated in accordance with the relevant codes and government regulations to ensure precautions are taken consistent with directions set out in the emergency procedures&lt;br&gt;1.7 Procedures are implemented to minimise damage to equipment, facilities and the environment and minimise injury to personnel</td>
</tr>
<tr>
<td>2 Consult with relevant authorities/persons</td>
<td>2.1 Dangerous goods occurrences are reported to the competent authority, fire brigade and/or police using appropriate workplace procedures, in specified timeframes in accordance with relevant regulatory requirements&lt;br&gt;2.2 Assistance is provided to the competent authority as requested&lt;br&gt;2.3 Other persons within affected emergency area are warned about the hazard in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant Australian and state/territory regulations and codes pertaining to the identification, handling and marking of dangerous goods, explosives or hazardous substances including the current Australian Dangerous Goods Code
- OH&S procedures and guidelines concerning the lifting and movement of loads
- The company's incident reporting system, and the responsibility of the employer to report incidents to the relevant State or Government authority
- Risks and hazards when handling and conveying dangerous goods, explosives or hazardous
REQUIRED KNOWLEDGE AND SKILLS

- Substances, and related precautions to control the risk
- Workplace procedures and policies for the handling and transport of dangerous goods, explosives or hazardous substances
- Characteristics of various dangerous goods, explosives or hazardous substances and their implications for handling and transport
- Compatibility of various types of dangerous goods, explosives or hazardous substances
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when handling or transporting dangerous goods or explosives
- Read and interpret instructions, procedures, information and signs relevant to the handling or transporting of dangerous goods or explosives
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the handling or transporting of dangerous goods or explosives
- Operate electronic communication equipment to required protocol
- Work collaboratively with others handling or transporting dangerous goods or explosives
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when handling or transporting dangerous or hazardous goods or explosives in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise during the handling or transporting of dangerous goods or explosives
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the handling or transporting of dangerous goods or explosives
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in handling and transportation equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying characteristics and hazards of the dangerous goods/explosives/hazardous substances being handled
  - interpreting relevant signs, labels and codes
  - locating, interpreting and applying relevant information
  - safely handling/transporting dangerous goods/explosives/hazardous substances in accordance with workplace procedures and regulatory requirements
  - identifying, selecting and using appropriate handling/transport equipment, vehicles, personal protection equipment and related procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- internal or external

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
- a workplace, warehouse or depot
- a vehicle on the road
- client's workplace
- convoy of a group of vehicles
- special precautions for handling, stacking and transport

Goods/cargo being handled/conveyed may require:

Classes of dangerous goods/explosives/hazardous substances are:
- as defined in the respective Australian Codes

Standard marking and signage for identified explosives and dangerous goods is as required:
- in the respective Australian Codes

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
RANGE STATEMENT

Communication in the work area may include:
- official representatives
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Handling operations may be carried out:
- both manually and with the aid of lifting equipment and/or appliances

Load restraint procedures and equipment are:
- as specified in mass and loading regulations and guidelines

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- protective clothing

Information/documents may include:
- goods/materials identification numbers, codes and signs
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances, and incident reporting
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances, the Industry Safety Code, and National Standards for Manual Handling
- National Load Restraint Guide
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- emergency procedures
- Australian and state/territory regulations pertaining to the handling of dangerous goods/explosives/hazardous substances
- Australian and international regulations and codes of practice for the handling and transport of explosives, dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - Code of Practice for the Safe Transport of Radioactive Substances
  - state/territory legislation covering the safe handling of infectious substances
  - relevant state/territory environmental protection legislation
  - equal opportunity
  - workplace relations regulations
  - equal employment opportunity and affirmative action legislation
  - relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF2018A Operate firefighting equipment

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate and check firefighting equipment in accordance with manufacturers instructions and workplace emergency procedures, including identifying and selecting the appropriate equipment, using the firefighting equipment to fight a fire, and checking that the firefighting equipment is operational. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice, regulations and workplace requirements concerning the operation and checking of firefighting equipment.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the operation and maintenance of firefighting equipment as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Check firefighting equipment</td>
<td>1.1 Firefighting equipment is checked for serviceability as per manufacturers specifications and regulatory requirements&lt;br&gt;1.2 Non-functioning equipment or equipment which is past its service date is identified and reported to designated personnel for replacement or service</td>
</tr>
<tr>
<td>2 Use firefighting equipment</td>
<td>2.1 Equipment and personal safety equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturers instructions&lt;br&gt;2.2 Fire is controlled using firefighting equipment according to manufacturers instructions and workplace emergency procedures&lt;br&gt;2.3 Equipment is stored safely according to manufacturers instructions and workplace procedures</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian codes of practice, regulations and safeworking systems relevant to the use and checking of firefighting equipment
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the use and checking of firefighting equipment
- The chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment
- The different classes of fire, their characteristics and strategies and equipment needed for their extinguishment
- Types of firefighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use and basic checking of serviceability
- Fixed fire prevention and extinguishing installations and their principles of operation
- Firefighting techniques, agents and precautions applicable to different classes of fire
- Typical problems that can occur with firefighting equipment and operations and appropriate action and solutions
- Manufacturers instructions for the checking of firefighting equipment
Required skills:

- Communicate effectively with others when fighting fires using firefighting equipment
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, regulations, signs and labels relevant to the use of firefighting equipment and apply them to work activities
- Interpret and follow operational instructions and prioritise work
- Work safely and collaboratively with others when fighting fires using firefighting equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using firefighting equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when using firefighting equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify firefighting activities and take appropriate initiatives depending on limits of responsibility, differing workplace contexts, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly select, use and carry out basic checks on firefighting equipment relevant to own work functions
- Operate and adapt to differences in firefighting equipment and emergency procedures in the workplace
- Monitor performance of firefighting equipment and take appropriate action is required
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external
RANGE STATEMENT

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Types of fires which may occur include:
- Classes A, B, C and F in the standard classification of fires

Firefighting equipment, appliances and systems may include:
- portable fire extinguishers including foam, water, CO2, dry chemical and wet foam
- sprinkler systems
- fire hoses and hydrants
- fire blankets

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- live electrical circuits
- movements of equipment, goods, materials, trains and vehicular traffic

Consultative processes may involve:
- other employees and supervisors
- current and potential customers
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
RANGE STATEMENT

Information documents may include:

- high visibility clothing
- workplace fire emergency procedures and policies
- relevant OH&S and environmental protection regulations
- codes of practice and regulations relevant to fire emergencies, including safeworking regulations and local authority regulations and procedures
- Australian regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for firefighting equipment
- technical instructions
- electrified territory regulations
- dangerous goods declarations and material safety data sheets (where applicable)
- goods manifest
- award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes, regulations and safeworking systems for the use and checking of firefighting equipment
- the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable
Competency Field

F - Safety Management
TLIF2019A Ensure a safe on-board passenger and working environment

Modification History

Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to ensure a safe on-board passenger and working environment in accordance with OH&S regulatory and workplace requirements, including performing checks and inspections; rectifying and reporting work hazards and non-compliances; and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace requirements and relevant OH&S regulations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures to ensure a safe on-board passenger and working environment during work activities in the transport and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Perform checks and inspections | 1.1 All non-compliances are identified in accordance with OH&S procedures and statutory requirements  
1.2 Actual and potential hazards are accurately identified |
| 2 Rectify and report work hazards and non-compliances | 2.1 Hazards and non-compliances are reported in accordance with workplace instructions  
2.2 Appropriate action to minimise or eliminate identified hazards is taken in accordance with workplace procedures and OH&S regulations |
| 3 Complete documentation | 3.1 Records, reports and other documentation concerning inspections, identified safety hazards and action taken are completed in accordance with workplace and OH&S regulatory requirements |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations and codes of practice relevant to work activities including the Australian Dangerous Goods Code
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies related to ensuring a safe workplace
- The location of safety equipment and procedures for its use
- Manual handling procedures
- Emergency procedures
- First aid procedures
- Personal protective equipment and procedures for its use
- Equipment, and materials used during work activities and precautions and procedures that should be followed in their use
- Hazards that may occur in the workplace and action that can be taken to control and minimise the risks involved
- Communication and negotiation requirements
- Documentation and record requirements
Required skills:

- Communicate effectively with others when taking action to ensure a safe on-board passenger and working environment
- Read and interpret instructions, procedures, information and signs relevant to ensuring a safe on-board passenger and working environment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to ensuring a safe on-board passenger and working environment
- Write and prepare safety incident reports and other documents required within workplace activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when taking action to ensure a safe on-board passenger and working environment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when taking action to ensure a safe on-board passenger and working environment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when taking action to ensure a safe on-board passenger and working environment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and safely use relevant equipment and materials during work activities
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Make appropriate judgements regarding the relative urgency of hazard reports
- Use correct manual handling procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Work is carried out in accordance with:
- relevant codes of practice
- OH&S regulatory requirements
- insurance requirements
- workplace policies and procedures

Work may be carried out in an range of long-distance passenger vehicles including:
- sleeping cars
- sit-up cars
- dining cars
- lounge and/or entertainment cars
- brake vans and staff cars

Hazards may include:
- slippery floors
- broken glass
- self-closing doors
- hot food and beverages
- faulty equipment
- moving trains and vehicles
- contaminated or spoilt food or beverages
- stairways
- sudden and unexpected movement
- infectious and contagious diseases
- sharp objects
- syringes and drugs
- human and biological waste

Consultative processes may involve:
- customers
- other workplace personnel
- supervisors and managers
- official representatives

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace
- company procedures
- enterprise procedures
- organisational procedures
RANGE STATEMENT

procedures may include:
- established procedures

Information/documents may include:
- workplace procedures and policies
- work instructions, job description and induction materials
- manufacturers instructions for the use of equipment and materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures
- manufacturers instructions for the use of equipment and materials

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to workplace activities
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant state/territory health and hygiene legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field F - Safety Management
TLIF2062A Apply awareness of safeworking rules and regulations

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to apply a basic awareness of applicable safeworking rules and regulations to work functions in the rail industry. It includes interpreting and applying the applicable safeworking rules and protocols; recognising and reporting unsafe situations; following safeworking instructions and procedures; and taking appropriate safety precautions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the worker concerned.

It involves the application of a basic awareness of applicable legislated rail safety requirements to the work activities of the rail occupation concerned.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Interpret applicable safeworking rules and regulations | 1.1 Relevant procedures for the applicable safeworking rules and regulations are identified, accessed and interpreted when carrying out basic work activities as part of rail operation

2 Apply a basic awareness of applicable safeworking rules and regulations | 2.1 A basic awareness of relevant safeworking regulations is applied to all work activities applicable to the rail functions concerned
2.2 Communications are conducted in accordance with the applicable safeworking system requirements
2.3 Appropriate records of communications are maintained as required within the applicable safeworking system rules and regulations

3 Recognise and report unsafe situations | 3.1 Unsafe situations are identified consistent with a basic awareness of the applicable safeworking rules and regulations
3.2 Situations in the work environment identified as unsafe are reported to appropriate personnel as per the applicable safeworking rules and regulations

4 Follow safeworking instructions and procedures | 4.1 Where applicable, relevant protocols are followed as specified in the applicable safeworking system rules and regulations
4.2 Appropriate records and documentation pertinent to safeworking protocols are completed in accordance with the requirements of the applicable safeworking system rules and regulations

5 Take appropriate safety precautions | 5.1 Appropriate safety precautions are interpreted and followed during work activities as per the applicable safeworking rules and regulations

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- A basic awareness of applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection legislation and policies
- A basic understanding of systems and occupancy authorities
REQUIRED KNOWLEDGE AND SKILLS

- An overview of system requirements
- A basic understanding of safeworking system types
- A basic awareness of system limitations
- A basic understanding of the applicable safeworking system
- An understanding of route integrity requirements including: general requirements, position of points and route occupancy requirements
- Communication protocols as they relate to the functions of the occupation concerned
- Safeworking rules and protocols as they relate to the functions of the occupation concerned
- Rail terminology as defined in the applicable safeworking system
- Action to be taken in the event of identified unsafe situations and emergencies within the limits of responsibility the occupation concerned

Required skills:

- Communicate effectively with others applicable to the rail operations concerned
- Read and interpret relevant rules, regulations and instructions applicable to the rail operations concerned
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to safeworking requirements applicable to the rail functions concerned
- Operate electronic communication equipment to required protocol
- Work collaboratively with others to fulfil safeworking requirements applicable to the rail operations concerned
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Recognise problems and hazards that may arise during rail operations and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may include:
- basic rail operations carried out on the rail network concerned and covered by the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Terminology and related meanings will be:
- as defined within the applicable safeworking system

Work may occur:
- by day or night, in both normal and emergency situations and under any conditions of weather

Where applicable, work site safety plans will be:
- as defined within the applicable safeworking system

Occupancy authorities will be:
- as defined within the applicable safeworking system

Rules related to the use and operation of track vehicles and equipment will be:
- as defined within applicable safeworking system

Communication protocols will be as specified within applicable safeworking system and may include:
- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include:
- hand-held or portable equipment
- fixed equipment
- specialised testing facilities

Track work protocols will be:
- as defined within the applicable safeworking system

Safety clothing and equipment may include:
- high visibility clothing
- sunscreen and sunglasses
- insect repellent
- safety glasses, headwear, mask, footwear and gloves
- hearing protection
- safety devices
- lighting including strobe lighting
- hand tools
RANGE STATEMENT

Where applicable, worksite protection equipment may include:

- joint occupancy rules
- blocking facilities (manual and electronic)
- trackside signs
- audible warning signs
- warning devices, whistles and sirens
- partitioning materials and structures
- barriers, lights and flags
- fixed and mobile communications equipment

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- instructions of relevant rail authorities concerning rail safety and operations
- workplace procedures, policies and work instructions
- relevant occupancy authorities (where applicable)
- train authorities (where applicable)
- worksite safety plan (where applicable)
- Emergency Response Plan (ER Plan) and emergency procedure manuals
- train running information (TRI)
- train notices
- train register books
- failure reports
- local instructions
- operating and maintenance instructions of relevant equipment manufacturers
- voice communications log
- safeworking forms

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- relevant national and state/territory dangerous goods legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field F - Safety Management
TLIF2068A Work at height in the stevedoring industry

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit covers the skills and knowledge required to work at height in the stevedoring industry under the relevant regulatory requirements, including using site safe work instructions and procedures for working at height. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work at height in a stevedoring environment involves the application of workplace safe work instructions and procedures and regulatory requirements as part of work activities. It also includes an understanding of the risk management procedures for working at height.

Working at height tasks are performed by a minimum two-person team under some supervision.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 **Apply working at height regulations and procedures** | 1.1 Standards and regulations relevant to working at height are interpreted and applied  
1.2 Relevant safe work instructions, procedures and risk assessment policies and procedures are interpreted and applied |
| 2 **Select and inspect equipment for working at height** | 2.1 Appropriate 'working at height equipment' required when working at height in the stevedoring industry is identified and selected as per regulatory requirements and standard operating procedures  
2.2 'Working at height equipment' is inspected as per regulatory requirements and standard operating procedures |
| 3 **Use 'working at height equipment' in the stevedoring industry** | 3.1 Safety requirements when working at height in the stevedoring industry are interpreted and implemented, and required action is taken to ensure a safe work area as per regulatory requirements and standard operating procedures  
3.2 Correct manual handling techniques are interpreted and used when working at height  
3.3 Appropriate action is taken to ensure compliance with site safe work instructions and standard operating procedures for working at height  
3.4 'Working at height equipment' is used as per regulatory requirements and standard operating procedures  
3.5 'Working at height equipment' is used from a workcage as per regulatory requirements and standard operating procedures  
3.6 Anchorage points are identified and used as per regulatory requirements and standard operating procedures  
3.7 Working at height emergency procedures are interpreted and implemented when required  
3.8 Working at height rescue kit is inspected and appropriate action is taken to rectify or replace defective components  
3.9 Working at height rescue kit is used as per regulatory requirements and standard operating procedures  
3.10 Working at height procedures are followed during a rescue operation |

# Required Skills and Knowledge

## REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian Standards, codes and regulations relevant to 'working at height'
- Relevant sections of Marine Orders Part 32 - Cargo Handling Equipment (as promulgated by AMSA)
- Relevant OH&S procedures and guidelines
- Working at height safe work instructions and procedures
- Risk assessment policies and procedures
- Working at height equipment checklist
- Working at height rescue procedures
- Procedures for using portable ladders when working at height
- Risks and hazards of working at height and related precautions to control these risks and hazards
- Manual handling methods for working at height

Required skills:

- Communicate effectively with others when working at height
- Read and interpret information relevant to working at height including instructions for safe work at height, workplace procedures, and applicable standards and codes of practice
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to working at height
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when working at height
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when working at height in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when working at height
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when working at height
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or
Required skills:

- damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use relevant 'working at height equipment'
- Inspect 'working at height equipment'
- Use ancillary 'working at height equipment'
- Work from a workcage when working at height
- Employ correct manual handling techniques
- Assist in the conduct of a Vessel Exception Risk Assessment (VERA) and ensure vessel inspection checklist has been completed prior to commencing work on a vessel
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - complying with applicable legislative and procedural requirements while working at height
  - identifying risk factors which might impact on working at height and implementing appropriate response measures
  - selecting and using appropriate equipment to enable safe and efficient work

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operational context may include:
- by day or night
- in a range of work environments
- in ships' holds
- on top of containers
- in limited or restricted spaces
- in all weather conditions
- in a workbox or workcage

'Working at height equipment' may include:
- full body harness
- self retracting lanyard
- fall arrestor
- vertical safety line
- horizontal safety line
- double lanyards
- corner anchor posts
- beam clamps
- rescue equipment (gotcha kit)
RANGE STATEMENT

- karabiner
- scaffold hook
- portable ladder
- foot step
- workcage

Hazards in the work area may include but are not limited to:
- dangerous or hazardous substances
- movements of equipment, and/or cargo
- inadequate lighting
- vessel movement

Use of ‘working at height equipment’ may include:
- correctly fitting a full body harness
- correctly wearing a full body harness
- selecting a suitable anchorage point
- setting up and using vertical and horizontal static lines
- setting up and using container anchor posts
- setting up and using beam clamps

Communication in the work area may include:
- radio
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
- full arrest safety harness

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- OH&S regulations
- relevant sections of Marine Orders Part 32 - Cargo Handling Equipment (as promulgated by AMSA)
- workplace OH&S procedures and policies
- policies and procedures for working at height
- manufacturers instructions concerning the use and servicing of equipment
- emergency procedures
- goods identification numbers and codes
- relevant legislation, regulations and related documentation

Applicable regulations and legislation may include:
- relevant sections of Marine Orders Part 32 - Cargo Handling Equipment (as promulgated by AMSA)
RANGE STATEMENT

- relevant state/territory OH&S legislation and safety codes, including manual handling and working at height requirements
- dangerous goods regulations
- relevant sections of AS/NZS Standard 1891 parts 1 to 4
- OH&S Prevention of Falls Regulation 2003
- OH&S manual handling guidelines
- relevant state/territory equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF2072A Comply with safety and security procedures

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to follow and apply occupational health and safety (OH&S) procedures when carrying out taxi work activities. It includes identifying and following workplace procedures for safety/security and accident/emergency situations; and identifying, minimising and managing fatigue. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations and procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of the established OH&S and hazard minimisation principles and procedures to the conduct of workplace activities.

This unit involves the development of basic skills and knowledge to work safely in the taxi industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Follow procedures for safety and security | 1.1 Procedures for OH&S and security are identified and followed  
1.2 Safe work practices are identified and followed  
1.3 Breaches of safety and security are identified and appropriate action is taken to minimise or eliminate risk to self, others, vehicle and vehicle equipment  
1.4 The features and functions of the taxi security system are identified |
| 2 Follow procedures for accident/emergency situations | 2.1 Emergency and potential emergency situations are recognised promptly and required actions are determined and/or taken within the scope of individual responsibility  
2.2 Procedures for dealing with accidents, fire and emergencies are identified and followed  
2.3 Assistance from taxi network and/or other authorities is sought where appropriate  
2.4 Details of emergency situations are reported in accordance with workplace, industry and regulatory policies and procedures  
2.5 Support services are identified following an incident or accident |
| 3 Deal with threats of physical violence | 3.1 Security equipment is operated within legal and workplace parameters (if required by state/territory regulators)  
3.2 Potential circumstances for difficult customer or other road user behaviour are accurately assessed and conflict resolution strategies used  
3.3 Procedures are followed to minimise escalation of conflict, manage the situation and ensure personal safety  
3.4 Assistance is sought from others including external support staff where necessary  
3.5 Incidents are reported using the appropriate document format in accordance with workplace policies and procedures  
3.6 Any follow-up action is implemented according to the appropriate workplace rules, regulations and guidelines |
| 4 Identify and implement strategies to minimise and manage fatigue | 4.1 Potential causes of fatigue and its effects on driver and family are identified  
4.2 Personal warning signs of fatigue are recognised and steps are identified to manage fatigue |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant codes of practice and legislative requirements
- Relevant OH&S procedures and guidelines
- Procedures and protocols for safety and security procedures
- Sources of information and documentation needed when complying with safety and security procedures
- Typical problems that can occur when complying with safety and security procedures and related appropriate action that can be taken to prevent or solve them
- Safe work practices relevant to individual work roles
- Location and use of safety alarms, emergency shutoff systems, and emergency communication systems
- Potentially difficult situations, such as poorly lit pick-up areas, fare evasion, intoxication, over crowding
- Cultural sensitivities that lead to angry responses
- Culturally appropriate responses to potential problem situations
- Emergency response procedures
- Appropriate reporting procedures including emergency, fire and accident procedures
- Codes and systems for breaches of security
- Manual lifting and manual assisted lifting
- The risks and hazards created by fatigue
- How fatigue affects workplace performance
- How fatigue contributes to workplace accidents
- Ways of recognising fatigue
- Ways of managing fatigue
- Causes and effects of fatigue on drivers
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when following safety and security procedures
- Read and comprehend simple statements in English
- Work collaboratively with others when driving a taxicab
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to safety and security in the workplace
- Operate electronic communication equipment to required protocol
Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following safety and security procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when following safety and security procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - locating and interpreting workplace information
  - following established procedures for occupational health and safety, security, hazard identification and risk controls
EVIDENCE GUIDE

- applying information about accident-emergency policies and procedures and duty of care responsibilities
- demonstrating safe work practices
- monitoring passenger and road user behaviour
- recognising and adapting to cultural differences including modes of behaviour and communication
- identifying difficult customer or road user situations and applying conflict resolution or avoidance behaviour
- using effective communication skills
- diffusing threats of physical violence
- selecting and using self protective behaviour
- seeking assistance, as required, from external emergency support services
- following correct fatigue management precautions and procedures
- completing OH&S and accident-emergency records/reports as required
- demonstrating the correct use of a duress alarm (if required by state/territory regulators)
- demonstrating how to conduct a security camera check to ensure it is operational (if required by state/territory regulators)
- completing security camera download request (if required by state/territory regulators)

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:
- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- Assessment of duress alarm and security cameras is to be conducted on actual equipment used in the taxi industry

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Procedures may cover:

- operation of security cameras and other on-board security devices
- safe posture for sitting, standing and bending
- manual handling including lifting, transferring
- safe handling of vehicle fuels including petrol and LPG
- emergencies, fires and accidents
- security of cash, documents and equipment
- duress alarm and mobile phone
- OH&S regulations
- GPS operations
- emergency procedures
- industry standard publications
- incident reporting forms
- documentation relating to rest time and other contributing factors to fatigue

Applicable regulations and legislation may include:

- relevant national/state/territory legislation, standards, codes of practice including manual handling, noise, smoking, fatigue management
- relevant national/state/territory OH&S legislation, workplace instructions, industry and regulatory procedures on safety, security, accidents and emergencies and fatigue management
RANGE STATEMENT

Communication method may include:
- phone
- radio
- on-board communication system

Emergency situations may include:
- road accidents
- passenger illness
- arguments and verbal abuse
- drunken behaviour
- vehicle fuels e.g. petrol and LPG
- road rage
- manual handling
- extremes of weather conditions
- deployment of vehicle SRS air bags if not wearing a seatbelt

Threats of physical violence may include:
- verbal threats
- menacing physical behaviour
- threats with a weapon
- intimidation by a group of people
- road rage from the drivers of other vehicles
- threats from pedestrians
- fare evasion leading to confrontation
- needles and syringes/body fluids

Security equipment may include:
- computer dispatch
- vehicle mounted radio
- duress alarm (if required by state/territory regulators)
- security camera (if required by state/territory regulators)
- driver security shields (if required by state/territory regulators)

The methods used to minimise escalation of incidents may include:
- using colloquial or culturally appropriate language and actions
- negotiation
- explaining the operation of the safety equipment on board the taxicab
- seeking assistance from external support services

External support staff may include:
- other taxicab drivers
- police
- fire brigade personnel
- ambulance personnel

Levels of fatigue can be affected
- night driving
RANGE STATEMENT

by:

- frequency and duration of breaks
- work duration
- type of work
- lifestyle factors
- alcohol and drug abuse
- quantity and timing of food and drinks
- sleep patterns
- opportunities for relaxation with family and friends
- personal biological factors
- state of mental and/or physical health
- circadian rhythms
- diet

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF2080C Safely access the rail corridor

Modification History
New release. This unit replaces and is equivalent to TLIF2080B.

Unit Descriptor
This unit involves the skills and knowledge required to enter the rail corridor under supervision in accordance with Access Provider, legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines.
This unit involves the application of Access Provider rules, procedures and protocols for rail safety.
All activities are performed under established rules and procedures.
This unit applies to all people accessing the rail corridor.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1  Take appropriate safety precautions to access the rail corridor

| 1.1 | Authority to enter the rail corridor is obtained from Protection Officer/Possession Protection Officer (PO/PPO) |
| 1.2 | Appropriate personal protective equipment (PPE) is worn conforming to Access Provider requirements |
| 1.3 | Rail corridor is entered and a visual assessment is maintained to identify potential risks |

2  Take appropriate safety precautions to access the danger zone

| 2.1 | Direction of approaching trains and maximum speed is recognised |
| 2.2 | Safe place is identified |
| 2.3 | Types of warning provided are recognised and confirmed |
| 2.4 | Changed local conditions are identified |
| 2.5 | Communications with other personnel are maintained in accordance with workplace procedures |
| 2.7 | Unsafe situations and/or emergencies are identified and appropriate action is taken in accordance with workplace procedures |

3  Take appropriate action in an emergency situation

| 3.1 | Emergencies are identified and an ‘emergency’ or ‘danger’ signal is given |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider defined entry requirements and limitations
- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within the limits of the role being undertaken
- Access Provider rules and procedures for working around electrical infrastructure
- Basic rail terminology as defined by the applicable network
- Extent of rail corridor

Required skills:

- Communicate effectively with individuals and/or groups
- Follow workplace policies, procedures and protocols
- Recognise hazards that may arise and take appropriate action
- Use PPE conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - safely accessing the rail corridor
  - recognising the danger zone
  - identifying a safe place
  - identifying unsafe situations within the rail corridor

Context of and specific resources for assessment

- Performance is demonstrated in a suitable context
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the rail corridor
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in a rail corridor
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail corridor may include:
- danger zone
- running line
- adjacent networks
- adjacent lines
- sidings/yards
- platforms/buildings
- structures
- safe place

Access may occur:
- by day or night
- under varied weather conditions and situations

Safety assessment will be:
- as defined within the workplace procedures/instructions
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching trains
  - maximum speed of trains
  - safe place
  - changed local conditions

Communications may include:
- giving or receiving verbal messages/information
- reporting unsafe situations
- responding to emergencies
- emergency messages
- general safety messages

Communications equipment and systems may include:
- hand signals
- audible signals

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection
- eye protection
- gloves
- head protection

Information and documents may include:
- workplace procedures, policies and work instructions
- worksite protection plan
- emergency plan
- safety briefing
- emergency contact details
- access contact details
Unsafe situations may include:

- risks to the individual
- risks to the public
- risks to rail traffic
- risks to the physical assets of the network

**Unit Sector(s)**
Not applicable.

**Competency Field**
F – Safety Management
TLIF2081B Perform lookout duties

Modification History
New release. This unit replaces and is equivalent to TLIF2081A.

Unit Descriptor
This unit involves the skills and knowledge required to perform lookout duties on a rail network in accordance with Access Provider, legislative and regulatory requirements. Licensing or certification requirements are applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety. All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1. Take up lookout position

1.1 Danger zone is safely accessed in accordance with workplace procedures

1.2 Location of lookout position is confirmed in accordance with workplace procedures

1.3 Sighting distance of rail traffic is calculated in accordance with workplace procedures

1.4 Unsafe and/or ineffective lookout positions are identified and reported in accordance with workplace procedures

1.5 Audible warning equipment is tested if utilised

1.6 Changed local conditions are identified

1.7 Effectiveness of lookout placement and method of communicating rail traffic movements is tested and confirmed

### 2. Conduct lookout duties

2.1 Vigilance is maintained at all times

2.2 Approach of rail traffic is communicated using agreed methodology in accordance with workplace procedures

2.3 Hand signals are used in accordance with workplace procedures to confirm safe conditions to rail traffic

### 3. Take action in unsafe situations or emergencies

3.1 Unsafe situations and/or emergencies are identified, and appropriate action is taken to minimise risk in accordance with workplace procedures

3.2 Emergencies and incidents are recorded and reported to relevant personnel in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules, procedures and protocols
- Access Provider rules and procedures for working around electrical infrastructure
- Audible warning equipment and its use
- Rail terminology as defined by the applicable Access Provider

Required skills:

- Apply fatigue management skills as they relate to the work role
- Communicate effectively with individuals and work groups
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Use personal protective equipment conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
  - other relevant aspects of the range statement
  - Compliance with worksite protection plan
  - Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
    - identifying unsafe and ineffective lookout positions
    - taking up lookout position that enables effective communication of rail traffic movements
    - appropriate use of audible warning devices
    - appropriate use of hand signals to communicate with rail traffic crew
    - taking appropriate action in an unsafe situation and/or emergency

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology used will be:
- as defined by the Access Provider

Work may occur:
- under varied visibility conditions

Worksite protection plan will be:
- as defined by workplace procedures

Safety assessment will be:
- as defined within the workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching trains
  - speed of approaching trains
  - position of safety
  - changed local conditions

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand signals
- audible signals

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- demarcation barriers
- lights and flags
- other devices

Information and documents may include:
- workplace procedures, policies and work instructions
- worksite safety plan
- emergency plan
Unsafe situations may include:

- pre-work briefing and worksite protection plan
- risks to the individual
- risks to other workers
- risks to the public
- risks to trains
- risks to the physical assets of the network

Audible warning equipment may include:

- horn
- whistle

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF2082B Perform handsignal duties

Modification History
NEw release. This unit replaces and is equivalent to TLIF2082A.

Unit Descriptor
This unit involves the skills and knowledge required to perform handsignal duties in accordance with Access Provider, legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety. All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify site protection requirements
   1.1 Worksite protection plan briefing conducted by relevant personnel is attended
   1.2 Responsibilities as handsignaller for protection are identified and clarified as necessary
   1.3 Tools and equipment required for handsignalling duties are identified, obtained and checked for functional condition
   1.4 Communication equipment to be used is tested and verified

2 Take up handsignaller position
   2.1 Danger zone is safely accessed in accordance with workplace procedures
   2.2 Handsignalling position is in accordance with worksite protection plan and workplace procedures
   2.3 Unsafe and/or ineffective signalling positions are identified and reported in accordance with workplace procedures
   2.4 Situational awareness is conducted to identify potential risks
   2.5 When applicable, audible track warning devices are applied in accordance with workplace procedures
   2.6 Effectiveness of handsignalling position and communication protocols are confirmed

3 Use hand signal commands to manage rail traffic
   3.1 Vigilance is maintained at all times
   3.2 Protection Officer is alerted to approaching rail traffic in accordance with workplace procedures
   3.3 Correct hand signal is displayed to rail traffic in accordance with Protection Officer instructions
   3.4 When required, verbal instructions are provided to train driver
   3.5 When applicable, railway track signals are replaced

4 Take action in unsafe situations or emergencies
   4.1 Unsafe situations and/or emergencies are identified, and appropriate action is taken to minimise risk in accordance with workplace procedures
   4.2 Emergencies and/or incidents are recorded and reported to relevant personnel in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider and organisational policies, procedures and protocols
- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures for working around electrical infrastructure
- Hand, light and flag signals used during the day and at night
- Operational communication protocols and systems
- Positioning requirements for handsignallers
- Rail terminology as defined by the applicable Access Provider
- Railway track signals and their use, if applicable
- Worksite protection plan

Required skills:

- Apply fatigue management skills as they relate to the work role
- Apply hand, light and flag signals during the day and at night
- Apply procedures for using railway track signals
- Communicate effectively with individuals and work groups
- Ensure effectiveness of handsignalling placement
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Operate electronic communication equipment to required protocol
- Use required personal protective equipment conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying responsibilities of handsignaller from explanation of site safety plan
  - identifying and selecting correct equipment and ensures functional condition
  - identifying potential risks
  - identifying unsafe and ineffective handsignalling positions
  - taking up handsignalling position that enables effective communication with rail traffic crew
  - using hand signal commands to instruct a rail traffic crew
  - applying procedures for the use of railway track signals
  - explaining appropriate action in the event of an unsafe situation and/or emergency

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through
appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology used will be:
- as defined by the Access Provider

Work may occur:
- under varied visibility conditions

Safety assessment will be:
- as defined within the workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching trains
  - speed of approaching trains
  - position of safety
  - changed local conditions

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals demarcation barriers
- lights and flags
- electronic devices

Information and documents may include:
- workplace procedures, policies and work instructions
- worksite protection plan
- emergency plan
- pre-work briefing and worksite protection plan

Unsafe situations may include:
- risks to the individual
- risks to other workers
- risks to the public
Communication protocols may include:

- risks to trains
- risks to the physical assets of the network
- general safety
- transmitting and receiving messages:
  - identification
  - standard radio terms
  - phonetic alphabet
  - testing communications equipment
- emergency messages

**Unit Sector(s)**

Not applicable.

**Competency Field**

F – Safety Management
TLIF2092A Demonstrate awareness of chain of responsibility regulations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify, apply and follow chain of responsibility regulations that are applicable to the individual’s job role.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Work involves the application of chain of responsibility regulations and workplace procedures.
Associated units relating to chain of responsibility can be found in TLI10 Transport and Logistics Training Package.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify features of chain of responsibility</td>
<td>1.1 State or territory chain of responsibility regulations are identified as they relate to the job role</td>
</tr>
<tr>
<td></td>
<td>1.2 Duties and penalties relating to the specific job roles are identified</td>
</tr>
<tr>
<td></td>
<td>1.3 Parties and responsible persons within chain of responsibility are identified</td>
</tr>
<tr>
<td></td>
<td>1.4 Chain of responsibility reasonable steps and liabilities are identified</td>
</tr>
<tr>
<td></td>
<td>1.5 Other key features of the regulations are understood as they relate to the job role</td>
</tr>
<tr>
<td>2 Follow chain of responsibility regulations</td>
<td>2.1 Chain of responsibility regulations are followed as they apply to own job role and function</td>
</tr>
<tr>
<td></td>
<td>2.2 Workplace chain of responsibility policy and procedures are followed in own job role and function</td>
</tr>
<tr>
<td></td>
<td>2.3 Breaches of legislation as they relate to the job role are identified and prevented</td>
</tr>
<tr>
<td></td>
<td>2.4 Workplace chain of responsibility documentation is completed</td>
</tr>
<tr>
<td></td>
<td>2.5 Examples of non-compliance of chain of responsibility are communicated</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable knowledge of state and territory regulations
- Applicable knowledge of workplace procedures
- Knowledge of what constitutes a duty, a breach and a penalty
- Chain of responsibility regulations as they apply to the job role or function
- Company policy and procedure around chain of responsibility for the relevant job role
- Correct reporting procedures for examples of non-compliance of chain of responsibility
- Consequences of non-compliance of chain of responsibility
- Basic understanding of company structure
- Where to locate current chain of responsibility information
- Action required when possible breaches are identified
- Knowledge of what is classified as a reasonable step within chain of responsibility
- What areas of the regulation apply to the job role
- Required workplace documentation

Required skills:

- Apply strategies to prevent breaches of chain of responsibility
- Implement action required to prevent possible breach of chain of responsibility regulations
- Review updates to the chain of responsibility regulations as they occur
- Communication strategies within the organisation for chain of responsibility
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - an understanding of chain of responsibility
  - an understanding of associated state or territory regulations in which the job is, relative to chain of responsibility
  - applying relevant workplace policy and procedures
  - an understanding of procedures for non-compliance of chain of responsibility

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written, practical and oral assessments
- Practical assessment must occur:
  - through appropriately simulated activities at the training organisation, and/or
  - in an appropriate range of situations in the workplace
- Online assessment is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Parties and responsible persons within the chain include:
- consigner
- consignee
- packer
- loader
- scheduler
- driver
- receiver
- carrier
- manufacturer
- employee
- employer
- owner
- board of directors
- senior official
- dispatch officer
- operator
- person in charge or apparently in charge of a vehicle
- agent
- subcontractor
- authorised officer
- elected councillor

Customers may include:
- external customer
- receiver
- forwarder
- dispatcher
- yard foreman
- safety regulator
- police or enforcement official
- public
- subcontractor

Communication in the work area may include:
- telephone
- electronic data interchange (EDI)
- fax
- email
- internet
- oral, aural or signed communications
Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- relevant OH&S regulations
- workplace policies and procedures relating to chain of responsibility regulations
- relevant Australian standards and certification requirements
- relevant internal data entry books, including work diaries, data sheets and load sheets

Applicable legislation and regulations may include:

- relevant transport regulations for the enterprise, including Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state and territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF2097A Use audible track warning devices

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to access, place and remove audible track warning devices (ATWDs) in accordance with legislative and regulatory requirements.
Licensing or certification requirements may be applicable to this unit.

Application of the Unit
This unit involves the application of legislative requirements, organisational and/or network owner’s policies and procedures for the use of ATWDs in the rail corridor.
Activities are performed following established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the person concerned.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Access and transport ATWDs | 1.1 Required ATWDs are obtained in accordance with organisational procedures  
 1.2 ATWDs are checked to ensure that they are ‘in date’, in accordance with legislative requirements, organisational and/or network owner’s policies and procedures  
 1.3 ATWDs are stored and transported in accordance with legislative requirements, organisational and/or network owner’s policies and procedures |
| 2 Place ATWDs | 2.1 Advice is confirmed as to where the ATWDs are to be placed  
 2.2 ATWDs are placed in accordance with organisational and/or network owner’s policies and procedures  
 2.3 Safe distances from ATWDs are maintained for self and others in accordance with organisational and/or network owner’s policies and procedures |
| 3 Remove ATWDs | 3.1 When advised, ATWDs are removed in accordance with organisational and/or network owner’s policies and procedures  
 3.2 Unused ATWDs are stored and returned in accordance with organisational and/or network owner’s policies and procedures |
| 4 Dispose of ATWDs | 4.1 Out of date ATWDs are removed from service and returned in accordance with organisational and/or network owner’s policies and procedures  
 4.2 Defective ATWDs are removed from service, reported and returned in accordance with organisational and/or network owner’s policies and procedures |
| 5 Complete documentation | 5.1 Documentation is completed in accordance with organisational and/or network owner’s policies and procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Organisational procedures for:
  - placing and removing ATWDs
  - lost and stolen ATWDs
- Relevant safety, OH&S and environmental procedures and regulations

Required skills:

- Read and interpret organisational procedures for placing and removing ATWDs
- Communicate effectively with individuals and groups
- Recognise hazards that may arise and take appropriate action
- Use personal protective equipment conforming to required standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
  - the timeframes typically expected for the work function and industrial environment
  - compliance with site safety plans, OH&S regulations and other regulatory requirements

Context of and specific resources for assessment
- Performance is demonstrated in a suitable context
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessments, and/or
  - access to an appropriate relevant location in the rail corridor
- In both real and simulated environments, access is required to:
  - applicable documentation, including procedures, regulations and codes of practice

Method of assessment
- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in a rail corridor
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Applicable regulations and legislation may include**

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant sections of the ADG Code
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**Audible track warning devices may be known as:**

- railway track signals
- detonators
- crackers
- fog signals

**Personal protective equipment may include:**

- high visibility clothing
- protective footwear
- hearing protection
- eye protection
- gloves
- head protection

**Information and documents may include:**

- workplace procedures, policies and work instructions
- worksite protection plans
- safety briefings
- stores issue and return documents
- ATWD register
- incident reports

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF2106A Respond to emergencies and abnormal situations when driving medium/heavy on-track vehicles

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to respond to emergencies and abnormal situations when driving a medium/heavy on-track vehicle in accordance with regulatory requirements, relevant codes of practice and workplace procedures. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
It involves the application of workplace procedures and regulatory requirements when responding to emergencies and abnormal situations as part of work activities in a range of contexts across the Australian rail system.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify emergency or abnormal situation

1.1 Emergency, potential emergency or abnormal situations are identified and assessed, and needs are prioritised in accordance with organisational and/or network emergency response plans and procedures

1.2 Implications of the emergency, potential emergency or abnormal situation are evaluated in accordance with organisational and/or network requirements and procedures

2 Respond to emergency or abnormal situations

2.1 Actions are considered in accordance with organisational and/or network procedures and regulatory requirements

2.2 Relevant personnel are alerted to the emergency, potential emergency or abnormal situation in accordance with organisational and/or network emergency procedures and plans

2.3 Communications are maintained with relevant personnel to determine appropriate course of action

2.4 Response is taken in accordance with organisational and/or network procedures, received instructions from relevant personnel, regulatory requirements and emergency response plan where relevant

2.5 Safety incidents and emergencies are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care

2.6 If requested, information is provided to relevant emergency service personnel in accordance with regulatory and organisational and/or network procedures

3 Complete incident reports

3.1 Incident reports are completed accurately in accordance with regulatory requirements and organisational and/or network procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Basic principles of effective communication
- Hazards that may exist when responding to emergencies and abnormal situations when driving medium/heavy on-track vehicle and ways of controlling the risks involved
- Organisational procedures for using communication systems for on-track vehicle operation
- Relevant rail safety, occupational health and safety (OH&S) and environmental procedures and regulations

Required skills:

- Communicate effectively with others when responding to emergencies and abnormal situations
- Implement contingency plans for unanticipated developments when responding to emergencies and abnormal situations
- Operate communications equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to emergencies and abnormal situations
- Work collaboratively with others when responding to emergencies and abnormal situations
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying typical emergencies or abnormal situations that may occur
  - explaining possible responses to identified emergency or abnormal situations
  - communicating effectively with relevant personnel when responding to an emergency or abnormal situation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including organisational/network procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Emergency situations may include:
- suicide on the track
- derailments
- collision
- customer emergency
- chemical spills
- fire and explosion

Abnormal situations may include:
- technology failure
- wheel slip and uncontrolled slide
- signals in stop mode
- false alarm
- track obstructions
- pedestrians crossing the track
- illness
- incorrect information or failure in communications

Relevant personnel may include:
- train controllers
- maintenance personnel
- those providing operational assistance
- signals staff
- station staff

Communication in the work area may include:
- radio
- phone

Emergency services may include:
- fire brigade
- police
- ambulance
- medical services
- rescue services
- state emergency services
- security services

Information/documents may include:
- organisational and/or network procedures and policies for managing emergencies and abnormal situations, including the relevant emergency response plan where applicable
- material safety data sheets (where applicable)
- communications equipment procedures and protocols
- equipment operation manuals and maintenance specifications

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF3003A Implement and monitor occupational health and safety procedures

Modification History
Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.
Minor changes to the Required Knowledge three dot points removed as not relevant.
Release 2 is equivalent to the previous release.

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor OH&S procedures, including accessing information about OH&S and the workplace policies and procedures, implementing and monitoring procedures for identifying and assessing hazards, implementing and monitoring/auditing procedures for controlling risks, planning and supervising housekeeping arrangements, and implementing and monitoring procedures for dealing with hazardous events. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations and procedures. Work is performed under some supervision generally within a team environment. It involves the implementation and monitoring of established OH&S and hazard minimisation policies and procedures in workplace activities.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Access information about OH&S and the workplace policies and procedures

   1.1 Relevant provisions of occupational health and safety legislation and codes of practice are accurately followed

   1.2 Information on workplace occupational health and safety policies, procedures and programs is stored in a readily accessible location and manner

   1.3 Information is accurately and clearly explained to the work team

   1.4 Information about the outcomes of risk identification and control procedures is provided to appropriate personnel

2 Implement and monitor procedures for identifying and assessing hazards

   2.1 Existing and potential hazards in the work area are identified and reported

   2.2 Identified hazards are assessed in relation to relative risk

   2.3 Appropriate action is initiated to minimise and control the risks/hazards

3 Implement and monitor procedures for controlling risks

   3.1 Existing risk control measures are implemented, monitored and reviewed

   3.2 Work procedures to control risks are implemented and adherence to them by the work group is monitored

   3.3 Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to appropriate personnel

   3.4 Procedures for monitoring and controlling risks provide for a hierarchy of control

4 Plan and supervise housekeeping arrangements

   4.1 Housekeeping tasks are identified and incorporated in enterprise work roles

   4.2 Housekeeping equipment is maintained

   4.3 Team members are allocated housekeeping tasks and supervised
4.4 Housekeeping procedures and practices are planned to conform with environmental and occupational health and safety requirements

5 Implement and monitor procedures for dealing with hazardous events

5.1 Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken

5.2 Hazardous events are investigated to identify causes

5.3 Control measures are implemented to prevent recurrence and minimise risks of hazardous events or issues and are referred to designated personnel for implementation
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:
- Relevant OH&S procedures and guidelines
- Risks when using manually-operated equipment to shift loads and related precautions to control the risk
- Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
- Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems
- Signs and signals used for OH&S warnings
- Terms used in material safety data sheets
- HAZCHEM symbols and implications for safe work and storage
- Procedures for the storage and use of hazardous substances
- Procedures for the storage and use of flammable materials
- Manual and mechanically assisted lifting and load shifting procedures
- Transport requirements for goods within workplace
- Emergency and evacuation procedures
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when implementing and monitoring compliance with OH&S procedure and policies
- Read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of compliance with OH&S procedure and policies
- Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the implementation and monitoring of compliance with OH&S procedure and policies
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when implementing and monitoring compliance with OH&S procedure and policies
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise
when implementing and monitoring compliance with OH&S procedure and policies in accordance with regulatory requirements and workplace procedures

- Implement contingency plans for unanticipated situations that may occur when implementing and monitoring compliance with OH&S procedure and policies
- Ensure that precautions and required action are taken to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The implementation and monitoring of OH&S within work operations may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Workplace hazards may include:
- chemicals and other harmful substances
- movements of equipment, goods, vehicles
- toxic substances
- damaged packing material and containers
- broken and damaged equipment
- inflammable materials and fire hazards
- lifting practices
- waste management and disposal
- extremes in weather conditions
- lighting levels
- floor surfaces
- water hazards
- traffic flows, vehicle and equipment operation
- dangerous storage areas
- violent incidents such as armed robberies
- provision of OH&S information to staff
- consultation and participation in meetings on OH&S matters
- emergency procedures and response
- housekeeping
- identifying and minimising workplace hazards
- assessing and controlling OH&S risks
- OH&S training and assessment
- use of personal protective equipment
- keeping of OH&S records
- reporting of OH&S issues and incidents
- resolution of OH&S issues
- checking work area and/or equipment before and during work
- participation in OH&S audits and workplace inspections

### Controlling OH&S risks may include

- measures to remove the cause of a risk at its source
- consultation with workers and their representatives
- application of the hierarchy of control, namely:
  - elimination of the risk
  - engineering controls
  - administrative controls
  - personal protective equipment

### Procedures for dealing with hazardous events may include:

- evacuation
- chemical containment
- first aid
- accident/safety incident reporting and investigation.

### OH&S training may include:

- induction training
- specific hazard training
- specific task or equipment training
- emergency and evacuation training
- training as part of broader programs, for example equipment operation

### OH&S records may include:

- OH&S audits and inspection reports
- health surveillance and workplace environmental monitoring records
- records of instruction and training
- manufacturers and suppliers information, including material safety data sheets and dangerous goods storage lists
- hazardous substances registers
- maintenance and testing reports
- workers compensation and rehabilitation records
- first aid/medical post records.

### Personnel in the work area may include:

- workplace personnel and management
- site visitors
- OH&S specialists
- union representatives
- contractors
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Participative arrangements may include:
- formal and informal meetings which deal with OH&S issues
- workplace OH&S committees
- other committees, for example, consultative, planning and purchasing
- OH&S representatives
- suggestions, requests, reports and concerns put forward by staff

Designated personnel may include:
- workplace personnel
- supervisors
- team leaders
- management
- occupational health and safety personnel
- other persons authorised or nominated by the organisation

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- OH&S regulations, responsibilities and obligations
- workplace OH&S procedures and policies
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
- goods identification numbers and codes
- manifests, bar codes, goods and container
Applicable regulations and legislation may include:

- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- relevant state/territory OH&S legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.
- general duty of care under OH&S legislation
- workplace relations regulations
- workers compensation regulations
- dangerous goods regulations

**Unit Sector(s)**

Not Applicable.

**Competency Field**

F - Safety Management
TLIF3004A Organise occupational health and safety procedures in the workplace

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to organise OH&S procedures in the workplace, including interpreting and applying information about OH&S policies and procedures and duty of care responsibilities, identifying and assessing hazards and risks in the workplace, negotiating to control workplace hazards and risks, resolving complaints about OH&S, and instituting appropriate risk management strategies. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with OH&S codes/regulations and workplace requirements.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of OH&S regulatory requirements and workplace procedures to the organisation of OH&S procedures in the workplace in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Use information about OH&S policies and procedures | 1.1 Relevant provisions of OH&S legislation and codes of practice are accurately followed  
1.2 Workplace OH&S policies, procedures and programs are promoted to employees in the relevant workgroup  
1.3 Implications of risks and requirements for safe work are accurately and clearly explained to the work group  
1.4 Information about the outcomes of risk identification and control procedures is used in the design/redesign of work procedures |
| 2 Identify and assess hazards | 2.1 Existing and potential hazards in the work area are identified through audit, monitoring of processes, equipment and products used, and in response to employee complaints and questions  
2.2 Identified hazards are assessed in relation to relative risk and impact on workplace operations and employee health, safety and welfare  
2.3 Priorities for hazard resolution are established and reported to appropriate personnel |
| 3 Negotiate to control risks and resolve complaints about OH&S | 3.1 Existing risk control measures are implemented, monitored and possible improvements identified  
3.2 Required improvements to existing risk control measures are implemented and identified  
3.3 Required resources for implementation are established and reported to appropriate personnel  
3.4 Negotiations with management and employees to revise work procedures are conducted within workplace issue resolution procedures |
| 4 Institute risk management strategies | 4.1 Workplace procedures for hazard, accident and incident reporting are used  
4.2 Cooperative working relationships with other employees and external authorities involved in OH&S procedures are established and maintained  
4.3 Legislative provisions for improvement notices and inspections are followed |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the management of personal work priorities and professional development
- The systems of risk control recognising the significance of OH&S for effective workplace operation
- The significance of other management systems and procedures for OH&S
- Hazards and associated safety risks that exist in the workplace, including: the range of control measures available for safety risks; considerations for choosing between different control measures; and how to identify when expert advice is needed
- Principles and practices of effective OH&S organisation, including: elements of an effective OH&S system; hazard control and risk management; the hierarchy of hazard and risk control measures; arrangements for participation and consultation over OH&S; and incident and accident investigation arrangements
- Training, coaching and mentoring approaches appropriate for use in OH&S training programs
- Typical problems that can occur when organising OH&S procedures and related action that can be taken

Required skills:
- Communicate effectively with others when organising OH&S procedures in the workplace
- Read and interpret instructions, procedures, information and signs relevant to the organisation of OH&S procedures in the workplace
- Interpret and follow operational instructions and prioritise work
- Negotiate and resolve issues related to the organisation of OH&S procedures in the workplace
- Complete documentation related to the organisation of OH&S procedures in the workplace
- Provide leadership and work collaboratively with others when organising OH&S procedures in the workplace
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising OH&S procedures in the workplace in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when organising OH&S procedures in the workplace
- Develop policies for precautions and required action to minimise, control or eliminate hazards that may exist during work activities
Required skills:

- Plan work activities, including predicting consequences and identifying improvements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Ensure the application of fatigue management knowledge and techniques in the workplace
- Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S management systems
- Select and appropriately apply technology, information systems and policies to organise OH&S compliance and reporting procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Ensure the systematic use of required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Workplace hazards may include but are not restricted to:
- moving heavy loads in an unsafe work environment
- unsecured machinery, components or repaired equipment
- slippery floors
- welding equipment
- sharp tools and implements
- power tools
- moving and rotating machinery
- flammable liquids, vapours and fuel
- faulty machinery equipment handling equipment and
RANGE STATEMENT

- lifting gear
- using equipment beyond safe working limits
- poor housekeeping procedures
- non-compliance with safe working procedures
- electrical wiring and systems, including exposed electrical circuits
- working at heights and in confined spaces
- toxic gases and substances
- chemicals and other harmful substances
- damaged goods, pallets and containers
- dangerous/hazardous goods

Consultative processes may involve:

- OH&S specialists
- trainers
- other employees and supervisors
- management
- union representatives
- manufacturers representatives
- supplier representatives
- customers/clients
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- workplace OH&S procedures and policies
- workplace OH&S management system including hazard/safety risk control strategies
- OH&S training notes and materials
- journals and work related literature concerning OH&S
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers' specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
RANGE STATEMENT

- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures
- relevant regulations, standards and codes of practice
- hazardous substances and dangerous goods codes
- relevant Australian and state/territory OH&S legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:
  - general duty of care under OH&S legislation and common law
  - requirements for the maintenance and confidentiality of records of occupational injury and disease
  - requirements for provision of OH&S information and training
  - provisions relating to health and safety representatives and/or OH&S committees
  - provisions relating to OH&S issue resolution
- environmental protection regulations
- relevant Australian standards and certification requirements

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF3013A Coordinate breakdowns and emergencies

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to coordinate breakdowns and emergencies, including evaluating the breakdown/emergency situation, consulting with relevant personnel/emergency authorities, coordinating activities at the breakdown/emergency site, and completing all required reports and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the coordination of breakdowns and emergencies.

Work is performed with limited or minimum supervision. It involves judgement and discretion in the coordination of breakdowns and emergencies that may occur when driving a commercial vehicle.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

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**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Evaluate breakdown and/or emergency situation</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Causes and effects of breakdown/emergency situation are identified and clarified</td>
</tr>
<tr>
<td></td>
<td>1.2 Breakdown/emergency coordination procedures are applied in accordance with workplace policies</td>
</tr>
<tr>
<td></td>
<td>1.3 Assistance is rendered to injured persons within the limitations of duty of care and workplace requirements</td>
</tr>
<tr>
<td></td>
<td>1.4 Load is identified and the nature of risks and hazards are established and communicated to the relevant authorities</td>
</tr>
<tr>
<td></td>
<td>1.5 Appropriate precautions and action are taken where the load is identified as including dangerous goods, explosives or hazardous substances in accordance with the relevant codes, regulations and related procedures</td>
</tr>
<tr>
<td>2</td>
<td><strong>Consult with relevant persons and authorities</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Details of causes and effects of breakdown/emergency are reported in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Assistance and cooperation is provided to relevant authorities within legal and workplace limitations</td>
</tr>
<tr>
<td></td>
<td>2.3 Information about emergency is obtained and/or exchanged in accordance with legal and workplace requirements</td>
</tr>
<tr>
<td>3</td>
<td><strong>Coordinate breakdown and/or emergency situation</strong></td>
</tr>
<tr>
<td></td>
<td>3.1 Suitable measures are taken to control, warn, stop or divert traffic at breakdown/emergency site</td>
</tr>
<tr>
<td></td>
<td>3.2 Personal security precautions are taken in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Assistance is requested to minimise the possibility of further damage to persons or property, in accordance with workplace policy and relevant rules and regulations</td>
</tr>
<tr>
<td></td>
<td>3.4 Appropriate measures are taken to control and protect the site of breakdown/emergency</td>
</tr>
<tr>
<td></td>
<td>3.5 Traffic at the site of a breakdown or emergency is controlled, if necessary, in accordance with regulatory requirements and workplace procedures</td>
</tr>
<tr>
<td>4</td>
<td><strong>Complete documentation</strong></td>
</tr>
<tr>
<td></td>
<td>4.1 All required documentation and reports on breakdown/emergency are completed in accordance with workplace requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Duty of care requirements in a breakdown and/or emergency situation
- Types of breakdowns and emergencies that can occur when driving a vehicle and appropriate action that can be taken in each case
- Types of emergency equipment, their purpose, and the procedures for their use
- Procedures to be followed in the event of a breakdown and/or emergency
- Risks and hazards that can exist in breakdown/emergency situations and related precautions to control the risks
- Characteristics of various dangerous goods/explosives/hazardous substances and their implications in breakdown/emergency situations

Required skills:

- Communicate effectively with others when coordinating a response to a breakdown or emergency
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information and signs relevant to the coordination of a response to a breakdown or emergency
- Identify containers and goods coding, IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the coordination of a response to a breakdown or emergency
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when coordinating a response to a breakdown or emergency
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when coordinating a response to a breakdown or emergency in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated events that may occur when coordinating a response to a breakdown or emergency
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Control traffic at the site of a breakdown or emergency
- Identify and correctly use emergency equipment at the site of a breakdown or emergency
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include:

- any commercial transport vehicle

Breakdowns and emergencies may occur in a range of road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Type of breakdowns/emergencies may include

- collision
- spillage of fuel or dangerous load
- tyre blow-outs
- fire or explosion
- engine failure
- broken axle
- boggd vehicle
- load shifts
- electrical failure,
- breakdown
- overturned vehicle
- accident involving another vehicle

Emergency equipment may

- first aid kit
RANGE STATEMENT

include:

- fire extinguishers
- warning signs and indicators
- mobile phone or radio

Depending on the type and extent of the breakdown/emergency, the action to be taken to coordinate a breakdown/emergency may include:

- identifying and following established breakdown/emergency procedures
- evaluating the cause and effects of the breakdown/emergency
- coordinating emergency procedures and rendering assistance and first aid if required
- contacting and cooperating with relevant emergency authorities as required
- controlling traffic at the site of a breakdown or emergency
- taking appropriate action to secure the breakdown/emergency situation
- obtaining and recording information about the incident
- reporting on breakdown/emergency situation in accordance with regulatory and workplace requirements

Consultative processes may include:

- workplace personnel and management
- designated breakdown/emergency officers
- emergency services personnel including ambulance, police, fire services, etc.
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information documents may include:

- workplace instructions and procedures concerning breakdowns and emergencies
- state/territory licence and permit requirements as they relate to breakdowns/emergencies
- state/territory road rules
- vehicle manufacturers instructions, specifications and recommended procedures
- goods/materials identification numbers and codes, including IMDG markings and HAZCHEM signs
- manifests, bar codes, goods and container identification
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances
RANGE STATEMENT

- workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances
- vehicle log book or record book (where required)
- relevant standards and certification requirements
- quality assurance procedures
- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to class of vehicle involved
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- Australian Dangerous Goods Code
- Australian Explosives Code
- relevant state/territory environmental protection legislation
- Code of Practice for the Safe Transport of Radioactive Substances
- state/territory legislation covering the safe handling of infectious substances

Applicable procedures and codes may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF3014A Operate as an off-sider in the waste management industry

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to operate as an off-sider on a waste collection vehicle, which involves getting in and out of the vehicle or on or off the vehicle at frequent intervals. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to new and experienced workers who take on the role of off-sider in the waste management industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Follow work health and safety/ occupational health and safety requirements</th>
<th></th>
<th>Assess risks</th>
<th></th>
<th>Mitigate risks</th>
<th></th>
<th>Use communication systems effectively</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.1 Personal protective equipment is selected and worn</td>
<td>1.2 Unsuitable personal protective equipment is reported</td>
<td>1.3 Platforms are stood on with both feet and handles are held with two hands with an appropriate grip</td>
<td>1.4 Rules around alighting are followed in accordance with workplace policies and procedures</td>
<td>1.5 Emergency stopping systems are identified and workplace policies and procedures regarding their operation are followed</td>
<td>2.1 Occupational hazards are correctly identified, recorded and reported in accordance with workplace policies and procedures</td>
<td>2.2 Occupational risks are assessed, recorded and reported based in identified hazards in accordance with workplace policies and procedures</td>
</tr>
<tr>
<td></td>
<td>3.1 Risk mitigation controls are developed, selected and implemented in accordance with workplace policies and procedures</td>
<td></td>
<td>3.2 Risk mitigation controls are evaluated and amended if necessary in accordance with workplace policies and procedures</td>
<td></td>
<td>4.1 Communication with the driver is undertaken effectively, including use of buzzer, two-way radio or horn or documented hand signals, in accordance with workplace policies and procedures</td>
<td>4.2 Other workplace alerts and signals are identified and explained</td>
<td>4.3 Alerts and signals are followed in accordance with workplace policies and procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access, equity and human rights issues in relation to own area of work
- Correct use of equipment and any other processes and procedures appropriate for loading
- Cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander peoples and their communities
- Ethical handling of performance issues
- Identification of evidence of competency
- Intended outcome
- Job/role environment skills
- Job role methodologies and strategies
- Planning own work including predicting consequences and identifying improvements
- Relevant legislation, regulations, codes of practice, standards, policies and procedures such as:
  - equal employment opportunity (EEO)
  - work health and safety (WHS)/occupational health and safety (OHS)
- Relevant workplace tasks, skills and knowledge
- Workplace application of relevant competencies
- Workplace training plan for competency development

Required skills:

- Build trust with team mates
- Communicate effectively verbally and in writing using a range of strategies:
  - ensure language used suits target audience
  - give and receive feedback
  - listen
  - question
- Complete and maintain required documentation and records
- Maintain confidentiality
- Make recommendations for further improvement opportunities
- Plan and manage time effectively
- Plan for and manage contingencies
- Transfer and apply skills and knowledge to new contexts
- Work in a culturally diverse environment
### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- sequencing activity in a way that facilitates the development of competence
- ensuring currency of relevant state/territory legislative and regulatory knowledge
- developing effective planning documents.

#### Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- workplace where individual or small group work can be conducted
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

#### Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate undertaking their role as
individuals or as part of a team
direct observation of the candidate applying relevant
WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace needs may include:

- ensuring that a suitable workplace induction has taken place
- industry/enterprise or other performance competency standards
- industry/workplace mentoring processes and practices
- organisational business plans that identify skill development requirements
- results of training needs analyses
- standard operating and/or other workplace procedures

Appropriate personnel may include:

- assessors
- association representatives
- consultative committees
- managers/employers
- other workplace participant/s
- representative government regulatory bodies
- team leaders/supervisors/technical experts
- training and assessment coordinators
- union/employee representatives

Training delivery methods and practise opportunities may include:

- demonstrations
- experiential learning
- explanations
- group work
- job rotations
- on-the-job problem solving and decision making
- peer mentoring
- presentations
- problem solving
- toolbox talks
- combination of the above

Participant needs may include:

- age
- cultural, language and educational background
- gender
- language, literacy and numeracy needs
- level of confidence and self-esteem
- previous learning, training, coaching, mentoring or assessment experience
Resources may include:

- physical ability
- work organisation or roster
- enterprise/industry standard operating procedures
- finances/costs
- location
- materials and equipment
- personnel
- time
- WHS/OHS and other workplace requirements

Strategies and techniques may include:

- active listening
- group discussion
- points of clarification
- targeted questioning

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to work safely near electrical assets as a non-electrical licensed worker. Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to workers whose role requires them to work within the vicinity of electrical assets.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**Prepare to work safely near electrical assets**

1.1 Relevant state/territory safe work legislative requirements are identified.

1.2 Unsafe distances (clearance zones, no go zones or exclusion zones) near low and high voltage power lines are confirmed and applied to safe work planning.

1.3 Safe work practices and procedures are planned in accordance with state/territory regulatory requirements, codes of practice and workplace policies.

1.4 Safe approach distances are identified and confirmed in accordance with state/territory legislation.

1.5 Potential hazards are identified, risks are assessed and risk control options are prioritised and documented in accordance with workplace operating procedures and state/territory regulatory requirements.

1.6 Incident response plans are developed in accordance with safe systems of work, job safety, environmental analysis, work method statements and state/territory regulatory requirements.

**Carry out work near electrical assets safely**

2.1 Appropriate work health and safety (WHS)/occupational health and safety (OHS) principles and practices are applied.

2.2 Identified hazards are monitored during work tasks.

2.3 Changes to assessed risks are monitored.

2.4 Risk control options are implemented, monitored and amended as necessary to ensure safe work operations.

2.5 Potential risks and hazards are recorded and reported in accordance with workplace policies and state/territory regulatory requirements.

2.6 Emergency procedures and incident response plans are appropriately prepared for all tasks and implemented if an emergency incident arises.

2.7 All personnel on the specific task or job site are made aware of the location of emergency procedures and response plans.

2.8 Content of emergency procedures and response plans is explained.
### Cease work near electrical assets when safety is compromised

1. Operation of vehicle is stopped immediately contact with electrical assets is made, in accordance with workplace policies and procedures and state/territory regulatory requirements

2. Nature of electrical event or potential threat is assessed and communicated to relevant personnel in accordance with workplace policies and procedures and regulatory requirements

3. Request for emergency services to be contacted is made in accordance with workplace policies and procedures

### Evaluate additional potential threats

1. While remaining in the vehicle additional threats are evaluated and a suitable plan of action to address these additional threats is determined in accordance with workplace policies and procedures, and state/territory regulatory requirements

2. Location of fallen wires and other threats are determined and all parts of vehicle are treated as live and/or dangerous unless otherwise determined, in accordance with workplace policies and procedures, and state/territory regulatory requirements

3. People in close proximity are directed to stay clear until area is electrically safe and situation is resolved, in accordance with workplace policies and procedures, and state/territory regulatory requirements

4. Vehicle is exited according to workplace policies and procedures or as directed by emergency services personnel

### Complete relevant documentation

1. Work schedules and authorisations including safe systems of work, job safety and environmental analysis, work method statements and work permits are documented in accordance with workplace procedures and state/territory regulatory requirements

2. Incident reports are recorded in accordance with workplace policies and procedures, and state/territory regulatory requirements

3. Relevant reports, records and data sheets are accurately recorded and lodged in accordance with workplace policies and procedures, and state/territory regulatory requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Correct use of equipment and any other processes and procedures appropriate for work tasks
- Emergency procedures
- Hazard identification process
- Identification of electrical asset types
- Job/role and related environment skills
- Planning own work including predicting consequences and identifying improvements
- Relevant company policies and procedures
- Relevant legislation, regulations, codes of practice, standards, policies and procedures
- Relevant workplace tasks, skills and knowledge including knowledge of safe approach distances (clearance zones, no go zones and exclusion zones) and reasons for being declared as such
- Risk assessment processes and controls relevant to work site
- Safe work methodologies and strategies
- Safe work practices in relation to local areas of work

Required skills:

- Communicate effectively verbally and in writing using a range of strategies:
  - ensure language used suits target audience
  - give and receive feedback
  - listen
  - question
- Complete and maintain required documentation and records
- Make recommendations for further risk mitigation
- Maintain situational awareness
- Plan and manage time effectively
- Plan for and manage contingencies
- Transfer and apply skills and knowledge to new contexts
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- sequencing activities in a way that facilitates the development of competence
- ensuring currency of relevant legislative and regulatory knowledge
- developing effective planning, risk mitigation and problem-solving documents.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

- Resources for assessment include access to:
  - workplace where individual or small group work can be conducted
  - tools, equipment and personal protective equipment currently used in industry
  - relevant regulatory and equipment documentation that impacts on work activities
  - range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
  - appropriate range of relevant operational situations in the workplace.

In both real (within safe means) and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur in:

- an appropriately simulated workplace environment and/or
- a safe and appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate individually or as part of a small group
- direct observation of the candidate applying relevant
WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:
- industry/enterprise or other performance locations
- internal or external to vehicle
- standard operating and/or other workplace procedures

Electrical assets may include:
- electrical power lines
- power poles
- satellite disks
- telecommunications lines
- transformers
- transmitters

Appropriate personnel may include:
- emergency services personnel including fire, police, state/territory emergency services, ambulance
- first aid officers
- fire wardens
- representative government regulatory bodies
- managers
- team leaders/supervisors/technical experts
- union/employee representatives

Training delivery methods and practise opportunities may include:
- demonstrations
- explanations
- group work
- on-the-job problem-solving and decision-making
- peer mentoring
- presentations
- problem-solving videos and discussions
- scenarios
- combinations of the above

Participant needs may include:
- age
- cultural, language and educational background
- language, literacy and numeracy needs
- level of confidence and self-esteem
- physical ability
- previous learning, training, coaching, mentoring or assessment experience
- work organisation or roster

Resources may include:
- codes of practice
- emergency services personnel
- enterprise/industry standard operating procedures
- guideline documents
• materials and equipment
• regulations
• WHS/OHS and other workplace processes or documentation requirements

Strategies and techniques may include:
• active listening
• group discussion
• points of clarification
• targeted questioning

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF3022A Implement/monitor procedures when warehousing/storing dangerous goods and/or hazardous substances

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor OH&S policies, safe work procedures and programs for the warehousing or storage of dangerous goods and or hazardous substances in accordance with regulatory requirements. This includes accessing and providing information; implementing and monitoring procedures for identifying and assessing hazards; and implementing and monitoring procedures for controlling risks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit covers anyone working in the transport, warehousing, distribution and storage industries who may be involved in storing dangerous goods and/or hazardous substances.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Access/provide information on legislative requirements, workplace policies and procedures  | 1.1 Legislative requirements for hazardous substances and/or dangerous goods are identified, stored and retrieved as required  
1.2 Information on workplace occupational health and safety policies and safe work procedures relating to the storage of hazardous substances and/or dangerous goods is stored in a readily accessible location and manner  
1.3 Information on legislative requirements, workplace policies and safe work procedures relating to the storage of hazardous substances and/or dangerous goods is accurately and clearly explained to the work group  
1.4 Information on the outcome of hazard identification, risk assessment and application of control measures is accurately and clearly explained to the work group  
2 Implement and monitor procedures for identifying and assessing hazards  | 2.1 Dangerous goods and/or hazardous substances are identified from information provided, including class labels, manifests, material safety data sheets and other documentation  
2.2 Confirmation is sought from relevant personnel where potentially hazardous substances or dangerous goods do not appear to be appropriately marked  
2.3 Risks associated with the storage of identified hazardous substances or dangerous goods are assessed, reported/recorded in accordance with workplace policy  
3 Implement and monitor procedures for controlling risks  | 3.1 Established risk control measures for the safe storage of hazardous substances and/or dangerous goods are implemented, monitored and reviewed in accordance with workplace procedures  
3.2 Work procedures to control risks are implemented  
3.3 Adherence to risk control procedures by the work group is monitored in accordance with workplace procedures  
3.4 Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to appropriate personnel  
3.5 Procedures for monitoring and controlling risks provide for a hierarchy of risk control

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations and codes concerning the storage of dangerous goods and hazardous substances
- Permit and licence requirements
- Workplace procedures for handling and storing dangerous goods and hazardous substances
- Risks when storing dangerous goods and hazardous substances and related precautions to control the risk
- Problems that may occur when storing or warehousing dangerous goods and hazardous substances and action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when storing or warehousing dangerous goods and hazardous substances
- Read and interpret instructions, procedures, information and signs relevant to the storing or warehousing of dangerous goods and hazardous substances
- Identify containers and goods coding, markings, labels and, where applicable, emergency information panels for the mode of transport/storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the storing or warehousing of dangerous goods and hazardous substances
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when storing or warehousing dangerous goods and hazardous substances
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when storing or warehousing dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may occur when storing or warehousing dangerous goods and hazardous substances
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the storing or warehousing of dangerous goods and hazardous substances
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying dangerous goods/hazardous substances (from labels, IMDG markings, HAZCHEM signs and other relevant identification criteria)
  - safely storing dangerous goods/hazardous substances
  - determining (any) required permits
  - identifying job and site hazards and planning work to minimise risks
  - identifying any special requirements for the dangerous goods/hazardous substances
  - assessing the handling and storage precautions and requirements for dangerous goods/hazardous substances

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The dangerous goods may be stored in a range of work environments by day or night and may be:

- for short-term storage
- for long-term storage
- in transit

Customers may be:

- internal or external

Workplace environment may include:

- movement of equipment
- movement of goods
- materials and vehicular traffic

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident procedures
- authorities and permits
- hours of operations
RANGE STATEMENT

- noise restrictions
- additional gear and equipment
- segmentation procedures
- emergency procedures, including response to spillage/leaks, evacuation and firefighting

Hazards may include:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- fire or ignition
- dust/vapours

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- representatives of regulatory authorities with jurisdiction over OH&S, dangerous goods and hazardous substances
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Identification of goods may be:
- from material safety data sheets
- packaging labels
- manifests
- stock lists
- HAZCHEM interpretative advice

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
RANGE STATEMENT

Information/documents may include:
- mask and respirator
- protective clothing
- breathing apparatus
- goods identification numbers and codes
- manifests, stock lists, packaging labels, bar codes
- goods and container identification
- workplace procedures and policies concerning the storage of dangerous goods and hazardous substances
- supplier and/or client instructions
- material safety data sheets
- current Australian Dangerous Goods Code
- HAZCHEM interpretative advice
- relevant legislation, codes, regulations and related documentation concerning the storage of dangerous goods and hazardous substances
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures pertaining to dangerous goods and hazardous substances

Applicable regulations and legislation may include:
- relevant Australian and state/territory regulations relating to the storage of dangerous goods and hazardous substances
- Australian and international regulations and codes of practice for the storage and transport of dangerous goods and hazardous substances, including:
  - current Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - current Australian and International Explosives Codes
- all relevant Australian Standards
- relevant state/territory OH&S legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment and affirmative action legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)

Not Applicable

Competency Field

Competency Field  F - Safety Management
TLIF3058A Apply safeworking rules and regulations to rail functions

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to apply applicable safeworking rules and regulations to rail functions carried out on rail networks. It includes the correct use of communication protocols; interpreting and responding to radio, hand signal and light commands; interpreting and following relevant safeworking rules and protocols; and taking appropriate action in the event of safety incidents, unsafe situations or emergencies. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Work involves the application of the relevant principles, protocols, rules and requirements of the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines to the work activities of the rail occupation concerned.

Work is performed under established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the worker concerned.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Apply safeworking rules and regulations | 1.1 Relevant safeworking system for the area where work activities are to be carried out is identified prior to commencing work  
1.2 Relevant rules for the applicable safeworking system are followed when carrying out activities as part of rail operation  
1.3 All work activities are conducted in compliance with the relevant state/territory safeworking regulations pertaining to the activities concerned |
| **2** Apply communication protocols | 2.1 Communication protocols are followed in accordance with the applicable safeworking system requirements  
2.2 Appropriate records of communications are maintained as required within the applicable safeworking system rules and procedures |
| **3** Use and interpret radio, hand, light and flag commands | 3.1 The applicable safeworking system rules and procedures are applied in the use and interpretation of radio, hand, light and flag commands  
3.2 Hand signals are only used in conditions of good visibility  
3.3 Any command not clearly understood is regarded as a 'STOP' command in accordance with applicable safeworking system rules and regulations |
| **4** Follow safeworking protocols | 4.1 Where applicable, relevant protocols are followed as specified in the safeworking system rules and procedures  
4.2 Appropriate records and documentation are completed in accordance with the requirements of the applicable safeworking system rules and procedures |
| **5** Take action in the event of unsafe situations or emergencies | 5.1 Unsafe situations are identified in accordance with the requirements of the applicable safeworking system rules and procedures  
5.2 Where a safety incident, unsafe situation or emergency has been identified, appropriate action is taken to report and/or control the incident or situation in accordance with the limits of responsibility of the worker concerned and the requirements of the applicable safeworking system rules and procedures |
| **6** Record unsafe situations or emergencies | 6.1 Appropriate records and documentation of an identified unsafe situation, an emergency, or a safety incident are completed in accordance with the requirements of the applicable safeworking system rules and procedures  
6.2 Records of identified unsafe situations, emergencies, or safety incidents are maintained in accordance with the requirements of the applicable safeworking system rules and procedures |
**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection legislation and policies
- Basic understanding of applicable safeworking systems, requirements and limitations
- Rail terminology as defined in the applicable safeworking system
- Action to be taken in the event of safety incidents, identified unsafe situations and emergencies within the limits of responsibility under the applicable safeworking systems

**Required skills:**

- Communicate effectively with others when applying safeworking rules and regulations to rail functions
- Read and interpret relevant safeworking rules, regulations and instructions applicable to the rail operations concerned
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to safeworking requirements applicable to the rail operations concerned
- Operate electronic communication equipment to required protocol
- Work collaboratively with others to fulfil safeworking requirements applicable to the rail operations concerned
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Recognise problems and hazards that may arise during rail operations and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Check compliance between work and safeworking rules and regulations and take appropriate action as per standard operating procedures when non-compliance is identified
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying all applicable safeworking systems for their applicable occupation
  - using and responding appropriately to a range of radio, hand, light and flag signals as used for their applicable occupation
  - identifying unsafe or emergency situations that could occur in their workplace and appropriate responses

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may include:
- rail operations carried out in the state/territory concerned and covered by the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines

Terminology and related meanings will be:
- as defined within the applicable safeworking system

Work may occur:
- by day or night
- in both normal and emergency situations
- in all weather conditions

Communication protocols will be as specified within applicable safeworking system and may include:
- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include:
- hand-held or portable equipment
- fixed equipment
- mobile/satellite phones
- specialised testing facilities

Radio, hand, light and flag commands will be:
- as defined within the applicable safeworking system

Track work protocols will be:
- as defined within the applicable safeworking system

Safety clothing and equipment
- high visibility clothing
- end of train markers
RANGE STATEMENT

may include:

- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- hearing protection

Information and documents may include:

- instructions of relevant rail authorities concerning rail safety and operations
- workplace procedures, policies and work instructions
- relevant occupancy authorities (where applicable)
- train authorities (where applicable)
- worksite safety plan (where applicable)
- Emergency Response Plan (ER Plan) and emergency procedure manuals
- train running information (TRI)
- train notices
- train register books
- failure reports
- local instructions
- take-off location documents
- level crossing location documents
- track and infrastructure drawings and diagrams
- plant, equipment, track vehicle and communications equipment registers
- operating and maintenance instructions of relevant equipment manufacturers
- repair cards and books
- voice communications log
- safeworking forms

Applicable legislation, regulations and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
RANGE STATEMENT

- relevant state/territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards

Unit Sector(s)
Not Applicable

Competency Field
Competency Field F - Safety Management
TLIF3060A Control traffic as a pilot vehicle operator

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required by pilot vehicle operators to control traffic in the vicinity of an oversized vehicle. It includes using prescribed traffic control stop/slow bats and communicating effectively with persons involved. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work involves applying basic principles, routine procedures and regulatory requirements to control traffic as a pilot vehicle operator.

Work is performed independently with minimum supervision.

This unit of competency may be assessed in conjunction with the unit TLIC3010A Pilot or escort oversized and/or overmassed loads.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Apply control procedures | 1.1 Legislative responsibilities and requirements are identified, interpreted and applied  
1.2 Occupational health and safety (OH&S) requirements are identified, interpreted and applied  
1.3 Company procedures and requirements are identified, interpreted and applied  
1.4 Appropriate personal protective equipment is selected and used in accordance with standard operating procedures  
1.5 Traffic control equipment is selected in accordance with the requirements of the task and standard operating procedures |
| 2 Coordinate traffic | 2.1 Vehicles and pedestrians are monitored to ensure safety of persons and property  
2.2 Adjustments are made for changing conditions and to ensure best traffic flow  
2.3 Hand-held signs (bats) are positioned in accordance with standard operating procedures and to provide maximum visibility  
2.4 Mishaps or accidents are managed in accordance with standard operating procedures where they exist and relevant legislation |
| 3 Maintain effective communication | 3.1 Effective communication is maintained between all parties  
3.2 Appropriate language and protocols are used during communication  
3.3 Messages are transmitted concisely and in accordance with standard operating procedures where they exist  
3.4 Electronic communication power supply is maintained in accordance with the manufacturers recommendation  
3.5 After a period of non-contact, radio or other electronic contact is checked to ensure effective operation in accordance with standard operating procedures |
| 4 Maintain equipment | 4.1 Equipment is cleaned, maintained and stored or stowed in accordance with manufacturers specifications and standard operating procedures and to ensure operational effectiveness |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:
- Standard operating procedures for controlling traffic in the course of piloting duties
- Workplace and equipment safety requirements and relevant OH&S legislation
- Verbal and non-verbal communication techniques
- Electronic communications operating procedures
- Purpose of required personal protective equipment and instructions for its use

Required skills:
- Communicate effectively with others when controlling traffic as a pilot vehicle operator
- Read, interpret and follow instructions and standard operating procedures relevant to the control of traffic as a pilot vehicle operator
- Work safely in accordance with instructions
- Select and correctly use signage
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly rectify and/or report any identified problems when controlling traffic in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Use personal protective clothing as per OH&S requirements
- Work systematically with required attention to detail without injury to self or others, or damage to goods, vehicles or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

and evidence required to
demonstrate competency in this
unit

requirements of the elements and performance criteria of this unit and include demonstration of:

- applying the underpinning knowledge and skills
- applying relevant legislation and workplace procedures
- demonstrating an understanding of legislation and regulatory requirements
- demonstrating use of hand-held signs
- demonstrating an understanding of the requirements of traffic control during mishaps or accidents

Context of and specific resources
for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
  - a simulator/online assessment is not suitable for the final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments, spaces and weather conditions
- by day or night

Traffic control applies to:
- safe and efficient movement of all vehicular and pedestrian traffic
- assisting movement of oversized or overmassed (OSOM) vehicle being escorted

Communication methods may include:
- verbal
- electronic
- the use of hand-held (stop/slow bats) signs

Electronic communication may be used by:
- a single operator
- two operators

Documentation/records may include:
- standard operating procedures for controlling traffic in the course of piloting duties
- AS 1742-3 2002 Manual for uniform traffic control devices
- relevant state or territory legislation, manuals and codes of practice
- relevant local government documents

Applicable legislation, regulations and codes may include:
- OH&S legislation and regulations
- relevant state or territory road and rail legislation
- relevant telecommunication legislation and regulations
- relevant local government legislation and regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF3063A Administer the implementation of fatigue management strategies

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to administer the implementation of fatigue management strategies, including monitoring the implementation of fatigue management strategies; and recognising breaches of fatigue management policies, procedures and regulations. It also includes developing and assessing staff competence in fatigue management; providing feedback to staff on any shortcomings in their fatigue management skills and knowledge; and reporting to management on the implementation of fatigue management policy. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the requirements of the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under limited supervision generally as a team leader or supervisor. It involves the application of relevant regulations and the principles of fatigue management when administering the implementation of an organisation's fatigue management strategies during work operations in a defined workplace.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Monitor the implementation of fatigue management strategies | 1.1 Work activities of employees, subcontractors and suppliers in the supply chain of products and services are monitored in accordance with the organisation's fatigue risk management implementation plan  
1.2 Reviews are undertaken of scheduled versus actual hours of work and where a compliance breach is identified, appropriate action is taken to analyse the reasons concerned and to rectify the situation |
| **2** Recognise breaches of fatigue management policies, procedures and regulations | 2.1 Signs and symptoms of fatigue in employees are identified in accordance with operational procedures  
2.2 Breaches of fatigue management policies, procedures and regulations in the work activities of employees, subcontractors and suppliers are recognised and reported as per standard procedures  
2.3 Errors and incidents traceable to non-compliance with fatigue management procedures and regulations are investigated and reported in accordance with operational procedures  
2.4 Appropriate action is taken in conjunction with employees, subcontractors or suppliers concerned to ensure ongoing and future compliance with the organisation's fatigue management policy and procedures |
| **3** Develop and assess staff competence in fatigue management | 3.1 Appropriate training programs and learning resources are developed and provided to ensure that employees understand the organisation's fatigue management policies and procedures and the risks, causes and consequences of fatigue  
3.2 Employees are assessed to confirm that they are competent in their understanding of the organisation's fatigue management strategies and can apply them to their day-to-day work activities and responsibilities  
3.3 Any deficiencies in the competence of individual employees to apply the organisation's fatigue management strategies to their work activities are identified, and appropriate learning opportunities are provided to the employee to enable her or him to achieve the competence required |
| **4** Provide feedback to employees on any shortcomings in fatigue management skills and knowledge | 4.1 Evidence of any shortcomings in an employee's implementation of fatigue management strategies is obtained and interpreted from observation of signs and symptoms of fatigue in their work activities, periodic evaluations of work performance, and assessments of competence carried out as part of training and learning activities  
4.2 Employees are provided with feedback on any identified shortcomings in their implementation of fatigue management strategies |
ELEMENT

PERFORMANCE CRITERIA

strategies and appropriate support and counselling is provided on how they might address these shortcomings

4.3 Where appropriate, further learning opportunities and information are provided to the employees to assist them in implementation of organisation's fatigue management strategies in their area of work activity

5 Report on the implementation of fatigue management policy

5.1 Periodic audits of the implementation of fatigue management strategies in the work areas of responsibility are carried out as per standard procedures

5.2 Accidents and safety incidents are investigated and analysed to identify the extent to which fatigue might have been a contributing factor

5.3 Reports on the implementation of the organisation's fatigue risk management system are prepared and submitted to designated personnel as per standard procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant codes, regulations, permit and licence requirements related to fatigue management
- Relevant OH&S regulations as they relate to fatigue
- Organisation's fatigue risk management system as it relates to the operational areas being administered
- Organisation's fatigue risk management system and the workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents
- Responsibilities of both the organisation and individual employees for the implementation of fatigue management regulations and policies in an organisation including suppliers and sub-contractors in the supply chain of the organisation's services and products
- Procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for reporting the outcomes of audits
- The risks and hazards created by fatigue in the workplace
- Causes and consequences of fatigue on both employees and an organisation
- How fatigue affects workplace performance
- How fatigue contributes to workplace accidents
REQUIRED KNOWLEDGE AND SKILLS

- Ways of recognising fatigue
- Strategies and ways of managing fatigue
- Factors which increase fatigue-related accidents
- Lifestyles which promote the effective long-term management of fatigue
- Ways of assisting individuals to assess their own sleep patterns and to evaluate their own fitness for work. This may include information on identifying sleep disorders and obtaining appropriate treatment
- Options and resources for providing training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system, including initial induction training, in-depth training on fatigue and fatigue management techniques, remedial training where existing competence is assessed as being insufficient, and refresher training on fatigue management
- Processes and resources for assessing employees' competence in fatigue management
- Ways of providing feedback to employees on any identified deficiencies in their competence to implement fatigue management strategies

Required skills:

- Communicate effectively with others when implementing the organisation's fatigue risk management system
- Read and interpret documentation on an organisation's fatigue risk management system and related policy, instructions, procedures and regulations related to fatigue management and apply them to supervisory activities
- Recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation's fatigue risk management system
- Work collaboratively with employees and other management staff others to implement the organisation's fatigue risk management system
- Plan and organise training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system
- Plan and carry out audits and reviews of an organisation's fatigue risk management system
- Modify activities and take appropriate initiatives to administer the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments
- Adapt to any changes in regulations policies and procedures as they may relate to fatigue management
- Assist employees to identify their own learning needs on matters related to fatigue management
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:
- any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night

Components of a fatigue risk management system include:
- risk management policy documents
- risk management procedures
- risk management competence assessment processes
- risk management training and learning opportunities
- hazard control system

The need for fatigue management in a range of industry situations including:
- operations conducted at all times but particularly at night
- typical weather conditions
- while working and/or driving at a workplace, depot, base or warehouse
- while working and/or driving at a client's workplace or work site
- driving a motor vehicle on the open road
- driving a motor vehicle on a private road
- driving a train, locomotive or motive power unit
- operating a marine vessel in coastal or international waters
- operating an aircraft
- operating load shifting equipment
- operating safety critical industrial plant and equipment
- work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
- organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work

Work-related factors that may contribute to fatigue include:
- lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends
- working multiple jobs
- personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms

Worker/operator-related factors that may contribute to fatigue include:
- sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends
- working multiple jobs
- personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms
RANGE STATEMENT

Responsibilities of organisation for fatigue risk management may include:

- providing support such as: complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems
- ensuring work schedules provide adequate opportunity for rest and recovery between shifts
- assessing work tasks for fatigue related risk and redesigning if necessary
- managing fatigued employees

Responsibilities of individual for fatigue risk management may include:

- following the organisation's fatigue management policy and procedures
- using time away from work appropriately to rest and recover
- checking and ensuring fitness for work
- reporting symptoms of fatigue

Fatigue management competency-based training may include:

- initial induction training (incorporating a basic fatigue management component)
- fatigue management awareness training
- in-depth training on fatigue and fatigue management techniques
- remedial training where existing competence is assessed as being insufficient
- refresher training on fatigue management

Depending on the organisation operating procedures may include:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
- fatigue risk management system documents
- workplace instructions and procedures on fatigue management
- reports of audits of fatigue risk management system
- error and safety incident reports
- relevant OH&S regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures

Applicable legislation, regulations

- relevant regulations and codes of the Commonwealth Government and the state/territory roads and traffic
RANGE STATEMENT

and codes may include:

- authorities concerning fatigue management
- relevant state/territory road rules
- relevant rail industry safe working codes and regulations (where applicable)
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF3083B Conduct track protection assessment

Modification History
New release. This unit replaces and is equivalent to TLIF3083A.

Unit Descriptor
This unit involves the skills and knowledge required to perform a safety assessment to determine the appropriate level of track protection required for the infrastructure and work groups on a rail network during track work activities in accordance with Access Provider, legislative and regulatory requirements.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines.
The unit includes the application of Access Provider rules, procedures and protocols for rail safety.
All activities are performed under established rules and procedures.
This unit also provides the authority to position lookout protection.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1</th>
<th>Undertake track assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Track work activity to be performed and its complexity is identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Impact of the work activity on the network is determined</td>
</tr>
<tr>
<td>1.3</td>
<td>Track protection requirements are analysed and identified</td>
</tr>
<tr>
<td>1.4</td>
<td>Visual assessment is conducted to assess the characteristics of the track worksite</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Determine the type of track protection required to perform work activity safely</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Outcomes of the visual assessment and the complexity of the track work activity are analysed to determine the type of track protection required</td>
</tr>
<tr>
<td>2.2</td>
<td>Worksite protection plan is prepared in accordance with the outcomes of the safety assessment and Access Provider rules, procedures and protocols for rail safety</td>
</tr>
<tr>
<td>2.3</td>
<td>Plan is communicated to relevant personnel</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures
- Access Provider rules and procedures for working around electrical infrastructure
- Characteristics of track worksites
- Operational communication protocols and systems
- Positioning requirements for handsignallers
- Rail terminology as defined by the applicable Access Provider
- Railway track signals and their use, if applicable
- Types of track protection
- Types of worksite protection equipment and their use
- Work activity complexity
- Worksite protection plans

Required skills:

- Analyse track work activities for complexity
- Communicate effectively with individuals and work groups
- Follow rules and procedures
- Identify unsafe situations and emergencies
- Prepare site protection arrangements plans
- Use required personal protective equipment conforming to Access Provider requirements
- Visually assess a track worksite
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying complexity of track work activity
  - conducting a visual assessment of the characteristics of track worksite
  - determining type of track protection required
  - preparing worksite protection plan

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology will be:
- as defined by Access Provider

Work may occur:
- by day or night, under varied weather conditions and situations

Safety assessment will be:
- as defined within workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching trains
  - speed of approaching trains
  - position of safety
  - changed local conditions

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand signals and audible commands
- audible warning signal
- two way radio
- telephone/mobile phone
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- signs
- railway track signals
- demarcation barriers
- lights and flags
- electronic devices
Information and documents may include:
- workplace procedures, policies and work instructions
- emergency plan
- pre-work briefing
- worksite protection plan

Complexity of work activity may include:
- type of work to be undertaken
- hand tools to be used
- track vehicles/track machines
- machinery
- number of work groups
- rail traffic within or between worksite/s

Characteristics of track worksite may include:
- location
- cuttings and embankments
- speed and density of adjacent traffic
- parallel networks
- electrified network
- track circuits
- level and pedestrian crossings
- limits of worksite
- visibility
- how the work may affect track under the control of other access providers
- multiple work activities

Types of track protection may include:
- lookout
- track occupancy authority (TOA)
- track work authority (TWA)
- local possession authority (LPA)
- absolute signal blocking (ASB)
- electronic authority system blocking (EASB)

Worksite protection plan may include:
- defining the authorities boundaries
- identifying safe places
- identifying positions for inner/outer handsignaller and lookouts
- identifying level and pedestrian crossings
- identifying fixed rail infrastructure including:
  - signals
  - overhead structures
  - bridges/tunnels
  - turn outs
- minimum sighting distances
Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF3084A Follow mobile crane safety procedures

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to follow and apply mobile crane safety procedures and OH&S procedures when carrying out mobile crane operations. It includes identifying and following mobile crane and workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing all relevant safety records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant mobile crane safety and workplace procedures and OH&S regulations and procedures.

Mobile crane operations are performed under some supervision generally within a team environment. It involves the application of established mobile crane and workplace procedures, OH&S and hazard minimisation principles and procedures to the conduct of mobile crane operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Follow workplace and mobile crane safety procedures for hazard identification and risk control</td>
</tr>
<tr>
<td></td>
<td>1.1 Mobile crane and workplace procedures for dealing with accidents, fire and emergencies are known and followed</td>
</tr>
<tr>
<td></td>
<td>1.2 Mobile crane and workplace procedures for OH&amp;S and related work instructions for controlling risks in a workplace are accurately followed</td>
</tr>
<tr>
<td></td>
<td>1.3 Mobile crane hazards and site hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment</td>
</tr>
<tr>
<td></td>
<td>1.4 Safety regulations and established mobile crane and workplace safety and hazard control practices and procedures are obtained, interpreted and applied to mobile crane operations</td>
</tr>
<tr>
<td></td>
<td>1.5 Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed</td>
</tr>
<tr>
<td></td>
<td>1.6 Personal protection clothing and equipment is correctly used in accordance with established safety practices and procedures</td>
</tr>
<tr>
<td></td>
<td>1.7 Established mobile crane and workplace emergency and contingency plans are followed in the event of an emergency</td>
</tr>
<tr>
<td>2</td>
<td>Contribute to arrangements for management of mobile crane safety procedures and occupational health and safety</td>
</tr>
<tr>
<td></td>
<td>2.1 Mobile crane safety hazards and OH&amp;S issues are identified and raised with designated personnel in accordance with workplace procedures and relevant OH&amp;S legislation</td>
</tr>
<tr>
<td></td>
<td>2.2 Contributions to OH&amp;S management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation</td>
</tr>
<tr>
<td></td>
<td>2.3 Participative arrangements for mobile crane safety procedures and OH&amp;S management in the workplace are contributed to within relevant workplace procedures and scope of responsibilities and competencies</td>
</tr>
<tr>
<td>3</td>
<td>Complete workplace and occupational health and safety records</td>
</tr>
<tr>
<td></td>
<td>3.1 Mobile crane and OH&amp;S records are completed in accordance with workplace requirements</td>
</tr>
<tr>
<td></td>
<td>3.2 OH&amp;S records and legal requirements for the maintenance of records of occupational injury and diseases are followed</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:
- Relevant mobile crane safety procedures
- Relevant OH&S procedures and guidelines
- Risks associated with mobile cranes, and related precautions to control the risk
- Risks associated with multiple crane operations
- Hazards associated with crane operations on a demolition site
- Hazards associated with mobile crane operations on a construction site
- Lifting personnel using a workcage/workbox
- Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
- Location and use of safety alarms, emergency shut-off systems, emergency communication systems
- Signs and signals used for warnings
- Terms used in material safety data sheets (where relevant)
- HAZCHEM symbols and implications for safe work and storage
- Storage and use of hazardous substances
- Handling of broken or damaged equipment
- Manual and mechanically assisted lifting and load shifting procedures
- Transport requirements for goods within workplace
- Mobile crane and workplace emergency and evacuation procedures
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when following mobile crane and OH&S procedures
- Read and comprehend simple statements in English
- Read and interpret relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, mobile crane and workplace procedures and codes of practice
- Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to mobile crane procedures and OH&S in the workplace
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when following procedures
Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following mobile crane and OH&S procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when following mobile crane and OH&S procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during mobile crane operations and workplace activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation, mobile crane safety procedures and workplace procedures
  - procedures for identifying mobile crane safety hazards and OH&S issues
  - appropriate action to report identified mobile crane and site hazards in the workplace to minimise or eliminate risk to personnel, workplace and the
EVIDENCE GUIDE

environment

- mobile crane and OH&S recording procedures in accordance with workplace requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:
- in a range of work environments
- by day or night
- using multiple cranes
- using a workcage/workbox

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites
- demolition sites
RANGE STATEMENT

Work may be conducted in:
- construction site
- restricted spaces
- exposed conditions
- controlled or open environments

Workplace hazards may include:
- chemicals and other harmful substances
- electrical and other overhead services
- movements of equipment, goods, vehicles
- toxic substances
- damaged packing material and containers
- broken and damaged equipment
- inflammable materials and fire hazards
- lifting practices
- waste management and disposal
- extremes in weather conditions
- lighting levels
- floor surfaces
- water hazards
- traffic flows, vehicle and equipment operation
- a range of storage areas

Personnel in the work area may include:
- workplace personnel
- site visitors
- OH&S specialists
- union representatives
- contractors
- official representatives

Participative arrangements may include:
- formal and informal meetings which deal with OH&S issues
- toolbox talks
- workplace OH&S committees
- other committees, for example, consultative, planning and purchasing
- OH&S representatives
- suggestions, requests, reports and concerns put forward by staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio/hand or whistle signals
RANGE STATEMENT

Designated personnel may include:
- workplace personnel
- supervisors
- dogman/rigger
- team leaders
- management
- occupational health and safety personnel
- other persons authorised or nominated by the organisation

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- OH&S regulations
- mobile crane safety procedures
- workplace OH&S procedures and policies
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- ADG Code and material safety data sheets (where relevant)
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- relevant state/territory OH&S legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.
RANGE STATEMENT

- mobile crane codes of practice
- Australian Standards
- general duty of care under OH&S legislation
- workplace relations regulations
- workers compensation regulations
- dangerous goods regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  F - Safety Management
TLIF3085A Apply local incident response procedures

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to apply local incident response procedures according to regulatory and organisational procedures. It includes responding to the incident, carrying out incident response activities, and completing follow-up actions. Licensing, legislative, or certification requirements may be applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in the event of an emergency, fire or accident. Work is performed under minimal supervision and involves applying basic emergency response principles when dealing with incidents within a defined local area.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Respond to the incident</td>
<td>1.1 Details of incident are received, assessed and confirmed</td>
</tr>
<tr>
<td></td>
<td>1.2 Immediate response requirements are identified and actioned in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Communication is established with network control personnel and instructions are followed in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>2 Perform incident response activities</td>
<td>2.1 Incident response activities are carried out in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Local assistance is provided within the limitations of duty of care and organisational requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 Assistance is provided to relevant authorities in accordance with organisational policy and legislative requirements</td>
</tr>
<tr>
<td></td>
<td>2.4 Information is collected and passed to relevant personnel in accordance with organisational procedures</td>
</tr>
<tr>
<td>3 Complete follow-up actions</td>
<td>3.1 Details of incident are collected, recorded and managed in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Where required, a contribution is made to the debrief process</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S and other regulatory codes, procedures and guidelines concerning response to incidents
- Risks and hazards and related precautions to control the risk
- Organisational procedures and policies for responding to incidents, including procedures for responding to and providing practical assistance where required
- Types of incidents that can occur and appropriate action to be taken in each case
- Layout of network or area under control and potential obstacles for responding parties
- Procedures for contacting emergency personnel and other relevant stakeholders
- Procedures for identifying:
  - goods coding
  - HAZCHEM markings
  - where applicable, emergency information panels

Required skills:

- Communicate clearly and effectively with others when applying local incident response procedures
- Read and interpret instructions, procedures and information relating to applying local incident response procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to applying local incident response procedures
- Operate electronic communication equipment to required protocol
- Collaborate with others when applying local incident response procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Action to be taken in the event of an incident may include:

- identifying and following established incident procedures
- assessing the nature and extent of the incident
- ensuring medical assistance is provided where required
- isolating and coordinating safety of the scene
- alerting relevant organisational personnel and emergency services
- recording relevant information and reporting on incident situation in accordance with regulatory and organisational requirements

Consultative processes may include:

- personnel and management
- designated emergency officers
- emergency services personnel, including ambulance, police, fire services and SES
- OH&S specialists
- other professional or technical staff
- contractors

Communication systems may include:

- telephone, including mobile telephone
- electronic, including email
- SMS
- radio

Organisational procedures may be known as:

- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:

- incident response procedures
- manifests, goods and container identification numbers and codes
- codes of practice, including the Australian Dangerous Goods (ADG) Code
- International Maritime Dangerous Goods (IMDG) Code markings
- HAZCHEM codes and where applicable emergency information panels
- relevant legislation, regulations and related documentation relating to incident response situations
- quality assurance procedures
- work instructions
Applicable regulations and legislation may include:
- acts and regulations, including the Rail Safety Act
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
  - rail safety
- emergency procedures regulations
- dangerous goods and hazardous materials regulations
- relevant Australian standards, codes of practice and guidance notes

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF3087A Follow occupational health, safety and environmental procedures in the rail industry

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to follow and apply occupational health, safety and environmental (OHS&E) procedures when carrying out work activities in the rail industry. It includes identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of OHS&E, and completing appropriate records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant OHS&E regulations and procedures.
Work is performed under some supervision generally in a team environment. It involves applying established OHS&E and hazard minimisation principles and procedures to the conduct of workplace activities.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1. **Follow workplace procedures for hazard identification and risk control**
1.1 Workplace procedures for dealing with environmental incidents, accidents, fires and emergencies are known and followed
1.2 Workplace procedures for OHS&E and related work instructions for controlling risks in a workplace are followed
1.3 Hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment
1.4 Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities
1.5 Where applicable, personal protective clothing and equipment is correctly used in accordance with established safety practices and procedures
1.6 Established emergency and contingency plans are followed in the event of an emergency
1.7 Information on workplace OHS&E policies, procedures and programs is stored in a readily accessible location and manner

2. **Contribute to arrangements for the management of occupational health and safety**
2.1 OH&S issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant OH&S legislation
2.2 Contributions to OH&S management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation
2.3 OH&S issues are raised with designated personnel in accordance with workplace procedures and relevant OH&S legislation
2.4 Participative arrangements for OH&S management in the workplace are contributed to within workplace procedures and scope of responsibilities and competencies

3. **Implement environmental control procedures**
3.1 Environmental protection measures are implemented or applied in accordance with organisational policies and procedures
3.2 Where improvements to existing procedures are identified they are passed on to appropriate personnel

4 Complete OHS&E records

4.1 OHS&E records and reports are completed in accordance with organisational requirements
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines
- Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
- Location and use of safety alarms and emergency communication systems
- Signs and signals used for OH&S warnings
- Relevant environmental protection regulations
- Workplace procedures and guidelines for the care of the environment during workplace operations
- Typical problems that can occur when caring for the environment
- Emergency and evacuation procedures
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when following OHS&E procedures
- Read and comprehend simple statements in English
- Read and interpret relevant safety-related information, including workplace procedures and codes of practice
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to OHS&E in the workplace
- Operate electronic communication equipment in line with required protocol
- Work collaboratively with others when following OHS&E procedures
- Report and rectify within limits of own role problems, faults and malfunctions that may arise when following OHS&E procedures in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

| Work may be conducted in: | • exposed conditions  
• controlled or open environments |
| Workplace hazards may include: | • chemicals and other harmful substances  
• movement of equipment, goods and vehicles  
• toxic substances  
• broken and damaged equipment  
• inflammable materials and fire hazards  
• lifting practices  
• waste management and disposal  
• extremes in weather conditions  
• lighting levels  
• trip and slip hazards  
• water hazards  
• traffic flows  
• vehicle and equipment operation  
• a range of storage areas |
| Personnel in the work area may include: | • site visitors  
• OH&S specialists  
• union representatives  
• contractors  
• official representatives |
| Participative arrangements may include: | • formal and informal meetings that deal with OH&S issues  
• workplace OH&S committees  
• other committees, for example, consultative, planning and purchasing  
• OH&S representatives  
• suggestions, requests, reports and concerns put forward by staff |
| Communication in the work area may include: | • telephone  
• fax  
• electronic, including email and internet  
• radio |
| Designated personnel may include: | • workplace personnel  
• supervisors  
• team leaders  
• management |
Personal protective equipment may include:
  - occupational health and safety personnel
  - other persons authorised or nominated by the organisation
  - gloves
  - safety headwear and footwear
  - safety glasses
  - two-way radios
  - high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures

Information and documents may include:
  - workplace OH&S procedures and policies
  - Australian Dangerous Goods (ADG) Code and material safety data sheets (MSDS)
  - emergency procedures
  - relevant legislation, regulations and related documentation

Applicable regulations and legislation may include:
  - relevant state and territory OH&S legislation and safety codes
  - regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
  - workplace relations regulations
  - workers compensation regulations

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF3089A Implement fatigue management policies and procedures for rail infrastructure

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement fatigue management policies and procedure for rail infrastructure. It includes monitoring the implementation of fatigue management and recognising breaches of fatigue management policies, procedures and regulations. It also includes assessing staff competence in fatigue management, providing feedback to staff on shortcomings in their fatigue management skills and knowledge, and reporting to management on the implementation of fatigue management policy.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Persons achieving competence in this unit will need to fulfil the requirements of the applicable commonwealth and state or territory legislation and relevant regulations covering the management of fatigue in the workplace.

Application of the Unit
Work is performed under limited supervision generally as a team leader or supervisor within a rail infrastructure environment. It involves the application of relevant regulations and the principles of fatigue management when administering the implementation of an organisation’s fatigue management strategies during work operations in a defined workplace.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Monitor the implementation of fatigue management</td>
</tr>
<tr>
<td>1.1</td>
<td>Work activities of employees, subcontractors and suppliers, if applicable, in the supply of products and services are monitored in accordance with the organisation’s fatigue risk-management implementation plan</td>
</tr>
<tr>
<td>1.2</td>
<td>Reviews are undertaken of scheduled versus actual hours of work and where a compliance breach is identified, appropriate action is taken to analyse the reasons concerned and rectify the situation</td>
</tr>
<tr>
<td>1.3</td>
<td>Deficiencies in the competence of individual employees to apply the organisation’s fatigue management strategies to their work activities are identified, and appropriate learning opportunities are provided</td>
</tr>
<tr>
<td>2</td>
<td>Recognise breaches of fatigue management policies, procedures and regulations</td>
</tr>
<tr>
<td>2.1</td>
<td>Signs and symptoms of fatigue in employees are identified in accordance with operational procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>Breaches of fatigue management policies, procedures and regulations in the work activities of employees, subcontractors and suppliers, if applicable, are identified and reported according to standard procedures</td>
</tr>
<tr>
<td>2.3</td>
<td>Errors and incidents traceable to non-compliance with fatigue management procedures and regulations are investigated and reported in accordance with operational procedures</td>
</tr>
<tr>
<td>2.4</td>
<td>Appropriate action is taken in conjunction with employees, subcontractors and suppliers, if applicable, to ensure ongoing and future compliance with the organisation’s fatigue management policy and procedures</td>
</tr>
<tr>
<td>3</td>
<td>Provide feedback to employees on shortcomings in fatigue management skills and knowledge</td>
</tr>
<tr>
<td>3.1</td>
<td>Employees are provided with feedback on identified shortcomings in their implementation of fatigue management strategies and appropriate support and counselling are provided on how they might address these shortcomings</td>
</tr>
<tr>
<td>3.2</td>
<td>Where appropriate, information is provided to employees to assist them in implementing the organisation’s fatigue management strategies in their area of work activity</td>
</tr>
</tbody>
</table>
4 Report on the implementation of fatigue management policy

4.1 Periodic audits of the implementation of fatigue management policies and procedures in the work areas of responsibility are carried out in accordance with organisational policies and procedures.

4.2 Reports on the implementation of the organisation’s fatigue risk-management system are prepared and submitted to designated personnel in accordance with organisational procedures.
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant rail safety and OH&S legislation as they relate to fatigue
- Organisation’s fatigue risk-management system as it relates to the operational areas being administered
- Risks and hazards created by fatigue in the workplace
- Causes, ways of recognising, and consequences of fatigue on both employees and an organisation, and ways of managing them
- Ways of assisting individuals to assess their own sleep patterns and evaluate their own fitness for work, including information on identifying sleep disorders and obtaining appropriate treatment
- Options and resources for providing training and learning opportunities for employees on fatigue management and the implementation of an organisation’s fatigue risk management system
- Processes and resources for assessing employees’ competence in fatigue management
- Ways of providing feedback to employees on identified deficiencies in their proficiency to implement fatigue management strategies

Required skills:

- Read and interpret documentation on an organisation’s fatigue risk-management system and related policy, instructions, procedures and regulations relating to fatigue management; and apply them to supervisory activities
- Recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation’s fatigue risk-management system
- Use appropriate numeric functions when carrying out reporting procedures
- Work collaboratively with employees and other staff to implement the organisation’s fatigue risk-management system
- Identify training and learning opportunities for employees on fatigue management
- Assist employees to identify their own learning needs on matters relating to fatigue management
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:
- any work environment requiring safety critical operational judgements to be made, in particular when conducting rail safety work by day or night

Components of a fatigue risk-management system may include:
- risk management policy documents
- risk management procedures
- risk management competence assessment processes
- risk management training and learning opportunities
- hazard control system

Need for fatigue management in a range of industry situations includes:
- operations conducted at all times
- extreme weather conditions
- operating load shifting equipment
- operating plant and equipment
- operating rail vehicles
- performing rail safety work

Work-related factors that may contribute to fatigue include:
- work demands, such as workload, work duration, shift pattern, time of day, frequency and duration of breaks, and type of work (e.g. working in isolation, repetitive tasks)
- excessive travel to and/or from worksite
- organisational factors, such as:
  - work environment
  - trip and work scheduling

Worker/operator-related factors that may contribute to fatigue include:
- on-call work
- lifestyle factors, such as:
  - sleep patterns
  - alcohol and drug use
  - quantity and timing of food and drink
  - opportunities for relaxation with family and friends
- working multiple jobs
- personal or biological factors, such as:
  - state of mental and physical health
  - inadequate sleep
  - sleep disorders
  - emotional stress
Responsibilities of organisation for fatigue risk management may include:
- ensuring work schedules provide adequate opportunity for rest and recovery between shifts
- managing fatigued employees

Information and documents may include:
- federal and state or territory regulations and guidelines concerning fatigue management in workplace situations
- risk management system documents
- fatigue management system documents
- workplace instructions and procedures on fatigue management
- safety incident reports
- relevant OH&S regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures
- workplace documents (e.g. pre-work briefs, toolbox briefs)

Applicable legislation, regulations and codes may include:
- relevant regulations and codes of:
  - the Commonwealth Government
  - state and territory roads and traffic authorities concerning fatigue management
- relevant state and territory road rules
- acts and regulations, including the Rail Safety Act
- relevant state and territory permit regulations and requirements
- relevant state and territory OH&S legislation

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF3091A Apply awareness of dangerous goods and hazardous materials requirements

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify and apply an awareness of dangerous goods and hazardous materials requirements. It includes identifying legislation relating to dangerous goods and hazardous materials; segregating dangerous goods and hazardous materials; and dealing with incidents involving dangerous goods and hazardous materials.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit is intended for persons with minimal or no contact with explosives or dangerous goods as part of their job role but who do require an awareness of how dangerous goods and hazardous materials are labelled and segregated when being transported.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not Applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT       PERFORMANCE CRITERIA

1  Identify and apply appropriate legislation related to transporting dangerous goods and hazardous materials
   1.1  Legislation and organisational policies and procedures relating to the transport of dangerous goods and hazardous materials are identified and accessed
   1.2  Labelling of different types of dangerous goods and hazardous materials is identified from accessed documentation
   1.3  Hazardous loads are identified from transport manifests

2  Separate dangerous goods and hazardous materials
   2.1  Where applicable, dangerous goods are correctly separated in line with relevant documentation and according to class and subsidiary risk information

3  Deal with incidents involving dangerous goods and hazardous materials
   3.1  Where possible information is obtained for dangerous goods and hazardous materials involved
   3.2  If applicable, documentation is checked for compliance with separation rules in accordance with organisational procedures
   3.3  Information regarding dangerous goods and hazardous materials is relayed to the appropriate persons and authorities
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant federal, state and territory regulations and codes pertaining to identifying and labelling dangerous goods and hazardous materials, including appropriate sections of the current Australian Dangerous Goods (ADG) Code and any other applicable legislation
- Risks and hazards when transporting dangerous goods and hazardous materials
- Labelling of dangerous goods and hazardous materials

**Required skills:**

- Communicate effectively with others
- Read and interpret instructions, procedures, information and signs relevant to transporting dangerous goods and hazardous materials
- Identify dangerous goods and hazardous materials labels
- Operate electronic communication equipment in line with required protocol

**Evidence Guide**

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation, including, workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Classes of dangerous goods and hazardous materials are:
• as defined in the respective Australian codes

Standard marking and signage for identified dangerous goods and hazardous materials are:
• as required in the respective Australian codes

Personnel may include:
• organisational personnel
• emergency services
• contractors
• official representatives
• other network access providers

Communication in the work area may include:
• telephone
• fax
• electronic, including email and internet
• radio

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information and documents may include:
• dangerous goods identification numbers, codes, markings and signs
• codes of practice, including:
  • ADG Code
  • International Maritime Dangerous Goods (IMDG) Code
  • Australian and international explosives codes
• manifests, bar codes, goods and container identification
• supplier instructions
• client instructions
• material safety data sheets (MSDS)
• emergency procedures

Applicable regulations and legislation may include:
• current Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  • Australian and International Dangerous Goods Codes
• Australian Marine Orders and the IMDG Code
• International Air Transport Association (IATA) Dangerous Goods by Air regulations
• Australian and international explosives codes
• relevant state or territory legislation relating to:
  • environmental protection
  • equal employment opportunity and affirmative action
  • OH&S
• workplace relations regulations

Unit Sector(s)
Not Applicable.

Competency Field
F – Safety Management
TLIF3093A Implement chain of responsibility regulations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement chain of responsibility regulations.
It includes identifying and interpreting relevant regulations, and reviewing operations in line with chain of responsibility regulations.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.
The unit generally applies to those who provide leadership of others, individually or in teams.
Associated units relating to chain of responsibility can be found in TLI10 Transport and Logistics Training Package.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Interpret chain of responsibility regulations</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>State or territory chain of responsibility regulations are identified as they apply to the workplace</td>
</tr>
<tr>
<td>1.2</td>
<td>Individual chain of responsibility regulations are identified for job roles/functions within the workplace</td>
</tr>
<tr>
<td>1.3</td>
<td>Information on chain of responsibility regulations is clearly explained to parties and responsible persons</td>
</tr>
<tr>
<td>1.4</td>
<td>Responsibilities of all job roles within chain of responsibility are determined within work environment</td>
</tr>
<tr>
<td>2</td>
<td><strong>Implement and review workplace procedures</strong></td>
</tr>
<tr>
<td>2.1</td>
<td>Chain of responsibility workplace policy and procedures are regularly reviewed to ensure they meet regulatory requirements</td>
</tr>
<tr>
<td>2.2</td>
<td>Workplace policy and procedures are continually updated to ensure chain of responsibility regulations are followed</td>
</tr>
<tr>
<td>2.3</td>
<td>Chain of responsibility workplace policy and procedure plans are implemented for relevant parties</td>
</tr>
<tr>
<td>2.4</td>
<td>Records relating to chain of responsibility are completed and maintained</td>
</tr>
<tr>
<td>3</td>
<td><strong>Complete reporting for chain of responsibility policy</strong></td>
</tr>
<tr>
<td>3.1</td>
<td>Records and information relevant to chain of responsibility requirements are collected</td>
</tr>
<tr>
<td>3.2</td>
<td>Records and information relevant to chain of responsibility are analysed</td>
</tr>
<tr>
<td>3.3</td>
<td>Findings are developed and reported</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state or territory regulations relating to job function
- Regulations, and workplace policy and procedures relating to job function
- Effects of a breach on applicable job role and related penalties
- Job roles and functions in the workplace that are affected by chain of responsibility
- Reporting systems within the organisation
- Consequences of non-compliance with chain of responsibility regulations
- Where to locate current chain of responsibility information
- Action required within limits of own job role or function when possible breaches are identified
- Required workplace documentation
- Understanding of the five key aspects: load restraint, mass, dimensions, speed, and fatigue management

Required skills:

- Apply strategies to prevent breaches of chain of responsibility
- Recognise a breach of the workplace policy and procedure
- Take appropriate action if a breach takes place
- Complete relevant documentation in relation to chain of responsibility
- Implement change as it relates to chain of responsibility
- Review and implement updates to the chain of responsibility regulations as they occur
- Apply communication strategies within the organisation for chain of responsibility
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - an understanding of chain of responsibility
  - an understanding of associated state or territory regulations in which the job is, relative to chain of responsibility
  - techniques used to implement relevant workplace policy and procedures as they pertain to chain of responsibility
  - an analysis of records relevant to chain of responsibility as they apply at a company level

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written, practical and oral assessments
- Practical assessment must occur:
  - through appropriately simulated activities at the training organisation, and/or
  - in an appropriate range of situations in the workplace
- Online assessment is not suitable for final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Parties and responsible persons within the chain include:

- consigner
- consignee
- packer
- loader
- scheduler
- driver
- receiver
- carrier
- manufacturer
- employee
- employer
- owner
- board of directors
- senior official
- dispatch officer
- operator
- person in charge or apparently in charge of a vehicle
- agent
- subcontractor
- authorised officer
- elected councillor

Customers may include:

- external customer
- receiver
- forwarder
- dispatcher
- yard foreman
- safety regulator
- police or enforcement official
- public
- subcontractor

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- company

Work environment includes:
Communication in the work area may include:

- site
- depot
- loading dock
- warehouse
- customer premises
- terminal
- storage or loading facility
- equipment
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- oral, aural or signed communications

Documentation and records may include:

- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- relevant OH&S regulations
- workplace policies and procedures relating to chain of responsibility regulations
- relevant Australian standards and certification requirements
- relevant internal data entry books, including work diaries, data sheets and load sheets
- transport and journey documentation

Applicable legislation and regulations may include:

- relevant transport regulations for the enterprise, including Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state and territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF3096A Carry out emergency response to a dangerous goods incident

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to carry out an emergency response in the event of a dangerous goods incident, including responding to the incident, controlling and assisting at the site, identifying the product being carried, and completing reports and other required documentation in accordance with regulatory requirements and workplace procedures.

Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with OH&S codes and regulations and workplace requirements.

Work is performed under limited supervision. It involves the application of regulatory requirements and workplace emergency response procedures when responding to accidents and emergencies.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>Identify incident response procedures</th>
<th>1.1 Company procedures for responding to incidents and emergencies are identified and explained</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Procedures for accessing first aid are determined</td>
</tr>
<tr>
<td></td>
<td>1.3 Relevant personal protective equipment (PPE) is selected and used</td>
</tr>
<tr>
<td></td>
<td>1.4 Familiarisation with the use of fire safety equipment is demonstrated</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Respond to the incident</th>
<th>2.1 Nature, extent and degree of threat from the incident are assessed in accordance with emergency procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.2 Guides for product being carried are located and UN number and shipping/technical name are obtained from available documents</td>
</tr>
<tr>
<td></td>
<td>2.3 Resources and vulnerability of the situation are analysed</td>
</tr>
<tr>
<td></td>
<td>2.4 Key people and relevant support agencies are identified and notified of the incident and the product details</td>
</tr>
<tr>
<td></td>
<td>2.5 Instructions and support are sought from key people and support agencies in accordance with emergency procedures and transport emergency response plan (TERP)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Apply emergency strategies</th>
<th>3.1 Safety and security procedures are complied with in all actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.2 PPE is selected and used according to the requirements of the situation in accordance with OH&amp;S and emergency procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Welfare of people is guarded and protected as the first priority in any action</td>
</tr>
<tr>
<td></td>
<td>3.4 Exclusion zone is established around the incident site</td>
</tr>
<tr>
<td></td>
<td>3.5 Safe access and exit are maintained for emergency services in accordance with emergency procedures and situational analysis</td>
</tr>
<tr>
<td></td>
<td>3.6 Controls are selected and applied to achieve objectives with minimum damage to people and the environment</td>
</tr>
<tr>
<td></td>
<td>3.7 Immediate response to threat or danger to people is provided while preserving personal safety in accordance with emergency procedures</td>
</tr>
</tbody>
</table>
3.8 Emergency first aid treatment of minor injuries is carried out correctly and details of any treatment administered are reported accurately to incident response leader

Communicate with and complement other personnel

4.1 Effective communication and documentation with key people and support agencies are constantly maintained

4.2 Activities are consistent with the incident response leader’s plan of action

4.3 Activities support the work of other key people and support agencies

Monitor the environment and the incident

5.1 Factors that may create or increase risk of injury or damage are constantly assessed and reported to incident response leader

5.2 Hazard controls are monitored to ensure continued effectiveness

5.3 Own and others’ health and morale are monitored and maintained

5.4 Changes in conditions and behaviour are identified and reported

Assist with recovery from incident

6.1 Evidence relating to the cause of the incident is preserved and recorded as far as possible

6.2 Appropriate assistance is provided in accordance with emergency procedures

6.3 Emergency equipment is returned to a state of readiness as soon as is reasonably possible

6.4 Debriefings are attended and participated in as appropriate
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills required at the completion of this unit.

Required knowledge:

- Appropriate PPE and clothing
- Concept of dynamic risk assessment
- Emergency equipment operating characteristics, limitations, hazards, precautions, procedures and general care
- General emergency priorities and strategies
- Hazard analysis
- Hazards and the precautions necessary during control activities
- Survival, rescue and recovery procedures
- Tactics for safely handling emergencies involving dangerous goods
- Organisational emergency procedures

Required skills:

- Access and use PPE and clothing safely and effectively under emergency conditions
- Use communication skills during emergencies
- Care for protective clothing and equipment
- Re-stow response equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying own responsibilities in line with company procedures
  - communicating understanding of own responsibility in control of various incidents until authorities arrive
  - clearly describing an incident

Context of and specific resources for assessment

- Assessment must ensure access to:
  - relevant and appropriate materials and equipment to meet the performance criteria
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Company procedures include:

- TERP
- standard operating procedures (SOP)
- emergency procedures guide (EPG)
- emergency information procedure (EIP)

Types of incidents include:

- recovery
- in depot
- on road
- at unloading point

Personal safety measures include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
- eye wash kit
- emergency shutdown controls
- evacuation controls

Key people and support agencies include:

- fire brigade/CFA
- ambulance
- government agencies

Evidence to be preserved or recorded includes:

- workplace documentation
- load documentation
- details of incident

Applicable legislative procedures and codes include:

- Australian code for the transport of dangerous goods by road or rail: the Australian Dangerous Goods (ADG) Code
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
  - fatigue management regulations
  - environmental protection legislation and regulations
Documentation and records include:

- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- workplace policies and procedures
- relevant Australian standards and certification requirements
- relevant internal data entry books, including log books, data sheets and load sheets
- TERP

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4007A Implement and coordinate accident-emergency procedures

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to implement and coordinate accident-emergency procedures, including responding to the incident, conducting on-site activities, and completing follow-up actions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in the event of an emergency, fire or accident.

Work is performed under some supervision generally within a team environment. It involves the application of the basic emergency response principles to the implementation of accident-emergency procedures including the provision of assistance ranging from simple injuries to the application of life support systems.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1  Respond to the incident | 1.1 Details of incidents, accidents and emergencies are received, analysed and confirmed  
1.2 Immediate coordination requirements are identified and actioned in accordance with organisation procedures  
1.3 Travel to the incident site is by the shortest, fastest, legal means and routes |
| 2  Coordinate on-site activities | 2.1 Control of site activities is assumed on arrival and the operator and other authorities present are informed of this action  
2.2 Assistance is provided to clients and operators within the limitations of duty of care and organisation requirements  
2.3 Details of personnel, including names and nature of injuries, are notified to relevant personnel, following enterprise procedures  
2.4 Assistance is provided to relevant authorities within legal and policy limitations |
| 3  Complete follow-up actions | 3.1 Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organisation procedures  
3.2 Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures  
3.3 Accident procedures and emergency plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies
- Risks and hazards in the workplace and related precautions to control the risk
- Workplace procedures and policies for responding to accident/emergency situations
- Types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case
REQUIRED KNOWLEDGE AND SKILLS

- Types of emergency equipment in the workplace and instructions for its use
- Site layout and obstacles
- Means to control and organise the accident scene, provide practical assistance and cooperate with others at the scene
- Focus of operation of work systems, equipment, management and site operating systems

Required skills:

- Communicate effectively with others when implementing and coordinating accident and emergency procedures
- Read and interpret instructions, procedures, information and signs relevant to the implementation and coordination of accident and emergency procedures
- Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the implementation and coordination of accident and emergency procedures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing and coordinating accident and emergency procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and coordinating accident and emergency procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when implementing and coordinating accident and emergency procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use emergency equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

| Work may be conducted: | • in a range of work environments and weather conditions  
| | • by day or night  
| Customers may be: | • internal or external  
| Workplaces may comprise: | • large, medium or small worksites  
| Work may be conducted in: | • restricted spaces  
| | • exposed conditions  
| | • controlled or open environments  
| Action to be taken in the event of an accident-emergency may include: | • identifying and following established emergency procedures  
| | • assessing the nature and extent of the emergency  
| | • rendering assistance and first aid  
| | • isolating and coordinating safety of the scene  
| | • alerting relevant organisational personnel and emergency services  
| | • recording relevant information and reporting on accident/emergency situation in accordance with regulatory and workplace requirements  
| Emergency equipment may include: | • first aid kit  
| | • fire extinguishers  
| | • fire hose  
| | • fire blanket  
| | • resuscitation equipment  
| Hazards in the work area may include: | • exposure to chemicals  
| | • exposure to dangerous or hazardous substances  
| | • movements of equipment, goods and materials  
| | • accidents involving chemicals, toxic substances and other harmful substances  
| | • accidents involving equipment and vehicles  
| | • explosion and/or fire  
| | • personal accidents including lifting injuries  
| | • waste management and disposal  
| | • violent incidents such as armed robberies  
| Consultative processes may include: | • workplace personnel and management  
| | • designated workplace emergency officers  
| | • emergency services personnel including ambulance,
RANGE STATEMENT

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- breathing apparatus

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace emergency/fire/accident procedures
- workplace procedures for the use of emergency equipment and personal protection equipment
- first aid instructions and procedures
- manufacturers instructions concerning the use and servicing of equipment
- manifests, bar codes, goods and container identification
- goods identification numbers and codes
- material safety data sheets
- codes of practice including the Dangerous Goods Code
- IMDG code markings, HAZCHEM codes and where applicable emergency information panels
- relevant legislation, regulations and related documentation related to emergency response situations
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification
RANGE STATEMENT

- quality assurance procedures
- supplier and/or client advice on the hazards involved with goods or cargo

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- emergency procedures regulations
- dangerous goods and hazardous goods regulations
- relevant Australian standards and certification including Australian Standard AS 2865 - Safe Working in a Confined Space Code
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF4014A Develop and maintain a safe workplace

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to develop and maintain a safe workplace, including providing and informing personnel about OH&S legislation, codes and standards; planning and implementing safety requirements in accordance with regulations; monitoring, adjusting and reporting safety performance; investigating and reporting non-conformance; and evaluating the OH&S system and related policies, procedures and programs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work involves discretion and judgement in developing and maintaining a safe workplace.

Work is performed under minimum supervision with general guidance on progress and outcomes of work. A range of opportunities may be used to develop awareness and practice of OH&S policies and procedures, to support the development of OH&S and risk management systems, and to encourage the achievement of the organisation's OH&S goals and related key performance objectives.

Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan and implement safety requirements** | 1.1 Health and safety risk assessments are made as part of all production planning exercises  
1.2 Policy and procedures are developed to implement requirements for a safe workplace  
1.3 Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards  
1.4 Safe operating procedures are documented and communicated  
1.5 Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments  
1.6 Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities  
1.7 Purchasing policy for the provision of goods and services is informed by OH&S considerations |
| **2 Inform and train personnel on OH&S legislation, codes and standards** | 2.1 Legislation, standards and the organisation's policies and practices relevant to the creation and maintenance of a safe workplace and environment are made available to individuals/teams  
2.2 Arrangements are made to provide information in a language, style and format which is understood by colleagues  
2.3 An OH&S training program is developed and implemented to identify and fulfil employees' OH&S training needs as part of the workplace's general training program  
2.4 Individuals/teams know their legal responsibility for maintaining a safe workplace and environment  
2.5 The implications of an unsafe workplace and environment are clear to all within the workplace |
| **3 Establish and maintain procedures for assessing and controlling safety risks** | 3.1 Safety risks presented by identified hazards are correctly assessed in accordance with OH&S legislation and codes of practice  
3.2 Activities are monitored to ensure that this procedure is adopted effectively throughout the area of managerial responsibility  
3.3 Risk assessment is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that the risk from hazards is not increased  
3.4 Measures to control assessed safety risks are developed and implemented in accordance with the hierarchy of control, relevant OH&S legislation, codes of practice and trends identified from the OH&S records system |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5</td>
<td>Activities are monitored to ensure that the risk control procedure is adopted effectively throughout the area of managerial responsibility</td>
</tr>
<tr>
<td>3.6</td>
<td>Risk control is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that adequate risk control measures are included</td>
</tr>
<tr>
<td>4</td>
<td>Monitor, adjust and report safety performance</td>
</tr>
<tr>
<td>4.1</td>
<td>Hazards are identified, assessed and prioritised for action</td>
</tr>
<tr>
<td>4.2</td>
<td>Controls are selected to minimise risks to health and safety</td>
</tr>
<tr>
<td>4.3</td>
<td>Waste recycling, reduction and disposal is carried out within legislative and organisational requirements</td>
</tr>
<tr>
<td>4.4</td>
<td>Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups</td>
</tr>
<tr>
<td>4.5</td>
<td>Individuals/teams are informed of improvements and alterations to occupational health and safety procedures in the workplace</td>
</tr>
<tr>
<td>4.6</td>
<td>Systems, records and reporting procedures are maintained according to legislative requirements</td>
</tr>
<tr>
<td>5</td>
<td>Evaluate the occupational health and safety system and related policies, procedures and programs</td>
</tr>
<tr>
<td>5.1</td>
<td>The effectiveness of the OH&amp;S system and related policies, procedures and programs is assessed according to the workplace's aims with respect to OH&amp;S.</td>
</tr>
<tr>
<td>5.2</td>
<td>Improvements to the OH&amp;S system are developed and implemented to ensure more effective achievement of the workplace's organisation's aims with respect to OH&amp;S policies and objectives.</td>
</tr>
<tr>
<td>5.3</td>
<td>Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control, and resources enabling implementation of new measures are sought and/or provided according to appropriate procedures</td>
</tr>
<tr>
<td>6</td>
<td>Investigate and report non-conformance</td>
</tr>
<tr>
<td>6.1</td>
<td>Compliance with OH&amp;S legislation and codes of practice is assessed to ensure that legal OH&amp;S standards are maintained as a minimum</td>
</tr>
<tr>
<td>6.2</td>
<td>Non-conformance is investigated and dealt with according to legislative requirements</td>
</tr>
<tr>
<td>6.3</td>
<td>Colleagues are supported to acquire and apply competencies to meet legislative requirements and the associated standards</td>
</tr>
<tr>
<td>6.4</td>
<td>Changes to operations and practices are implemented to ensure that non-conformance is not repeated</td>
</tr>
<tr>
<td>7</td>
<td>Establish and maintain a system for OH&amp;S records</td>
</tr>
<tr>
<td>7.1</td>
<td>A system for keeping OH&amp;S records is established and monitored to allow identification of patterns of occupational injury and disease within the area of managerial responsibility, including provision for relevant workplace OH&amp;S reports to be submitted to management</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the management of personal work priorities and professional development
- The systems of risk control recognising the significance of OH&S for effective workplace operation
- Workplace business policies and plans related to OH&S issues
- The significance of other management systems and procedures for OH&S
- Hazards and associated safety risks that exist in the workplace
- The range of control measures available for these safety risks
- Considerations for choosing between different control measures
- How to identify when expert advice is needed
- Elements of an effective OH&S management system
- Principles of risk management
- Appropriate links to other management systems, for example contractors, maintenance and purchasing
- The role of technical information and experts in designing hazard control measures, monitoring systems and health surveillance procedures
- The hierarchy of hazard and risk control measures
- Arrangements for participation and consultation over OH&S
- Incident and accident investigation arrangements
- Training, coaching and mentoring approaches appropriate for use in OH&S training programs
- Typical problems that can occur when managing OH&S systems and related action that can be taken

Required skills:

- Communicate effectively with others when establishing a safe workplace
- Read and interpret instructions, procedures, information, labels and signs relevant to developing and maintaining a safe workplace
- Interpret and follow operational instructions and prioritise work
Required skills:

- Complete documentation related to developing and maintaining a safe workplace
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when developing and maintaining a safe workplace
- Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S management systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when developing and maintaining a safe workplace in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan work activities, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to improve OH&S compliance, information systems and reporting requirements
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

Context of and specific resources for assessment

- relevant legislation and workplace procedures
- other relevant aspects of the range statement
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site location
- large, medium and/or small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace
RANGE STATEMENT

Operations involve:
- internal and external customer/supplier contact and coordination

Work priorities and professional development are:
- directed at maximising achievement of the individual in accordance with the enterprises objectives and strategic plans

Workplace hazards may include but are not restricted to:
- moving heavy loads in an unsafe work environment
- unsecured machinery, components or repaired equipment
- slippery floors
- welding equipment
- sharp tools and implements
- power tools
- moving and rotating machinery
- flammable liquids, vapours and fuel
- faulty machinery, handling equipment and lifting gear
- using equipment beyond safe working limits
- poor housekeeping procedures
- non-compliance with safe working procedures
- electrical wiring and systems, including exposed electrical circuits
- working at heights and in confined spaces
- toxic gases and substances
- chemicals and other harmful substances
- damaged goods, pallets and containers
- dangerous/hazardous goods

Training activities may include:
- attendance at formal education/training programs
- completion of internal short training programs
- attendances at relevant conferences, seminars and workshops
- reading of relevant journals and literature
- coaching/mentoring on the job
- workplace training projects

Consultative processes may involve:
- OH&S specialists
- trainers
- other employees and supervisors
- management
- union representatives
- manufacturers representatives
- supplier representatives
- customers/clients
- other maintenance, professional or technical staff
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- workplace OH&S procedures and policies
- workplace OH&S management system including hazard/safety risk control strategies
- OH&S training notes and materials
- journals and work-related literature concerning OH&S
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers' specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:
  - general duty of care under OH&S legislation and common law
  - requirements for the maintenance and confidentiality of records of occupational injury and disease
  - requirements for provision of OH&S information and training
  - provisions relating to health and safety representatives and/or OH&S committees
  - provisions relating to OH&S issue resolution
RANGE STATEMENT

- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements

Unit Sector(s)
Not Applicable

Competency Field
Competency Field F - Safety Management
TLIF4061A Respond to electric tram-driving emergencies and abnormal situations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to respond to emergencies and abnormal situations when driving an electric tram in accordance with regulatory requirements and workplace procedures. It includes identifying and responding to emergency and abnormal situations; arranging follow-on support and assistance; and communicating with staff and passengers in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to respond to electric tram-driving emergencies and abnormal situations as part of workplace activities across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Identify emergency or abnormal situation** | 1.1 Emergency, potential emergency or abnormal electric tram-driving situation is promptly identified and assessed and needs are prioritised in accordance with the workplace emergency response plan/procedures  
1.2 Implications of the emergency, potential emergency or abnormal electric tram-driving situation are evaluated in accordance with workplace requirements  
1.3 Options for reporting the situation and/or taking action are considered in accordance with workplace procedures and regulatory requirements  
1.4 Relevant personnel are alerted to the emergency, potential emergency or abnormal situation as required within workplace operating and emergency procedures and plans  
1.5 Communications are maintained with relevant personnel to determine appropriate course of action |
| **2 Respond to emergency or abnormal situations** | 2.1 Response to emergency, potential emergency or abnormal situation is in accordance with workplace procedures, received instructions, regulatory requirements and emergency response plan where relevant  
2.2 Safety incidents and emergencies are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care  
2.3 Responsibilities are fulfilled in accordance with the workplace emergency response plan and code/regulatory requirements  
2.4 Assistance is provided in controlling the site both prior to and following arrival of emergency services  
2.5 In the case of an emergency, assistance is provided to other staff and emergency service personnel conducting an initial survey of the scene  
2.6 Directions of the controlling emergency authority are followed and all possible assistance is provided in response to those directions  
2.7 Incident reports are completed accurately in accordance with regulatory and workplace procedures |
| **3 Arrange follow-on support and assistance** | 3.1 In the case of accidents or illnesses, medical assistance and support is arranged as required in accordance with workplace procedures  
3.2 First aid is provided pending the arrival of medical assistance within limits of responsibility and competence in accordance with workplace procedures |
| **4 Communicate with staff** | 4.1 Staff and passengers are provided with relevant, appropriate and |
ELEMENT and passengers

PERFORMANCE CRITERIA
timely advice on abnormal and emergency situations

4.2 Instructions are provided to relevant personnel and/or passengers in accordance with workplace procedures and consistent with the nature of the abnormal situation or emergency

4.3 Where applicable, evacuation procedures for personnel and/or customers are explained and/or demonstrated in accordance with workplace procedures

4.4 Customer service and safety needs arising from abnormal situations and emergency situations are identified and acted upon in accordance with regulatory and workplace requirements

Required Skills and Knowledge

REQUIdED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures for responding to electric tram-driving abnormal situations and emergencies
- Focus of operation of work systems, equipment, management and site operating systems when responding to electric tram-driving abnormal situations and emergencies
- Problems that may occur when responding to electric tram-driving abnormal situations and emergencies, and action that can be taken to resolve the problems
- Relevant documentation and reporting requirements
- Hazards that may occur in transport and allied industries that can lead to emergency situations, and related hazard control strategies
- Electric tram knowledge may include: monitoring devices, braking and drive equipment, ancillary systems and signalling systems
- Procedures for operating any electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long-term management of fatigue
**Required skills:**

- Communicate effectively with others when responding to electric tram-driving emergencies and abnormal situations
- Read and interpret instructions, procedures and information relevant to identifying and responding to electric tram-driving abnormal situations and emergencies
- Identify hazards and abnormal situations related to electric tram operations and take appropriate action
- Complete required documentation and reports
- Work collaboratively with others when responding to electric tram-driving abnormal situations and emergencies
- Modify activities depending on differing workplace contexts, risk situations and environments
- Identify and solve and/or report problems that arise when identifying and responding to electric tram-driving abnormal situations and emergencies
- Follow emergency response plan and procedures
- Provide first aid within limits of responsibility and competence
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Adapt to differences in electric trams and ancillary equipment
- Select and use relevant communications and other equipment required when identifying and responding to electric tram-driving abnormal situations and emergencies
- Apply fatigue management knowledge and techniques

**Evidence Guide**

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night in all relevant weather conditions
- hand-operated or foot pedal control systems or both

Electric trams include all electric trams in service within Australian transport systems and may include:

Emergency situations may include:

- collision
- derailments
- customer emergency
- suicide on the track or road
- passenger behavioural issues
RANGE STATEMENT

- chemical spills
- fire and explosion
- bomb threats

Abnormal situations may include:

- technology failure
- wheel slip and uncontrolled slide
- traffic signals in stop mode
- assault on passengers or personnel
- brawls between passengers
- false alarm
- passenger initiated alarm
- obstructions
- extreme weather conditions (e.g. heat, storm, ice, etc.)
- passenger caught in self-closing doors
- pedestrians crossing the track
- illness
- incorrect information or failure in communications

Hazards that may occur in tramway transport that can lead to emergency situations may include:

- sudden and unexpected movement
- infectious and contagious diseases
- dehydration in extreme weather conditions

Self-closing doors
- sharp objects
- syringes and drugs
- contact with human and biological waste
- faulty or out of specification track
- faulty rolling stock or electric trams

Relevant personnel can include:

- tram controllers
- tram examiners
- maintenance personnel
- those providing operational assistance

Consultative processes may involve:

- other employees, supervisors and managers
- emergency services
- affected customers
- official representatives
- relevant authorities and institutions
- union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- radio
- fax
- email
RANGE STATEMENT

Emergency services may include:

- internet
- oral, aural or signed communications
- fire brigade
- police
- ambulance
- medical services
- rescue services
- security services

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- relevant tramways regulatory requirements applicable to emergencies and abnormal situations that may occur during an electric tram journey
- workplace procedures and policies for the management of electric tram abnormal situations and emergencies, including the relevant emergency response plan where applicable
- operations manuals, job specifications and induction documentation including first aid manual
- emergency procedures
- communication equipment procedures and protocols
- equipment operation manuals and maintenance specifications
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF4064A Manage fatigue management policy and procedures

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to manage fatigue management policy and procedures in an organisation, including identifying legal requirements, liabilities and responsibilities; establishing and/or improving fatigue management implementation plan and related policy and procedures; and acting appropriately upon reports on the implementation of fatigue management policy and any identified breaches of fatigue management regulations. It also includes ensuring that the operation's systems are compliant with fatigue management regulations and policy; planning and organising adequate resources and operational systems; and facilitating the training and assessment of staff on their responsibilities and fatigue management techniques. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under minimum supervision generally as a manager. It involves the application of relevant regulations and the principles of fatigue management to the management of an organisation's fatigue management policies and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<thead>
<tr>
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</table>
| 1 Identify or confirm fatigue management legal requirements and responsibilities | 1.1 Current legal requirements, liabilities and responsibilities for effective fatigue management within the organisation are identified and interpreted  
1.2 Any existing fatigue management plans, policies and procedures are obtained and reviewed  
1.3 Internal risks concerning the potential effects of fatigue are identified or confirmed and reviewed  
1.4 External risks within the supply chain of the organisation's services and/or products concerning the potential effects of fatigue are identified or confirmed and reviewed in accordance with regulations on fatigue management and the related chain of responsibility |
| 2 Establish and improve fatigue management policy and procedures | 2.1 A fatigue risk management system implementation plan for the organisation is developed or reviewed and improved  
2.2 The fatigue risk management policy and procedures for the organisation are developed or reviewed and improved in conjunction with relevant personnel  
2.3 Feedback is obtained from key stakeholders both within and outside of the organisation on the implementation plan and the related policy and procedures  
2.4 Appropriate adjustments are made to the plan, policy and procedures based on the feedback received  
2.5 Managerial approval for the fatigue risk management system implementation plan and the related policy and procedures is obtained in accordance with organisational procedures  
2.6 The fatigue risk management system implementation plan and the related policy and procedures are distributed and presented to relevant personnel in the organisation for implementation |
| 3 Act upon reports on the implementation of fatigue management policy | 3.1 Reports from designated personnel on the implementation of the organisation's fatigue risk management system implementation plan and the related policy and procedures are received and interpreted  
3.2 Accidents and safety incidents are reviewed and/or investigated and analysed to identify the extent to which fatigue might have been a contributing factor  
3.3 Information provided in the reports indicating that fatigue management policy and procedures are not being correctly implemented is analysed and an appropriate managerial response and related action is initiated  
3.4 Opportunities for improvements to the organisation's fatigue risk management system implementation plan and its related policy and procedures are identified and appropriate action is
<table>
<thead>
<tr>
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<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 4 Act upon identified breaches of fatigue management regulations | 4.1 Identified or reported breaches of fatigue management policy are investigated in accordance with organisational procedures and regulatory requirements  
4.2 Action is take to ensure that internal and/or external personnel who may have contributed to any breach of fatigue management policy are provided with appropriate feedback and information to avoid any recurrence of the breakdown in planned fatigue management processes  
4.3 Where organisational procedures or culture is found to have contributed to a breach in fatigue management policy, appropriate action is taken to improve the procedures or address the culture in ways that aim to avoid any recurrence of the breakdown in planned fatigue management processes  
4.4 A report on any breaches of fatigue management policy is prepared and submitted to designated personnel as per organisational procedures together with details of action taken to prevent a recurrence |
| 5 Ensure that operations systems are compliant with fatigue management regulations and policy | 5.1 All operations systems and standard operating procedures are reviewed in terms of their compliance with the organisation's fatigue management regulations and policy  
5.2 Where necessary, changes are made to operations systems and standard operating procedures to ensure that they are compliant  
5.3 In accordance with the principles of 'chain of responsibility', appropriate discussions are held with relevant personnel in supplier or subcontractor companies in the organisation's supply chain to ensure their operation's systems and standard operating procedures are compliant with the fatigue management regulations and policy |
| 6 Plan and organise adequate resources and operational systems | 6.1 Organisational budgets and resource allocation strategies are planned to provide adequate resources for the implementation of the organisation's fatigue risk management system  
6.2 Periodic reviews are undertaken of budgetary and resource allocation arrangements as they relate to the implementation of the organisation's fatigue risk management systems and appropriate improvements are made if required |
| 7 Facilitate the training and assessment of staff on fatigue management policy and procedures | 7.1 Organisational training systems are planned to provide competency-based on the job and off the job training and assessment opportunities as detailed in the organisation's strategic plan  
7.2 Team leaders and supervisory and training staff are provided with adequate opportunities to develop the required expertise to contribute to the organisation's fatigue management training and |
ELEMENT PERFORMANCE CRITERIA

7.3 Periodic reviews are undertaken of fatigue management training systems and appropriate improvements are made if required

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant legislation, regulations, permit and licence requirements related to fatigue management
- Relevant OH&S regulations as they relate to fatigue
- Components of a fatigue risk management system and policies and procedures related to fatigue management, and the control of factors that can contribute to fatigue and fatigue-related accidents
- Responsibilities of both an organisation and individual employees for the implementation of fatigue management regulations and policies, including requirements agreed with suppliers and sub-contractors in the supply chain of the organisation's services and products
- Procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for the reporting of the outcomes of audits
- Budgetary and resource requirements for the implementation of an organisation's fatigue risk management system
- Processes and resources for assessing employees' competence in fatigue management
- Systems for auditing of the effectiveness and efficacy of an organisation's fatigue risk management strategies, policies and procedures
- Strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fatigue is a contributing factor
- Options and resources for providing training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system, including initial induction training, in-depth training on fatigue and fatigue management techniques, remedial training where existing competence is assessed as being insufficient, and refresher training on fatigue management
- Sources of information on fatigue
- The risks and hazards created by fatigue in the workplace
- How fatigue affects workplace performance
- How fatigue contributes to workplace accidents
- Ways of recognising fatigue
REQUIRED KNOWLEDGE AND SKILLS

- Fatigue reduction and proofing strategies available to an organisation that can minimise the risk of errors and safety incidents due to fatigue such as assigning low risk tasks to periods when fatigue risk is higher
- Causes and effects of fatigue on employees
- Strategies and ways to manage fatigue
- Factors which increase fatigue-related errors and accidents
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when implementing the organisation's fatigue risk management system
- Read and interpret documentation on fatigue management legislation and the organisation's fatigue risk management system and apply them to management activities
- Recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation's fatigue risk management system
- Work collaboratively with employees and other management staff others to implement the organisation's fatigue risk management system
- Plan and organise budgetary requirements and resource allocation for the implementation of an organisation's fatigue risk management system
- Organise audits and reviews of an organisation's fatigue risk management system
- Modify activities and take appropriate initiatives to manage the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments
- Adapt to any changes in legislation and regulations as they may relate to fatigue management
- Facilitate systems that assist employees to identify their own learning needs on matters related to fatigue management

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit:

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:

- any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night

Components of a fatigue risk

- risk management policy documents
RANGE STATEMENT

Management system include:
- Risk management procedures
- Risk management competence assessment processes
- Risk management training and learning opportunities
- Hazard control system

The need for fatigue management in a range of industry situations including:
- Operations conducted at all times but particularly at night
- Typical weather conditions
- While working and/or driving at a workplace, depot, base or warehouse
- While working and/or driving at a client's workplace or work site
- Driving a motor vehicle on the open road
- Driving a motor vehicle on a private road
- Driving a train, locomotive or motive power unit
- Operating a marine vessel in coastal or international waters
- Operating an aircraft
- Operating load shifting equipment
- Operating safety critical industrial plant and equipment
- Work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
- Organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work

Work-related factors that may contribute to fatigue include:
- Lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends
- Working multiple jobs
- Personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms

Worker/operator-related factors that may contribute to fatigue include:
- Providing support such as: complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems
- Ensuring work schedules provide adequate opportunity for rest and recovery between shifts
- Assessing work tasks for fatigue related risk and

Responsibilities of organisation for fatigue risk management may include:
RANGE STATEMENT

Responsibilities of individual for fatigue risk management may include:

- redesigning if necessary
- managing fatigued employees
- following the organisation's fatigue management policy and procedures
- using time away from work appropriately to rest and recover
- checking and ensuring fitness for work
- reporting symptoms of fatigue

Fatigue management competency-based training may include:

- initial induction training (incorporating a basic fatigue management component)
- fatigue management awareness training
- in-depth training on fatigue and fatigue management techniques
- remedial training where existing competence is assessed as being insufficient
- refresher training on fatigue management

Depending on the organisation, operating procedures may include:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
- fatigue risk management system documents
- workplace instructions and procedures on fatigue management
- reports of audits of fatigue risk management system
- error and safety incident reports
- relevant OH&S regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures

Applicable legislation, regulations and codes may include:

- relevant regulations and codes of the Commonwealth Government and the state/territory regulatory authorities concerning fatigue management
- relevant state/territory road rules
- relevant rail industry safe working codes and regulations (where applicable)
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field F - Safety Management
TLIF4065A Ensure compliance with Australian Dangerous Goods Code

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to ensure compliance with the current Australian Dangerous Goods Code (ADG code). It includes ensuring responsibilities for the handling and transport of dangerous goods are defined; managing performance and controlling risks; maintaining records; and evaluating effectiveness. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ensure responsibilities for handling dangerous goods are defined</td>
</tr>
<tr>
<td>1.1</td>
<td>Responsibilities and duties for the transport and handling of dangerous goods are clearly defined, and allocated and included in job descriptions and duty statements for all relevant positions.</td>
</tr>
<tr>
<td>1.2</td>
<td>Any relevant licensing requirements for employees are confirmed.</td>
</tr>
<tr>
<td>2</td>
<td>Manage performance and control risks</td>
</tr>
<tr>
<td>2.1</td>
<td>Ongoing system for the control of risks, based on a hierarchy of control is developed and integrated within general work procedures.</td>
</tr>
<tr>
<td>2.2</td>
<td>Measures to control assessed risks and monitor conformance are developed and implemented, in accordance with relevant dangerous goods transport regulations, code of practice and priorities identified in the workplace.</td>
</tr>
<tr>
<td>2.3</td>
<td>Non-conformance is investigated and procedures for rectification instituted.</td>
</tr>
<tr>
<td>2.4</td>
<td>Inadequacies in dangerous goods transport procedures are identified and measures are implemented to improve workplace practice.</td>
</tr>
<tr>
<td>3</td>
<td>Maintain records</td>
</tr>
<tr>
<td>3.1</td>
<td>A dangerous goods records system is established in accordance with relevant legislative framework.</td>
</tr>
<tr>
<td>3.2</td>
<td>Accurate and legible records for operation within the workplace are completed in accordance with dangerous goods transport enterprise policies and legislative requirements.</td>
</tr>
<tr>
<td>4</td>
<td>Evaluate effectiveness</td>
</tr>
<tr>
<td>4.1</td>
<td>Feedback about the effectiveness of the dangerous goods transport policies, procedures and programs is collected from the workgroup and provided to senior management.</td>
</tr>
<tr>
<td>4.2</td>
<td>Improvements to dangerous goods transport procedures are proposed to senior management.</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice, including detailed knowledge and understanding of the Australian Dangerous Goods Code, the conditions and the employees to whom it applies.
- Relevant OH&S and environmental procedures and regulations particularly as they overlap.
REQUIRED KNOWLEDGE AND SKILLS

with the current ADG Code

- Operational procedures for safe transfer and storage of dangerous goods and hazardous materials
- Requirements for completing relevant documentation in line with requirements of the current ADG Code
- Code of practice for working collaboratively with others
- Procedures to be followed in the event of an emergency
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:

- Communicate effectively with others when completing work activities, particularly in order to ensure their understanding of the current ADG Code and their responsibilities in relation to it
- Read and interpret the current ADG Code, related documents and procedures, and information materials provided as guidance notes
- Complete documentation related to work activities
- Work collaboratively with others to ensure compliance and safety
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events, particularly to deal with any potential breaches of the current ADG Code
- Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities and engage others in the process
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities of team members in terms of planned schedule
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
EVIDENCE GUIDE

and evidence required to
demonstrate competency in this
unit

this unit must be relevant to and satisfy all of the
requirements of the elements and performance criteria of
this unit and include demonstration of:

• complying with the applicable regulations and the
current ADG Code
• complying with the relevant and current
documentation for compliance of the current ADG
Code
• demonstrating an understanding of the hierarchy of
control
• demonstrating the using of effective communication
techniques to give clear and accurate information in a
form which is preferred and understood by the
receiver

Context of and specific resources
for assessment

Performance is demonstrated consistently over a period
of time and in a suitable range of contexts

• Resources for assessment include:

  • a range of relevant exercises, case studies and/or
other simulated practical and knowledge assessment,
and/or
  • access to an appropriate range of relevant operational
situations in the workplace

• In both real and simulated environments, access is
required to:

  • relevant and appropriate materials and equipment,
and
  • applicable documentation including workplace
procedures, regulations, codes of practice and
operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a
registered training organisation
• As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests
• Practical assessment must occur:

  • through activities in an appropriately simulated
environment at the registered training organisation,
and/or
  • in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Licensing requirements may include:

- specific licences to deal with named dangerous goods
- specific licences or permits required by states, territories or regions to transport dangerous goods into or through their jurisdiction

Documentation and records may include:

- regulations and codes of practice relevant to the current ADG code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to the current ADG code
- quality assurance procedures
- emergency procedures
- operations manuals, job specifications and induction documentation
- technical instructions
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, specifically the ADG Code
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  F - Safety Management
TLIF4066A Implement and supervise transport regulations compliance systems

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to implement and supervise transport regulations compliance systems. It includes identifying and interpreting relevant regulations; carrying out operations in a compliant manner; and reviewing operations in line with transport regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and interpret relevant regulations | 1.1 Types of goods to be transported are correctly identified in accordance with workplace procedures and regulatory requirements  
1.2 Sources of relevant state/territories transport regulations are identified  
1.3 Information is accessed regarding state/territories transport regulations  
1.4 Information is accurately interpreted  
1.5 Responsibilities and duties according to state/territories regulations of the transport of goods are clearly identified |
| 2 Carry out operations complying to transport regulations | 2.1 Procedures for the transportation of goods are carried out in accordance with requirements for the type of goods  
2.2 Activities are carried out according to industry regulations/guidelines, and OH&S, environmental and enterprise legislation, policies/procedures  
2.3 Accurate and legible records for operation within the workplace are completed in accordance with transport regulations and enterprise policies and legislative requirements  
2.4 Compliance with transport regulations and codes of practice are assessed to ensure legal requirements are maintained as a minimum and exceeded where possible |
| 3 Review operations according to transport regulations | 3.1 Improvements to transport procedures are identified  
3.2 Improvements to the effectiveness of the transport regulations, policies, procedures and programs are suggested  
3.3 Compliance with transport regulations is assessed and modifications made if required |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of transport regulations as they apply to the enterprise, including state or territory and national regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for operating electronic communications equipment
REQUIRED KNOWLEDGE AND SKILLS

- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Typical defects that can occur and related action that should be taken
- Procedures for identifying equipment defects and assessing for appropriate action
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities, including the relevant parts of transport regulations, or related implementation materials
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events, particularly any breaches, or threatened breaches of the relevant transport regulations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Operate equipment in accordance with standard operating procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Monitor performance of equipment in terms of its potential effect on compliance
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Goods may include:
- livestock
- perishables
- dangerous goods
- liquid
- solids
- non-perishable materials

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to transport regulations
- quality assurance procedures
- emergency procedures
- electrified territory regulations
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- relevant transport regulations for the enterprise, including Australian and international regulations and codes of practice for the transport of dangerous goods and
RANGE STATEMENT

- hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field F - Safety Management
TLIF4069A Monitor and respond to traffic flow

Modification History
New release. This unit replaces and is equivalent to TLIF0069A.

Unit Descriptor
This unit involves the skills and knowledge required to monitor and respond to traffic flow when operating in a road tunnel control room. It includes monitoring and maintaining traffic flow in a tunnel, and implementing changes to traffic flow as required. Legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
This unit involves the application of workplace safe work instructions and procedures and regulatory requirements as part of work activities. It also includes an understanding of the risk management procedures for monitoring and responding to traffic flow. Tasks are performed individually within a controlled environment. The role may at times be required to work within a team environment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Monitor traffic flow in a tunnel</th>
<th>Maintain traffic flow in a tunnel</th>
<th>Implement changes to traffic flow as required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.1 Traffic flow is monitored in accordance with workplace procedures</td>
<td>2.1 Traffic flow within a road tunnel is maintained in accordance with workplace procedures and regulatory requirements</td>
<td>3.1 Operations are controlled to meet changes in traffic flow in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Multi-monitor displays are operated and coordinated in accordance with workplace procedures</td>
<td>2.2 Variable message boards and systems are operated in accordance with workplace procedures</td>
<td>3.2 Appropriate authorities are liaised with in accordance with workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>1.3 Closed-circuit television (CCTV) is operated in accordance with workplace procedures</td>
<td>2.3 Recovery/maintenance services to clear traffic lanes are deployed in accordance with workplace procedures</td>
<td>3.3 Traffic management systems are operated to maintain safety during maintenance and/or incident</td>
</tr>
<tr>
<td></td>
<td>1.4 Traffic management systems are operated in accordance with workplace procedures</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Road law applicable to state or territory
- Relevant environmental protection regulations
- Relevant OH&S procedures and guidelines
- Workplace procedures and guidelines for monitoring and responding to traffic flow when operating a road tunnel control room
- Relevant electronic communication equipment used in a road tunnel control room and related operational procedures, including multi-monitor displays, CCTV, message boards and traffic management systems
- Risk assessment policies and procedures

Required skills:

- Communicate effectively with others when monitoring and responding to traffic flow within a road tunnel control room
- Read and interpret information relevant to monitoring and responding to traffic flow within a road tunnel control room including instructions for traffic flow, workplace procedures, and applicable standards and codes of practice
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to monitoring and responding to traffic flow within a road tunnel control room
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when responding to and monitoring traffic flow within a road tunnel control room
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when monitoring and responding to traffic flow with a road tunnel in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for anticipated and unanticipated situations that may occur when monitoring and responding to traffic flow with a road tunnel
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining traffic flow in a road tunnel
  - operating equipment required to complete the job role
  - operating the traffic management system
  - identifying changes to traffic flow, including abnormal traffic flow

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operational context may include:
- by day or night
- in a range of work environments

Customers may be:
- internal or external
- motorists
- clients
- energy services
- emergency services

Workplaces may comprise:
- large, medium or small worksites
- high intensity worksites
- indoors
- outdoors within a tunnel

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives
- emergency workers

Environment may include:
- tunnel
- freeway/tolling roads
- confined space
- complex interchanges

Equipment/vehicles may include:
- motor vehicles, trucks and motorcycles
- computers
- keyboards
- communication equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Applicable regulations and legislation may include:
- relevant state/territory OH&S road law and safety codes
- dangerous goods regulations
- relevant state/territory equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

**Unit Sector(s)**

Not applicable.

**Competency Field**

F - Safety Management
TLIF4070A Operate fire and life safety system within a road tunnel

Modification History
New release. This unit replaces and is equivalent to TLIF0070A.

Unit Descriptor
This unit involves the skills and knowledge required to operate fire and life safety systems within a road tunnel control room. It includes operating and maintaining fire and life safety systems, and activating system procedures. Legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
This unit involves the application of workplace safe work instructions and procedures and regulatory requirements as part of work activities. It also includes an understanding of the risk management procedures for operating fire and life safety systems as part of a road tunnel. Tasks are performed individually within a control environment. The role may at times be required to work within a team environment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

| 1 | Operate fire and life safety systems | 1.1 Fire and life safety systems are operated on control panels in accordance with workplace procedures |
|   |                                      | 1.2 Electrical distribution systems are identified and operated in accordance with workplace procedures |
|   |                                      | 1.3 Pumps and drainage systems are identified and operated in accordance with workplace procedures |
|   |                                      | 1.4 Relevant information is processed to establish priorities and responses for dealing with issues or incidents |
|   |                                      | 1.5 Traffic management (closed tunnel) is coordinated to ensure safety of all traffic |
| 2 | Maintain fire and life safety systems | 2.1 Fire and life safety systems are maintained according to workplace procedures |
|   |                                      | 2.2 Actions undertaken are clearly documented and filed |
| 3 | Activate fire and life safety system procedures | 3.1 Ventilation and/or deluge systems are operated in accordance with workplace procedures |
|   |                                      | 3.2 Lighting levels are maintained according to workplace procedures |
|   |                                      | 3.3 Liaison is initiated and maintained with organisations/individuals affected by changed operational activities |
|   |                                      | 3.4 Evacuation of tunnel is conducted in accordance with workplace procedures |
|   |                                      | 3.5 Systems are monitored and reactivated in accordance with workplace procedures |
Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian standards, codes and regulations
- Relevant OH&S procedures and guidelines
- Workplace procedures and guidelines for operation of fire and life safety systems within a road tunnel
- Purpose and operations of fire and safety systems used in a road tunnel, including electrical distribution system, pumps and drainage system, ventilation system
- Emergency procedures
- Emergency services liaison
- Emergency vehicle access to tunnel
- Site layout including familiarisation

Required skills:

- Communicate effectively and calmly with others when operating within a road tunnel control room environment
- Read and interpret instructions, procedures and information relevant to the operation of fire and life safety systems within a road tunnel
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of fire and life safety systems within a road tunnel
- Operate electronic communication equipment to required protocol
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when operating fire and life safety systems within a road tunnel in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when operating fire and life safety systems within a road tunnel
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
• Accurately brief emergency services of tunnel layout, and available equipment and its use
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - activating the fire and life safety system as it applies to the workplace and within the job role
  - evacuating a tunnel
  - understanding ventilation and deluge system as it applies to the workplace and the job role
  - understanding electrical distribution system as it applies to the workplace and job role
  - knowledge of fire and life safety system as it applies in the workplace
  - identifying the maintenance requirements of fire and life safety systems according to workplace procedures
  - identifying tunnel layout
  - identifying all relevant liaisons that apply when required to activate the fire and life safety systems of a tunnel

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operation of fire and life safety systems within a road tunnel may be conducted:
- by day or night
- in a range of work environments
- on top of containers
- in limited or restricted spaces
- in all weather conditions

Customers may be:
- internal or external

Environment may include:
- control room
- tunnel
- vehicle tunnel
- ventilation chambers
- roadway

Equipment/vehicles may include:
- motor vehicles
- trucks
- motorcycles
- livestock
- hazardous/dangerous goods

Personnel in the work area may include:
- workplace personnel
- tunnel users
- pedestrians
- site visitors
- contractors
- official representatives
- emergency services

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
- full arrest safety harness
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Applicable regulations and legislation may include:
- relevant state/territory OH&S legislation and safety codes
- dangerous goods regulations
- OH&S manual handling guidelines
- relevant state/territory equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

Unit Sector(s)
Not applicable.

Competency Field
F - Safety Management
TLIF4086A Control and coordinate incident responses

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to control and coordinate incident responses according to organisational and regulatory procedures. It includes responding to the incident, coordinating incident response activities, and completing follow-up actions. Licensing, legislative, or certification requirements may be applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in the event of an emergency, fire or accident.
Work is performed under minimal supervision generally in a team environment. It involves applying basic emergency response principles when implementing incident response procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT  PERFORMANCE CRITERIA

1  Respond to the incident
   1.1 Details of incidents are received, analysed, confirmed and prioritised
   1.2 Immediate coordination requirements are identified and actioned in accordance with organisational and regulatory procedures

2  Coordinate incident response activities
   2.1 Control and coordination of incident response activities are assumed and relevant personnel and other authorities are informed of this action
   2.2 Assistance to be provided to clients and operators is arranged within the limitations of duty of care and organisational requirements
   2.3 Assistance is provided to relevant authorities in accordance with workplace policy and legislative requirements
   2.4 Information is collected and passed to relevant personnel/stakeholders in accordance with workplace procedures

3  Complete follow-up actions
   3.1 Details of incident are collected, recorded and managed in accordance with organisational procedures
   3.2 Where required, a contribution is made to the debrief process and recommendations are prepared and submitted
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant OH&S and other regulatory codes, procedures and guidelines concerning response to incidents
• Risks and hazards and related precautions to control the risk
• Organisational procedures and policies for responding to incidents
• Types of incidents that can occur and appropriate action to be taken in each case
• Layout of network or area under control, and potential obstacles for responding parties
• Means to control and organise the incident and provide practical assistance where required
• Procedures for contacting emergency personnel and other relevant stakeholders

Required skills:

• Communicate clearly and effectively with others when implementing and coordinating incident responses
• Read and interpret instructions, procedures and information relating to implementing and coordinating incident responses
• Identify where the following are involved in the incident:
  • containers and goods coding
  • Australian Dangerous Goods (ADG) Code and International Maritime Dangerous Goods (IMDG) Code markings
  • where applicable, emergency information panels
• Interpret and follow operational instructions and prioritise work
• Complete documentation relating to the implementation and coordination of incident responses
• Operate electronic communication equipment in line with required protocol
• Collaborate with others when implementing and coordinating incident responses
• Report and rectify within limits of own role problems, faults and malfunctions that may arise when implementing and coordinating incident responses in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur when implementing and coordinating incident responses
• Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Action to be taken in the event of an incident may include:
- identifying and following established incident procedures
- assessing the nature and extent of the incident
- ensuring medical assistance is provided where required
- isolating and coordinating safety of the scene
- alerting relevant organisational personnel and emergency services
- recording relevant information and reporting on incident situation in accordance with regulatory and organisational requirements

Consultative processes may include:
- personnel and management
- designated emergency officers
- emergency services personnel, including ambulance, police, fire services and SES
- OH&S specialists
- other professional or technical staff
- contractors

Communication systems may include:
- telephone, including mobile telephone
- electronic data interchange (EDI)
- SMS
- radio

Organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:
- acts and regulations, including the Rail Safety Act
- incident response procedures
- manifests, goods and container identification numbers and codes
- codes of practice, including the ADG Code
- IMDG Code markings
- HAZCHEM codes and where applicable emergency information panels
- relevant legislation, regulations and related documentation related to incident response situations
- quality assurance procedures

Applicable regulations and
- relevant state or territory legislation relating to:
  - environmental protection legislation
legislation may include:

- OH&S
- rail safety
- emergency procedures regulations
- dangerous goods and hazardous materials regulations
- relevant Australian standards, codes of practice and guidance notes

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4088A Implement and coordinate rail safety and OH&S risk-control strategies

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement and coordinate rail safety and OH&S risk-control strategies in accordance with regulatory and legislative requirements. It includes accessing rail safety and OH&S information, developing risk-control procedures, selecting and implementing risk controls, and contributing to monitoring and evaluating their effectiveness.

Licensing or certification requirements may be applicable to this unit.

Application of the Unit
This unit covers the requirements to implement and coordinate rail safety and OH&S risk-control strategies and to identify, assess and control risks associated with people, plant, environment, rail infrastructure, and associated interfaces.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT PERFORMANCE CRITERIA

1 Access information about rail safety, OH&S and organisational policies and procedures

1.1 Relevant provisions of rail safety and OH&S legislation and codes of practice are identified and accessed

1.2 Information on organisational rail safety and OH&S policies and procedures is stored in a readily accessible location and manner

1.3 Information is accurately interpreted and clearly explained to the appropriate personnel

2 Develop options to control rail safety and OH&S risks

2.1 Hazard register, outcomes of previous incident investigations, and risk assessments are reviewed to identify possible rail safety and OH&S hazards and/or risks requiring control action

2.2 Rail safety, OH&S legislation and standards are used to develop a range of options to control specific risks in the workplace

2.3 Principles of the hierarchy of control are applied when developing risk-control options

2.4 Where appropriate, input is sought from stakeholders and workplace personnel

2.5 If required, advice from rail safety and OH&S specialists and technical advisors is sought

3 Select appropriate options to control rail safety and OH&S risks

3.1 Outcomes of risk assessments are used to select appropriate options to control risks

3.2 Selected risk controls are prioritised

3.3 Factors that may potentially limit effectiveness of controls are identified

3.4 Where appropriate, stakeholders and workplace personnel are consulted when selecting appropriate control options

3.5 Recommended risk controls are communicated to stakeholders and workplace personnel

4 Implement rail safety and OH&S risk controls

4.1 Appropriate authority and relevant resources to implement controls are identified and applied

4.2 Actions required to control risks are implemented
4.3 Stakeholders and workplace personnel are consulted with and involved in the implementation of risk controls

5 Contribute to monitoring and evaluating the effectiveness of risk controls

5.1 Effectiveness of implemented risk controls is evaluated, in consultation with stakeholders where necessary

5.2 Compliance with any new procedures is monitored and documented in accordance with organisational procedures

5.3 If required, workplace sources of information and data are accessed to evaluate effectiveness of risk controls and to check for new hazards introduced as a result of controls

5.4 Areas for further improvement are identified in consultation with stakeholders and appropriate action is taken

5.5 Where requested, assistance is provided in developing and documenting an improvement plan
Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant rail safety and OH&S acts, legislation, procedures and guidelines
- Reporting procedures in regard to unsafe situations, hazards and risks
- Location and use of safety and emergency communication systems
- Signs and signals used for OH&S warnings
- HAZCHEM symbols and implications for safe work and storage
- Emergency and evacuation procedures
- Housekeeping standards and procedures required in the workplace

Required skills:

- Communicate effectively with others when implementing and monitoring compliance with rail safety and OH&S procedures and policies
- Read and interpret relevant instructions, procedures, information and signs
- Complete documentation related to implementing and coordinating rail safety and OH&S risk-control strategies
- Report and rectify within limits of own role problems, faults and malfunctions that may arise
- Implement contingency plans for unanticipated situations that may occur
- Use appropriate numeric functions when implementing and monitoring compliance with rail safety and OH&S procedures and policies
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Associated interfaces and stakeholders may include:
- federal, state and local authorities
- emergency services
- transport authorities
- land owners
- local residents
- local community groups
- utility service providers
- other rail infrastructure managers
- other work groups
- employees
- contractors
- unions

Readily accessible locations may include:
- organisational intranet
- site offices
- depots
- personal electronic devices
- vehicles

Workplace hazards may include:
- chemicals and other hazardous substances
- movement of equipment, goods and vehicles
- broken and damaged tools and equipment
- inflammable materials and fire hazards
- lifting practices
- extremes in weather conditions
- lighting levels
- uneven and slippery surfaces
- water hazards
- traffic flows
- vehicle and equipment operation
- rail traffic
- overhead line equipment
- signal and electrical equipment
- bridges, tunnels, cuttings and pits

Responsibilities in the implementation and monitoring of rail safety and OH&S may include:
- providing rail safety and OH&S information to personnel
- consultation and participating in meetings on rail safety and OH&S matters
• implementing and monitoring emergency procedures and responses
• assessing and controlling rail safety and OH&S risks
• reporting rail safety and OH&S issues and incidents
• resolving rail safety and OH&S issues
• participating in rail safety and OH&S audits and workplace inspections

Controlling rail safety and OH&S risks may include:

• measures to remove the cause of a risk at its source
• consultation with workers and their representatives
• application of the hierarchy of control, namely:
  • elimination of the risk
  • engineering controls
  • administrative controls

Workplace sources of information and data may include:

• rail safety and OH&S audits and inspection reports
• health surveillance and workplace environmental monitoring records
• records of instruction and training
• manufacturer and supplier information, including material safety data sheets (MSDS) and dangerous goods storage lists
• hazardous substances registers
• maintenance and testing reports
• workers compensation and rehabilitation records
• first aid and medical post records
• company procedures
• enterprise procedures
• workplace procedures
• established procedures
• applicable state Rail Safety Acts
• OH&S regulations, responsibilities and obligations
• workplace rail safety and OH&S procedures and policies
• codes of practice
• MSDS
• manufacturer, supplier and/or client

Depending on the type of organisation concerned and the local terminology used, organisational procedures may include:

Information and documents may include:
instructions concerning the use and servicing of equipment
- emergency procedures
- goods identification numbers and codes
- standards and certification requirements

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF4090A Implement safeworking rules and regulations for network control activities

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement and coordinate safeworking rules and regulations for network control activities. It includes implementing safeworking rules and regulations; applying and managing safeworking protocols and communications; and taking appropriate action in the event of safety incidents, unsafe situations or emergencies.

Licensing or certification requirements may be applicable to this unit.

Application of the Unit
Work is performed using established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes.

The unit involves the implementation of relevant principles, protocols, rules and requirements of the legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines to network control activities.

It covers the activities required of network controllers in the operation of safeworking procedures within their area of control.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| **1** Conduct network control activities following safeworking rules and procedures | 1.1 Relevant rules for the applicable safeworking system are followed when carrying out network control activities as part of rail operation  
1.2 All network control activities are conducted in compliance with relevant state and territory safeworking rules and regulations  
1.3 Requirements of the safeworking systems are implemented and managed in accordance with applicable safeworking system rules and regulations |
| **2** Apply and manage communications | 2.1 Communication protocols are applied and managed in accordance with applicable safeworking system requirements  
2.2 Authorities required by safeworking systems are issued in accordance with applicable safeworking system rules and regulations using communication systems  
2.3 Appropriate records of communications are managed as required within the applicable safeworking system rules, regulations and procedures |
| **3** Apply safeworking protocols | 3.1 Relevant protocols are managed as specified in the applicable safeworking system rules and regulations  
3.2 Appropriate records and documentation pertinent to safeworking protocols are completed and managed in accordance with the requirements of the applicable safeworking system rules and regulations |
| **4** Take action in the event of unsafe situations or emergencies | 4.1 Unsafe situations are identified in accordance with the requirements of applicable safeworking system rules and regulations  
4.2 Where a safety incident, emergency or unsafe situation has been identified, appropriate action is taken to report and/or control the incident or situation in accordance with the requirements of applicable safeworking system rules and regulations  
4.3 Appropriate records and documentation of an identified unsafe situation, emergency or safety incident are maintained in accordance with the requirements of applicable safeworking system rules and regulations and organisational procedures  
4.4 Reports of the identified unsafe situation, emergency or safety incident are completed in accordance with |
organisational requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S, rail safety and environmental protection legislation and policies
- Safeworking system types, requirements and limitations
- Route integrity requirements, including general requirements, position of points and route occupancy requirements
- Communication protocols as they relate to the functions of the safeworking systems concerned
- Safeworking system rules and protocols applicable to the individual’s area of responsibility and/or control
- Action to be taken in the event of safety incidents, identified unsafe situations, and emergencies applicable to the individual’s area of responsibility and/or control

Required skills:

- Communicate effectively with others when applying safeworking rules and regulations to rail functions
- Read, interpret and follow relevant rules, regulations and instructions applicable to the rail operations concerned
- Use appropriate numeric functions when applying safeworking rules and regulations to rail functions
- Work collaboratively with others to fulfil safeworking requirements applicable to the rail operations concerned
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Terminology and related meanings will be:

- as defined within the applicable safeworking system

Communications equipment may include:

- hand-held or portable radios
- fixed equipment
- telephones, including mobile phones
- fax machines

Relevant safeworking documentation may include:

- rules and operating procedures
- workplace procedures, policies and work instructions
- procedure manuals
- train running information (TRI)
- train notices
- train register books
- train graphs and/or diagrams
- local instructions
- track and infrastructure drawings and diagrams
- log books
- safeworking forms

Applicable legislation, regulations and codes may include:

- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- relevant Australian standards and related requirements
- relevant state and territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- relevant national, state and territory dangerous goods legislation

Unit Sector(s)

Not applicable.
Competency Field

F – Safety Management
TLIF4094A Ensure compliance with chain of responsibility

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to ensure workplace compliance with chain of responsibility legislation.
It includes the ability to identify the requirements, undertake the appropriate activity, and monitor and review procedures.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.
The unit generally applies to people in a management level position in an organisation with responsibility for ensuring the entire organisation or work place is compliant with the relevant state or territory regulations around chain of responsibility.
Associated units relating to chain of responsibility can be found in TLI10 Transport and Logistics Training Package.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Understand chain of responsibility requirements</td>
</tr>
<tr>
<td></td>
<td>1.1 State or territory chain of responsibility regulations as they apply to the workplace and the organisation are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Impact of chain of responsibility requirements as they apply to all parties and responsible persons are analysed</td>
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<tr>
<td></td>
<td>1.3 Responsibilities of all parties and responsible persons are identified and explained to relevant persons</td>
</tr>
<tr>
<td>2</td>
<td>Undertake appropriate action to achieve compliance</td>
</tr>
<tr>
<td></td>
<td>2.1 Compliance requirements for individual job roles in the workplace or organisation relating to chain of responsibility are developed</td>
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<tr>
<td></td>
<td>2.2 Risk assessment is undertaken to guide the development of workplace chain of responsibility policy and procedures</td>
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<tr>
<td></td>
<td>2.3 Accurate records relating to chain of responsibility are completed and maintained</td>
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<tr>
<td>3</td>
<td>Monitor and review workplace policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.1 Workplace compliance with chain of responsibility is monitored and reviewed</td>
</tr>
<tr>
<td></td>
<td>3.2 Organisational records and information relevant to chain of responsibility are analysed and audited</td>
</tr>
<tr>
<td></td>
<td>3.3 Changes and amendments are made to organisational procedures to maintain chain of responsibility compliance</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- How to access and interpret relevant state and territory regulations
- State and territory regulations and workplace procedures relating to job function
- Range of penalties relevant to the workplace
- Consequences of non-compliance with chain of responsibility regulations
- Where to access updated chain of responsibility state or territory regulations
- Understanding of the five key aspects: load restraint, mass, dimensions, speed and fatigue management
- Required workplace documentation

Required skills:

- Use basic interpersonal and communication skills to ensure compliance within the workplace.
- Apply strategies to prevent breaches of chain of responsibility regulations
- Identify warning signs of a possible breach
- Take appropriate action when breach occurs
- Review updates to the chain of responsibility regulations as they occur
- Undertake an audit of organisational requirements for chain of responsibility
- Conduct risk assessment of organisational policy and procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - an understanding of chain of responsibility
  - an understanding of regulations of state or territory in which the company operates relating to chain of responsibility
  - establishing relevant workplace policy and procedures around chain of responsibility
  - conducting a risk assessment of organisational policy and procedure to ensure they meet current chain of responsibility regulations
  - maintaining and reviewing policy and procedures to ensure they meet current regulation around chain of responsibility

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written, practical and oral assessments.
- Practical assessment must occur:
  - through appropriately simulated activities at the training organisation, and/or
  - in an appropriate range of situations in the workplace
- Online assessment is not suitable for final assessment of this unit of competency.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Parties and responsible persons within the chain may include:
- consigner
- consignee
- packer
- loader
- scheduler
- driver
- receiver
- carrier
- manufacturer
- employee
- employer
- owner
- board of directors
- senior official
- dispatch officer
- operator
- person in charge or apparently in charge of a vehicle
- agent
- subcontractor
- authorised officer
- elected councillor

Customers may include:
- external customer
- receiver
- forwarder
- dispatcher
- yard foreman
- safety regulator
- police or enforcement official
- public
- subcontractor

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work
- telephone
area may include:

- electronic data interchange (EDI)
- fax
- email
- internet
- oral, aural or signed communications

Documentation and records may include:

- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- relevant OH&S regulations
- workplace policies and procedures relating to chain of responsibility regulations
- relevant Australian standards and certification requirements
- relevant internal data entry books, including work diaries, data sheets and load sheets
- transport and journey documentation

Applicable legislation and regulations may include:

- relevant transport regulations for the enterprise, including Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state and territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4095A Apply occupational health and safety requirements for driving operations

Modification History
Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.
Minor change: One point has been moved from Required Skills to Required Knowledge.
Release 2 is equivalent to the previous release.

Unit Descriptor
This unit involves the skills and knowledge required to undertake occupational health and safety requirements for driving operations.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the road transport fuel/gas and heavy recovery industry.
It does not include salvage operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Identify OH&S legislative requirements for vehicle driving operations

1.1 OH&S legislative requirements relevant to own work role and responsibilities in vehicle driving operations are identified and explained

1.2 OH&S legislative requirements relevant to others involved in vehicle driving operations are identified

1.3 Duty of care requirements pertaining to vehicle driving operations are identified

1.4 OH&S requirements for the vehicle are identified

1.5 Information for safe operation of ancillary equipment is sourced and followed

1.6 Own responsibilities to comply with safe work practices are identified

1.7 Information on workplace and site OH&S policies and procedures is made readily available in vehicle

1.8 OH&S communication and reporting processes are identified

### 2 Identify and assess risks in vehicle driving operations

2.1 Hazards in vehicle driving operations are identified, assessed and reported to designated personnel

2.2 Safety risks in vehicle driving operations are identified, assessed and reported to designated personnel

2.3 Safe work practices, duty of care requirements and safe work instructions pertaining to vehicle driving operations are followed for controlling risks

### 3 Identify hazardous materials and other hazards pertaining to vehicle driving operations

3.1 Hazardous materials in vehicle driving operations are correctly identified, handled and used in accordance with organisational and legislative procedures

3.2 Measures for controlling risks are applied effectively and immediately

3.3 Hazardous materials that have safety implications for self and others are secured using appropriate signs and signals

3.4 Existing and potential hazards are identified and reported in accordance with site and company procedures
4 Plan and prepare for safe work practices

4.1 Correct personal protective equipment (PPE) and clothing are identified, correctly fitted, used and stored in accordance with organisational procedures

4.2 Tools, equipment and materials are selected and tasks are organised in accordance with organisational procedures

4.3 Required signage and barricades are determined and used during vehicle driving operations and at the site

4.4 Material safety data sheets (MSDS), and job safety analysis (JSA) and safe work method statements relevant to vehicle driving operations are completed and followed in accordance with regulatory and workplace procedures

5 Apply safe work practices

5.1 Task is performed in a manner that is safe for the operator, other personnel and the general community in accordance with legislative requirements and organisational procedures

5.2 Hazards, incidents and injuries are reported in accordance with legislative requirements and organisational procedures

5.3 Site safety signs and symbols are identified and followed

5.4 Site is cleared and maintained to prevent and protect self and others from accidents and incidents and to meet environmental requirements

6 Contribute to the management of OH&S

6.1 OH&S issues are raised with designated personnel in accordance with organisational and legislative procedures

6.2 Contributions are made to participative arrangements for OH&S management in accordance with organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines in the workplace
- Reporting procedures:
  - for safety incidents
  - in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
- Relevant duty of care requirements
- Safe work practices
- Location and use of safety alarms, manifests, emergency shut-off systems, and emergency communication systems
- HAZCHEM symbols and implications for safe work and storage
- Identification of the requirements of a transport emergency response plan (TERP)
- Procedures for storage and use of hazardous substances
- Cultural differences in the workplace and appropriate modes of behaviour and ways of interacting with others
- Containers and goods coding, including Australian Dangerous Goods (ADG) and International Maritime Dangerous Goods (IMDG) markings

Required skills:

- Identify hazards and other OH&S issues
- Recognise safety signs and symbols
- Maintain environmental requirements on site
- Use signs and signals for OH&S warnings
- Use terms in MSDS
- Safely handle broken or damaged equipment
- Apply emergency evacuation procedures
- Store and use hazardous substances
- Implement contingency plans for unanticipated situations that may occur when following OH&S procedures
- Work collaboratively with others when following OH&S procedures
- Operate electronic communication equipment to required protocol
- Complete documentation related to OH&S in the workplace
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of:

- awareness of occupational health and safety as it applies to job function
- hazardous materials implications
- an understanding of RIPH ID
- interpreting safe work procedures as they apply to the job function

**Context of and specific resources for assessment**

Assessment must ensure access to:

- tools, equipment and PPE currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities

**Method of assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge.

Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

OH&S legislative requirements include:
- relevant state and territory requirements
- relevant workplace policies and procedures

Others include:
- employer
- contractor
- consigner
- consignee
- packer
- loader
- scheduler
- driver
- receiver
- carrier
- manufacturer
- employee
- owner
- dispatch officer
- operator
- person in charge or apparently in charge of a vehicle
- subcontractor

Documentation and records include:
- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- workplace policies and procedures relating to chain of responsibility regulations
- relevant Australian standards and certification requirements
- relevant internal data entry books, including log books, data sheets and load sheets

Hazardous materials include:
- fuel
- gas

Workplace documentation includes:
- MSDS
- JSA
- standard operating procedures (SOP)
- workplace procedure and/or policy
- TERP

Personal safety measures include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
• protective clothing
• high visibility clothing
• eye wash kit
• emergency shutdown controls
• evacuation controls

Applicable legislative procedures and codes include:
• Australian code for the transport of dangerous goods by road or rail: the ADG Code
• relevant state and territory:
  • roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
• road rules
• OH&S legislation
• fatigue management regulations
• environmental protection legislation and regulations

Unit Sector(s)
Not applicable.

Competency Field
F - Safety Management
TLIF4099A Develop an application for, or variation to, rail accreditation

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to develop an application for rail safety accreditation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit covers the requirements to develop an application for new rail transport operator accreditation and/or for a variation to current accreditation.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify requirements for accreditation or variation application

1.1 Documentation and requirements relevant to the application for, or variation to, accreditation is accessed and interpreted

1.2 Policies and objectives that express the organisation's commitment to regulatory compliance management are developed

1.3 Plan is prepared for the development of compliance requirements

1.4 Required resources are identified and maintained to support the plan and approval from relevant personnel is gained

1.5 Framework for the regulatory compliance management system is established and implemented

1.6 Scope of proposed compliance requirements and resources is determined in consultation with relevant personnel and regulatory compliance is integrated into all relevant documentation

1.7 Consultation process is documented, information on the regulatory compliance system and procedures is explained and ready access to this information by all relevant stakeholders is ensured

2 Collate, compile and submit application for accreditation or variation

2.1 Relevant documentation relating to governance, scope of operations, systems and procedures to meet application requirements is collected

2.2 Endorsement and sign off of documents by relevant authorising officers is ensured

2.3 Required resources to meet scope of operations are identified and documented

2.4 Completed application with supporting evidence is verified prior to sign off by senior management

2.5 Finalised application is submitted to the relevant jurisdiction regulatory body

2.6 Requests for further details or additional information are acted upon in a timely manner
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Components of and policies and procedures related to, rail accreditation system
- Relevant legislation, regulations, permit and licence requirements related to rail accreditation
- Responsibilities of organisation and individual employees related to rail accreditation system
- Strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fatigue is a contributing factor

Required skills:

- Adapt to any changes in legislation and regulations as they may relate to rail accreditation application activities
- Communicate effectively with others when developing the organisation’s rail accreditation application
- Read and interpret documentation related to rail accreditation application activities
- Work collaboratively with employees and management to develop the rail accreditation application
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying relevant internal and external persons relevant to an application for rail accreditation
  - developing an application or variation to an accreditation submission

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components of a regulatory system include:
- policy documents
- procedures

Depending on the organisation, operating procedures may include:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
- fatigue risk management system documents
- workplace instructions and procedures on fatigue management
- reports of audits of fatigue risk management system
- error and safety incident reports
- relevant occupational health and safety (OH&S) regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures

Applicable legislation, regulations and codes may include:
- relevant national and/or state/territory regulatory requirements
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4100A Identify and meet rail safety regulatory compliance requirements

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to identify and meet rail safety regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit involves interpreting the rail safety legislation for the specific scope and nature of the rail transport operator railway operations.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Establish rail regulatory requirements

1.1 Legislation applicable to organisational railway operations is established

1.2 Issues relating to rail safety regulation are determined in accordance with legislation and their impact on railway operations and management, rail safety and systems interfaces are identified

### 2 Maintain currency in regulatory requirements

2.1 Changes in safety regulation are monitored and their implications for rail industry operations and technology are identified

2.2 Changes in rail safety regulatory requirements are monitored and available information, training and awareness sessions are accessed to maintain knowledge and skill base

2.3 Regular contact and information exchange with appropriate personnel within the railway organisation are undertaken to ensure compliance with regulatory requirements

### 3 Apply knowledge of rail regulatory requirements

3.1 Rail safety operating principles are identified and confirmed

3.2 Applicable current national and international standards, codes and local rules are identified and their relevance to rail safety regulation is confirmed

3.3 Accreditation requirements and/or conditions applicable to organisational railway operations are identified

3.4 Requirements of rail industry standards applicable to organisational railway operations are identified in the context of safety management systems and risk management

3.5 Implications of using particular rail industry standards for rail safety compliance are explained as required, in accordance with organisational needs

### 4 Identify principles underpinning rail safety regulation

4.1 Role, function and purpose of co-regulation in the rail industry are identified and explained

4.2 Role, function and purpose of an organisational safety management system and accreditation in the context of legislation and guidelines are identified

4.3 Functions and obligations of duty holders and their general duties in the context of rail safety legislation are identified

### 5 Establish and maintain rail regulatory relationships

5.1 Appropriate regulatory channels are identified and lines of communications are established and maintained

5.2 Interests and requirements of the organisation are represented and promoted

5.3 Feedback is exchanged and used to improve regulatory
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Changes in rail industry operations and technology with implications for rail safety regulation
- Duty holders and their duties under rail safety legislation
- Key concepts and definitions relating to rail safety regulation
- Key principles and practices associated with railway operations
- Key regulatory and standards participants in the rail industry
- Rail industry and rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Rail safety management systems
- Relevance of national and international standards to the rail industry

Required skills:

- Access and use rail safety industry standards
- Communicate with others, involving the interpretation of complex information relating to rail safety regulation
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Research information related to the rail industry and rail safety regulation
- Review changing regulatory information
- Work ethically and in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying regulatory requirements
  - identifying key stakeholders
  - establishing relationships with key stakeholders

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Systems interfaces may include:
- design
- construction and/or manufacturing
- testing and commissioning
- operation
- maintenance
- decommissioning

Information may include:
- rail regulatory requirements
- changes to regulations
- safety notices
- audit program information
- compliance and enforcement regime

Appropriate personnel may include:
- board of directors
- senior management
- line managers/supervisors

Rail safety operating principles include:
- identification and management of risk
- protection of persons from injury
- protection of property from damage
- ensuring that emergencies and incidents are properly managed
- ensuring that interfaces between different organisations are properly defined and managed
- track access
- train separation

Applicable current national and international standards may include:
- Rail Industry Safety and Standards Board (RISSB) (formerly Code Management Company [CMC]) codes and standards e.g. National Standard for Health Assessment of Rail Safety Workers Volumes 1 and 2
- AS4292 series: Railway Safety Management
- ISO 31000 Risk Management

Implications may include:
- a requirement that rail transport operators demonstrate that use of the appropriate standard or code will mitigate the risk

Duty holders include:
- rail transport operators - rail infrastructure managers and/or rolling stock operators
- contractors
- designers, manufacturers, suppliers, commissioners, erectors and installers
- de-commissioners
- managers of private sidings
- rail safety workers
Purpose of general duties is:

- to provide a concise statement of a duty holder’s overall safety responsibilities

General duties are:

- broad legal requirements that define the extent and nature of the responsibilities of a duty holder
- described as general duties to distinguish them from other more specific and detailed legal requirements
- sometimes referred to as ‘general duties of care’ or more simply as the ‘duty of care’

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4101A Implement and maintain a rail safety culture

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to implement and maintain a rail safety culture within rail organisations in accordance with organisational requirements. Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit
People completing this unit must be able to assess compliance with safety culture requirements and confirm that organisational policies and practices are consistent with the principles that support the development of a positive safety culture. They must promote the benefits of developing a positive safety culture.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1. Explain key principles relating to a rail safety culture

1.1 Current information related to rail safety is obtained and confirmed in accordance with organisational policies and procedures

1.2 Principles that encourage a rail safety culture are identified and promoted to people within the organisation in accordance with organisational policies, procedures and guidelines

### 2. Apply rail safety culture to organisational activities

2.1 Concepts related to a positive rail safety culture are promoted to people within the organisation using appropriate communication strategies

2.2 Integration of a positive rail safety culture within the organisation is identified and implemented

2.3 Rail safety information is used to cross-check the presence or absence of a rail safety culture within all organisational rail safety documentation and practices

2.4 Rail safety culture is applied equally with engineering, technical and other factors that reduce the potential for incidents

2.5 Documentation that includes information related to the safety culture are clearly expressed in appropriate terms, to reinforce general understanding within the organisation

2.6 Behaviours and skills required for safe and effective work performance are identified and their contribution to a rail safety culture is promoted within the organisation

### 3. Review safety culture within an organisation

3.1 Behaviour of personnel is monitored to determine whether a positive rail safety culture exists

3.2 Resources committed to rail safety activities relative to the size and complexity of operations are evaluated

3.3 Attitudes, behaviours or systems that might be detrimental to a positive rail safety culture are identified and corrective actions are determined

3.4 Evidence of just culture principles are identified and promoted in accordance with organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**
- Appropriate safety survey tools
- Behavioural marker system for rail safety
- Concept and key elements of a positive rail safety culture
- Legislation and guidelines relating to rail safety culture
- Organisational policies, procedures and systems relating to developing and maintaining a positive rail safety culture
- Principles and application of rail safety
- Rail environment

**Required skills:**
- Communicate information relating to rail safety culture at the appropriate level
- Influence others positively
- Read and comprehend complex and formal documents, such as literature and guidelines relating to rail safety legislation and related materials
- Research information relating to a rail safety culture
- Solve problems
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying factors in a positive rail safety culture
  - identifying media available for dissemination of rail safety information
  - conducting a review of rail safety culture within an organisation/project

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operating principles include:
- valuing people’s knowledge, skills and judgement in carrying out their work safely
- recognising human limitations and potential for error
- just treatment when errors are made
- acceptance that organisations are imperfect and will only improve if they are open to feedback and prepared to learn and adapt

Appropriate communication strategies may include:
- documents
- toolbox talks
- report summaries
- electronic media
- face-to-face communication
- forums
- presentations
- committees
- workshops
- formal training

Documentation may include:
- reported findings
- safety incident feedback
- report summaries
- guides
- manuals
- training materials
- alerts
- positive reinforcement initiatives

Behavioural markers are:
- short, precise statements each describing a single non-technical skill or competency, such as using correct radio protocols and asking questions to clarify understanding

Positive safety culture is characterised by:
- communication founded on mutual trust
- shared perceptions of the importance of safety
- confidence in effectiveness of preventive measures
- shared concern for, commitment to and accountability for safety
- key elements that include:
  - keeping people informed
• maintaining vigilance
• promoting a just culture environment
• promoting organisational flexibility
• encouraging willingness to learn

Just culture is:
• transparent and establishes clear accountability for actions
• neither blame free (total immunity for actions) nor punitive (disciplinary responses regardless of whether acts were unintentional or deliberate)
• one where uncensored reporting of near miss occurrences and worker participation in safety issues is encouraged
• one which acknowledges human error and the need to manage it by supporting systems and practices that promote learning from past errors or mistakes

Information and documents may include:
• rail safety management system documents
• reports of audits of rail safety
• error and safety incident reports
• relevant occupational health and safety (OH&S) regulations and procedures
• relevant standards and certification requirements
• quality assurance procedures

Applicable legislation, regulations and codes may include:
• relevant commonwealth and state/territory regulations
• relevant rail industry safe working codes and regulations
• relevant state/territory OH&S legislation
Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF4102A Implement and maintain safety management plans

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to implement and maintain rail safety management plans. It includes identifying safety management plans appropriate to the organisation's activities, implementing them, monitoring their effectiveness and identifying and reporting on non-compliance issues. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the applicable commonwealth and state/territory legislation and relevant regulations.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify appropriate rail safety management plans

1.1 Compliance documentation relevant to rail safety for the activities being carried out is accessed and interpreted

1.2 Relevant personnel are consulted about the content of the rail safety management plans

1.3 Rail safety management plans are developed or adapted to meet organisational and regulatory requirements

1.4 Strategies for the management of ongoing changes that may affect rail safety management plans are identified and communicated

1.5 Information relating to the rail safety management plan is provided to relevant personnel in a language, style and format appropriate to their needs

1.6 Implications of non-compliance are clarified with all relevant personnel within the organisation

2 Implement rail safety management plans

2.1 Implementation is planned in collaboration with others to ensure compliance with the rail safety management system and organisational requirements

2.2 Implementation of work activities is monitored to ensure compliance with the rail safety management system and organisational requirements

2.3 Training needs of personnel are identified and supported to ensure they meet their rail safety management responsibilities in the workplace

3 Monitor rail safety management plan

3.1 Actual and potential problems relating to rail safety compliance within the workplace are identified and reported

3.2 Identified problems are reported to appropriate personnel to ensure compliance with the rail safety management system and organisational requirements

3.3 Recommendations on improvements to rail safety management plans are submitted to appropriate personnel in accordance with organisational and/or regulatory requirements

3.4 Records are maintained in accordance with organisational and regulatory requirements

4 Report non-compliance

4.1 Identified non-compliance is reported and recorded in accordance with legislative requirements and organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Components of a rail safety management system and plans
- Options and resources for providing training and learning opportunities for employees about rail safety management
- Procedures and tools for monitoring and reviewing rail safety management plans and related policy and procedures
- Relevant legislation, regulations, permit and licence requirements relating to rail safety management
- Responsibilities of organisation and employees for the implementation of rail safety management plans

Required skills:

- Adapt to any changes in legislation and regulations as they may relate to rail safety
- Communicate effectively with others when implementing organisational rail safety management plans
- Modify activities and take appropriate initiatives to manage the implementation of an organisation’s rail safety management plans depending on differing contexts, risk situations and environments
- Read and interpret documentation relating to rail safety legislation and the organisation’s rail safety management system, and apply them to activities
- Recognise breaches of the organisation’s rail safety management plans and take appropriate action in accordance with organisational policies and procedures
- Undertake audits and reviews of an organisation’s rail safety management system
- Work collaboratively with employees and management to implement the organisation’s rail safety management plans
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying rail safety management plans for a particular activity
  - monitoring a rail safety management plan
  - making recommendations for improvements to a rail safety management plan

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Compliance documentation may include:
- legislative, organisation and site requirements and procedures
- manufacturer guidelines and specifications
- Australian Standards
- legislation, codes, standards and business requirements relevant to rail safety compliance
- employment and workplace relations legislation
- equal employment opportunity and disability discrimination legislation

Workplace legal compliance may include:
- requirements for the maintenance and confidentiality of records of non-compliance
- requirements for the maintenance of records of breaches
- provision of information and training
- regulations and code of practice relating to hazards present in work area
- site/work/groups representatives and committees
- issue resolution

Relevant personnel may include:
- senior management
- other managers
- employees
- contractors
- suppliers

Ongoing changes may include:
- updates to documents
- staff training requirements
- decommissioning of documents
- changes to legislation
- changes to work environment
- changes to operational parameters

Regulatory requirements may include:
- acts
- regulations
- guidelines
- industry standards
- codes of practice

Information and documents may include:
- commonwealth and state/territory regulations and guidelines concerning rail safety
- rail safety management system documentation
- workplace instructions and procedures on rail safety
- reports of audits of rail safety management systems
• error and safety incident reports
• relevant occupational health and safety (OH&S) regulations and procedures
• relevant standards and certification requirements
• quality assurance procedures

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF4103A Implement fitness for work procedures

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to implement fitness for work policy and procedures in an organisation. It includes identifying legal requirements, liabilities and responsibilities; establishing and/or improving implementation plans and related policy and procedures; and acting appropriately upon reports on the implementation of fitness for work policy and any identified breaches of associated regulations. It also includes ensuring that the operation’s systems are compliant with regulations and organisational policy, and establishing, implementing, monitoring and communicating fitness for work programs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant fitness for work regulations and procedures. Work is performed under some supervision generally within a team environment. It involves implementing and monitoring fitness for work policies and procedures as part of workplace activities.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify or confirm regulatory requirements and organisational responsibilities</td>
</tr>
<tr>
<td>1.1</td>
<td>Current regulatory requirements, obligations and responsibilities for fitness for work within the organisation are identified and interpreted</td>
</tr>
<tr>
<td>1.2</td>
<td>National health assessment standards for rail safety workers and/or any other applicable state/territory standards are accessed and interpreted</td>
</tr>
<tr>
<td>1.3</td>
<td>Current regulatory requirements, obligations and responsibilities regarding the use of drugs and alcohol by rail safety workers are identified and interpreted</td>
</tr>
<tr>
<td>1.4</td>
<td>Current regulatory requirements, obligations and responsibilities regarding fatigue management of rail safety workers are identified and interpreted</td>
</tr>
<tr>
<td>2</td>
<td>Implement fitness for work policy and procedures</td>
</tr>
<tr>
<td>2.1</td>
<td>Organisational fitness for work policy is implemented in conjunction with relevant personnel</td>
</tr>
<tr>
<td>2.2</td>
<td>Organisational fatigue management program is implemented</td>
</tr>
<tr>
<td>2.3</td>
<td>Drug and alcohol program is implemented in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>2.4</td>
<td>Health assessment program is implemented in accordance with organisational procedures and regulatory requirements</td>
</tr>
<tr>
<td>2.5</td>
<td>Fitness for work risk management system implementation plan and related policy and procedures are accessed and interpreted</td>
</tr>
<tr>
<td>2.6</td>
<td>Identified non-conformance to fitness for work is reported in accordance with organisational procedures and regulatory requirements</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Components of a fitness for work risk management system including returning to work
- Relevant legislation and regulations relating to fatigue management, drug and alcohol use, and medical requirements in the rail industry
- Responsibilities of an organisation and employees for implementing fitness for work regulations and policies
- Systems for auditing of the effectiveness of an organisation’s fitness for work management strategies, policies and procedures

Required skills:

- Adapt to any changes in legislation and regulations as they relate to fitness for work
- Communicate effectively with others when implementing the organisation’s fitness for work management system
- Contribute to audits and reviews of an organisation’s fitness for work management system
- Read and interpret documentation on fitness for work management legislation
- Recognise non-conformance to fitness for work management programs and regulations, and take appropriate action
- Work collaboratively with employees and management to implement the organisation’s fitness for work management system
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components of a fitness for work management system may include:
- fatigue management policy and procedures
- drug and alcohol policy and procedures
- drug and alcohol testing and reporting requirements
- legislated rail safety worker medical requirements
- health assessment requirements

Information and documents may include:
- commonwealth and state/territory regulations and guidelines concerning fatigue management, drug and alcohol and medical requirements for rail safety workers
- fitness for work management system documents
- workplace instructions and procedures on fitness for work
- reports of audits of fitness for work management systems
- error and safety incident reports
- relevant occupational health and safety (OH&S) regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures
- return to work policies and procedures

Applicable legislation, regulations and codes may include:
- commonwealth government and state/territory regulatory authority regulations and codes of practice concerning fitness for work
- national health assessment standards for rail safety workers
- relevant state/territory OH&S legislation
- Privacy Act

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4104A Manage change in the rail safety environment

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to manage change in a rail safety environment and the risks associated with it. Change may be required because of organisational restructuring or the introduction of new equipment, systems or practices. It includes establishing the context for change, developing a risk management strategy, advertising workplace change, implementing the change management strategy and monitoring the outcomes of the change process.
Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the applicable commonwealth and state/territory legislation and relevant regulations.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Establish the context for change</td>
<td>1.1 Requirement for change is confirmed through consideration of changes to legislation, business or organisational requirements</td>
</tr>
<tr>
<td></td>
<td>1.2 Key stakeholders are identified and consulted on the proposed change</td>
</tr>
<tr>
<td></td>
<td>1.3 Benchmarking is conducted with other similar organisational/functional/best practice standards to confirm the preferred methodology for managing the change</td>
</tr>
<tr>
<td></td>
<td>1.4 Specialists and experts are consulted as required to assist in identifying major change requirements or opportunities</td>
</tr>
<tr>
<td></td>
<td>1.5 Overall life-cycle and phases of change are identified</td>
</tr>
<tr>
<td>2 Develop risk management strategy</td>
<td>2.1 Risk assessment is conducted to identify risks and hazards related to the change</td>
</tr>
<tr>
<td></td>
<td>2.2 Identified risks are evaluated and controls are established so far as is reasonably practicable in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Responsibility for management of established controls is determined</td>
</tr>
<tr>
<td>3 Develop implementation plan</td>
<td>3.1 Complexity of change is identified and appropriate phases and transition plans are developed</td>
</tr>
<tr>
<td></td>
<td>3.2 Communication strategy is developed in collaboration with key stakeholders</td>
</tr>
<tr>
<td></td>
<td>3.3 Modifications to systems and infrastructure are identified</td>
</tr>
<tr>
<td></td>
<td>3.4 Resources required to implement the change are identified</td>
</tr>
<tr>
<td></td>
<td>3.5 Affected personnel and required training/up skilling is identified</td>
</tr>
<tr>
<td></td>
<td>3.6 Updating of risk registers and other safety documentation is identified</td>
</tr>
<tr>
<td></td>
<td>3.7 Procedures for post implementation monitoring and review are established</td>
</tr>
<tr>
<td></td>
<td>3.8 Changes are documented and approval by key stakeholders is obtained in accordance with regulatory and organisational requirements</td>
</tr>
<tr>
<td>4 Communicate workplace change</td>
<td>4.1 Anticipated change is advertised to appropriate organisational personnel who will be affected by the change</td>
</tr>
<tr>
<td></td>
<td>4.2 Range of strategies is used to foster a positive attitude to the change, especially from the individuals on whom the organisational change will have the most effect</td>
</tr>
</tbody>
</table>
4.3 Advice is provided to key stakeholders on strategies for effective change management and sensitivity is shown to people’s individual responses to change

4.4 Leadership and communication strategies are used to assist others to deal with ambiguity and to adapt to change

5 Implement workplace change

5.1 Policies, practices and procedures are altered and implemented as required to support the change management strategy

5.2 Modifications to systems and infrastructure are implemented

5.3 Required training/up skilling of affected personnel is facilitated

5.4 Risk registers and other safety documentation are updated to reflect the implemented change

6 Monitor and review change process and outcomes

6.1 Organisational safety management system is reviewed and revised to reflect the changes

6.2 Ongoing process are monitored following the implementation of the change to ensure it is meeting organisational requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Change management strategies
- Hazard identification
- Key factors in the internal and external operating environment
- Negotiation processes
- Organisational goals, policies and procedures
- Relevant legislation, regulations, permit and licence requirements related to changes
- Risk management principles
- Safety management system

Required skills:

- Adapt to any changes in legislation and regulations as they may relate to change management
- Communicate effectively with others when managing workplace change
- Conduct risk assessments
- Consult with stakeholders using appropriate words and language structure to explain complex ideas to different audiences
- Interpret and explain complex, formal documents and assist others to apply them in the workplace
- Monitor change management strategies
- Prepare written advice and reports
- Work collaboratively with employees and management when managing anticipated changes in the workplace
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying barriers to change within an organisation
  - developing a plan to implement a specific change within an organisation
  - implementing a specific change within an organisation
  - conducting a review of an implemented change within an organisation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Changes may apply to:
- systems
- policies and procedures
- equipment
- practices
- regulatory requirements

External stakeholders may include:
- regulators
- consultants
- operators/maintainers
- constructors/manufacturers
- statutory bodies
- customers/community

Internal stakeholders may include:
- board and executives
- business managers
- consortium partners
- employees

Applicable legislation, regulations and codes may include:
- relevant legislation and regulations of the commonwealth government and each applicable state/territory regulatory authority
- relevant rail industry safe working codes and regulations
- relevant state/territory permit regulations and requirements
- relevant state/territory occupational health and safety (OH&S) and environmental legislation

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4105A Manage rail safety compliance

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to manage rail safety compliance requirements.
It includes planning, establishing, maintaining, monitoring and reviewing compliance, consultation and audit procedures, feedback procedures and auditing systems.
Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit is intended for people involved in managing rail safety compliance functions within a rail organisation.
Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

1. **Plan and establish a rail safety compliance framework**

   1.1 Rail safety compliance documentation relevant to organisational activities is accessed, interpreted and applied
   
   1.2 Policies and objectives that express the organisation's commitment to rail safety compliance are developed in collaboration with relevant personnel
   
   1.3 Rail safety compliance system framework is established and implemented in accordance with organisational requirements/operations
   
   1.4 Scope of proposed rail safety compliance requirements and required resources are determined in consultation with relevant personnel
   
   1.5 Rail safety compliance is integrated into all job descriptions and relevant organisational procedures
   
   1.6 Procedures are established to ensure information related to rail safety compliance is readily accessible to all relevant stakeholders
   
   1.7 Where required, approval for establishing the rail safety compliance system is sought from relevant personnel

2. **Establish consultation and audit procedures**

   2.1 Relevant stakeholders are identified and system procedures to maximise opportunities to implement rail safety compliance are developed and documented
   
   2.2 Relevant stakeholders are consulted on rail safety compliance requirements and information is used to establish monitoring and auditing systems
   
   2.3 Resource allocation for the implementation of compliance requirements are identified and reported in accordance with organisational and relevant legislative requirements
   
   2.4 Measures are established in collaboration with relevant stakeholders to ensure compliance with organisational objectives by validating processes

3. **Implement, maintain and review a rail safety compliance system**

   3.1 Rail safety management system is implemented in accordance with organisational and regulatory requirements
   
   3.2 Effectiveness of the system is assessed against organisational and regulatory requirements
   
   3.3 Rail safety management system is audited following established procedures
   
   3.4 Audit procedures are reviewed regularly to identify necessary changes and opportunities for continual improvement
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Components of a rail safety compliance system
- Options and resources for providing training and learning opportunities for employees about rail safety compliance
- Procedures and tools for monitoring and reviewing an organisation’s rail safety compliance system and related policy and procedures, and for reporting outcomes
- Relevant legislation, regulations, permit and licence requirements relating to rail safety compliance
- Responsibilities of an organisation and employees for implementing a rail safety compliance system

Required skills:

- Adapt to any changes in legislation and regulations as they may relate to safety compliance
- Communicate effectively with others when implementing the organisation’s rail safety compliance system
- Modify activities and take appropriate initiatives to manage the implementation of an organisation’s safety compliance system depending on differing contexts, risk situations and environments
- Organise audits and reviews of an organisation’s safety compliance system
- Read and interpret documentation related to rail safety legislation and the organisation’s rail safety compliance system, and apply them to management activities
- Recognise non-conformance with rail safety requirements and take appropriate action in accordance with organisational policies and procedures
- Work collaboratively with employees and management to implement the organisation’s safety compliance system
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying or establishing rail safety compliance within an organisation
  - auditing a rail safety compliance system
  - reviewing a rail safety compliance system

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail safety compliance documentation may include but is not limited to:
- legislative, organisation and site requirements and procedures
- manufacturer guidelines and specifications
- Australian Standards
- legislation, codes, standards and business requirements relevant to rail safety compliance
- employment and workplace relations legislation
- equal employment opportunity and disability discrimination legislation
- safety management system
- risk register
- rules and procedures
- engineering standards

Rail safety compliance framework may include:
- audit plans
- information storage and retrieval systems
- information gathering tools
- reporting systems
- monitoring systems

Resources may include:
- appropriately trained personnel
- auditing tools
- inspection tools
- record management systems

Relevant stakeholders may include:
- senior management
- other managers
- employees
- contractors
- suppliers
- customers
- regulatory bodies
- rail operators
- local authorities
- emergency services

Legislation, codes and national standards relevant to the workplace may include:
- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to:
  - OH&S
  - rail safety
- environmental issues
- equal opportunity
- industrial relations
- anti-discrimination
- relevant industry code of practice
- applicable codes and standards

**Unit Sector(s)**
Not applicable.

**Competency Field**
F – Safety Management
TLIF4107A Respond to notifiable rail safety occurrences

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to respond to notifiable rail safety occurrences in accordance with legislation, regulatory requirements and organisational procedures. It includes identifying notifiable occurrences; completing and submitting documentation; conducting internal investigations; and assisting with external investigations in accordance with organisational procedures and relevant safeworking requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit applies to all types of occurrences that are recognised as notifiable rail safety occurrences according to rail safety regulations.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify legislative and regulatory requirements for reporting notifiable rail safety occurrences

1.1 Legislative and regulatory requirements for reporting notifiable rail safety occurrences are identified and accessed

1.2 Individual state/territory requirements for reporting notifiable rail safety occurrence are accessed and interpreted

1.3 Documentation required for reporting notifiable rail safety occurrences for each applicable state/territory is accessed and interpreted

1.4 Legislative and individual state/territory requirements for reporting notifiable rail safety occurrences are communicated to relevant organisational personnel

2 Complete and submit notifiable occurrence documentation

2.1 Notifiable rail safety occurrence is checked against documentation to determine the appropriate manner and timing for reporting the occurrence

2.2 Documentation to report the notifiable rail safety occurrence is accessed, completed and submitted in accordance with regulatory requirements

2.3 Top event in the notifiable occurrence is identified and reported in accordance with regulatory requirements

3 Contribute to investigating a notifiable occurrence

3.1 Contribution is made to investigating a notifiable rail safety occurrence in accordance with organisational safety management system requirements

3.2 Evidence is collected and managed in accordance with organisational procedures and regulatory requirements

3.3 Organisational information is managed appropriately to ensure consistency between multiple agency investigations

3.4 Confidentiality is maintained in accordance with organisational and regulatory requirements

3.5 Occurrence reports including recommendations and/or lessons learnt are submitted to relevant personnel in accordance with regulatory requirements and organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Basic information and evidence collection and preservation techniques for notifiable occurrences
- Principles of just culture as applied to investigating notifiable occurrences
- Relevant legislation, regulations, permit and licence requirements relating to rail safety management
- Requirements for investigating and reporting notifiable occurrences
- Requirements of organisational safety management system and incident management plans

Required skills:

- Communicate effectively with others verbally and in writing when investigating and reporting notifiable occurrences
- Complete occurrence reports
- Interpret and follow operational instructions and prioritise work
- Read and interpret instructions, procedures and information relevant to notifiable occurrences
- Work collaboratively with others when responding to notifiable occurrences
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying notifiable occurrence legislative and regulatory requirements
  - completing a notification form for an identified notifiable occurrence
  - identifying a top event from a notifiable occurrence
  - completing a report on a notifiable occurrence

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Notifiable rail safety occurrences may include:
- derailments
- collisions
- level crossing occurrences
- breaches of safeworking
- signals passed at danger (SPAD)
- load irregularity
- dangerous goods occurrence
- rail network security occurrence
- wrong side failures

Documentation may include:
- occurrence classification – guideline one (OC-G1)
- notifiable occurrence report
- notification form
- investigation report

Organisational procedures may include:
- safety management system
- incident management plans
- risk management procedures
- emergency management plans

Multiple agencies may include:
- emergency services
- regulator
- operators
- maintainers
- rail infrastructure managers
- coroner

Relevant personnel may be:
- supervisors and/or managers
- customers
- official representatives
- contractors
- relevant authorities
- employees
- regulators

Top event is:
- the event with the greatest adverse outcome – expressed in terms of causalities, damage or accident potential

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and/or territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory occupational health and safety (OH&S) and environmental protection legislation
• privacy regulations
• data protection regulations

Unit Sector(s)
Not applicable.

Competency Field
F – Safety Management
TLIF4108A Implement traffic management plan in the transport industry

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit covers the competency required to implement a traffic management plans in the Transport Industry. It includes: planning and preparing; setting out, monitoring and closing down the traffic guidance scheme; and housekeeping.

Application of the Unit
These traffic management plans include those for public and private roads, parking areas and restricted access sites. This unit is appropriate for those working in an operational roles, at worksites within:

- Tunnel Operations
- Open Road Operations

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Plan traffic guidance scheme

1.1 Relevant compliance documentation is accessed and interpreted according to workplace procedures and regulatory requirements

1.2 Work instructions relevant to the task are obtained and applied according to workplace procedures and regulatory requirements

1.3 Safety requirements for the allotted tasks are obtained, confirmed and applied according to workplace policies and procedures and regulatory requirements

1.4 Relevant signage and devices are identified, obtained and implemented according to the traffic management plan, workplace procedures and regulatory requirements

1.5 Required tools and equipment are selected and inspected for serviceability according to workplace procedures and regulatory requirements

1.6 Environmental protection requirements are identified and applied according to workplace procedures and regulatory requirements

1.7 Legislative requirements for traffic controller’s assigned are checked and confirmed according to workplace procedures and regulatory requirements

1.8 Site specific requirements for traffic flow are communicated appropriately in accordance with workplace procedures and regulatory requirements

1.9 Work crew safety is appropriately considered within the Traffic Management Plan according to workplace procedures and regulatory requirements

2 Implement traffic guidance scheme

2.1 Site specific traffic guidance scheme is selected according to workplace procedures and regulatory requirements

2.2 Work schedule adherence requirements are determined, communicated and monitored according to workplace procedures and regulatory requirements

2.3 Signage and device positioning is checked in accordance with the traffic management plan and according to workplace procedures and regulatory requirements
2.4 Traffic plan is appropriately adjusted on site according to site specific conditions as appropriate to ensure Work Crew safety and in accordance with workplace procedures and regulatory requirements

3 Monitor traffic guidance scheme

3.1 Traffic flow is monitored and effectiveness of traffic guidance scheme is measured according to workplace procedures and regulatory requirements

3.2 Traffic guidance scheme adjustments are implemented according to workplace procedures and regulatory requirements

3.3 Traffic controller performance management is undertaken according to workplace policies and procedures and regulatory requirements

3.4 Offending motorists are dealt with according to workplace policies and procedures and regulatory requirements

4 Evaluate and audit the traffic guidance scheme

4.1 Applied Traffic Plan is checked to ensure it matches the approved Traffic Plan in accordance with workplace procedures and regulatory requirements

4.2 Traffic plan is checked to ensure suitability to the actual traffic conditions in accordance with workplace procedures and regulatory requirements

4.3 The applied Traffic Plan is audited to ensure compliance with the approved safety plans in accordance with workplace procedures and regulatory requirements

5 Close down traffic guidance scheme

5.1 Traffic control devices are removed in a safe and sequential manner, according to workplace policies and procedures and regulatory requirements

5.2 Traffic guidance scheme information is accurately recorded according to workplace procedures and regulatory requirements

5.3 Workplace incidents are accurately reported according to workplace procedures and regulatory requirements

6 Undertake housekeeping

6.1 Work area is cleared in accordance with project environmental management plan and in accordance with workplace procedures and regulatory requirements

6.2 Work tools and equipment is cleaned, checked, maintained and stored in accordance with manufacturer’s
recommendations and workplace policies and procedures and regulatory requirements

6.3 Traffic Management signs are returned to pre-work state in accordance with workplace procedures and regulatory requirements

Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required Knowledge:

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to implement a traffic management plan:

- site and equipment safety requirements
- state and territory traffic management legislation
- requirements set down by the Manual for Uniform Traffic Control Devices
- potential hazards
- traffic controlling
- traffic management plans
- basic signaling
- signs and devices
- radio operations
- equipment types, characteristics, technical capabilities and limitations
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- processes for the calculation of travel speed
- quality requirements
- tunnel and open road terminology
- JSAs/Safe work method statement

Required Skills:

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to implement a traffic management plan:

- apply legislative requirements, workplace procedures and site requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:

- knowledge of the requirements, procedures and instructions for implementing of traffic management plans
- implementation of requirements, procedures and techniques for the safe, effective and efficient implementing of traffic management plans, which are to include:
  - complying with State/Territory regulations on three separate live traffic projects, and
  - controlling site vehicles
  - working collaboratively with others to undertake and complete the traffic management plans that meet all of the required outcomes
  - consistent and timely implementation of traffic management plans that safely, effectively and efficiently meet the required outcomes

Context of and specific resources for assessment

- This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.
- The environment of assessment and delivery should be sufficiently customised to sensitively accommodate cultural diversity.
- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site
circumstances.
- Where appropriate, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.

Method of assessment
This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:
- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - consistently achieving the required outcomes
  - first hand testimonial evidence of the candidate's:
  - capacity to work with others to implement traffic management plans

Guidance information for assessment
Consult the TLISC for further information on assessment including access and equity issues.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Relevant compliance documentation may include:

- legislative, organisation and site requirements and procedures
- manufacturer's guidelines and specifications
- Australian standards
- Codes of Practice
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

Work instructions may be received via verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, charts and hand drawings, memos, maps, materials safety data sheets (MSDS) and diagrams or sketches and may include:

- specifications
- quality requirements
- operational details
- safe work procedures or equivalent
- regulatory/legislative requirements
- manufacturers' specifications and instructions
- organisation work specifications and requirements
- instructions issued by authorised organisational or external personnel
- relevant Australian standards
- those included in compliance documentation
- personal protective equipment
- safe operating procedures, including recognising and preventing hazards associated with:
  - uneven/unstable terrain
  - trees
  - pits

Safety requirements may include:
- poles
- trip hazards
- dirt mounds
- overhead services
- underground services
- bridges
- surrounding buildings
- obstructions
- structures
- facilities
- fires
- excavations
- traffic
- embankments
- cuttings
- hazardous materials
- recently filled trenches
- other machines
- personnel
- restricted access barriers
- traffic control
- working in proximity to others
- worksite visitors and the public
- safe parking practices, including:
  - ensuring access ways are clear
  - equipment/machinery is away from overhangs and refuelling sites
  - safe distance from excavations
  - secured from unauthorised access or movement
  - emergency procedures
- temporary warning signs
- regulatory and traffic cones
- vehicle mounted signs and flashing lights
- guide signs

Signage and devices are to include

Signage and devices may include:
• warning signs
• barriers
• hazard markers
• portable traffic signals
• bollards
• arrow boards

Tools and equipment are to include:
• high visibility vests
• cones
• signage
• notebooks
• pens
• radios
• stop-slow bats
• delineators
• barricades
• barriers
• bollards
• warning lights and beacons
• arrow boards
• signalling devices

Environmental aspects may include the requirements of the organisation/project environmental management plan, and may include:
• waste management
• water quality protection
• noise, vibration, dust management
• clean-up management

Conditions may include:
• varying terrain
• all weather conditions
• varying road surfaces
• all vehicle types
• rural, urban or residential localities
• all times of day
• varying traffic volumes
• varying road types
• congested urban environments
• low traffic rural areas
• off-road un-trafficked areas
• buildings
• parking sites
• pedestrian areas
• tunnels
• open roads
Communications is to include:

- verbal instructions
- fault reporting

Communications may include:

- 2-way radio
- hand signals
- mobile phone
- site specific instructions
- written instructions
- instructions related to job/task

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4109A Communicate effectively to coordinate incident response procedures

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to communicate effectively to coordinate incident response procedures in accordance organisational procedures. It includes responding to the incident, coordinating incident responses, communicating effectively and completing follow-up actions.

Licensing, legislative, or certification requirements are not applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in an emergency, fire or accident.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Respond to reported incidents

1.1 Details of incidents are received, analysed, confirmed and prioritised

1.2 Immediate coordination requirements are identified and actioned in accordance with organisational procedures

### 2 Coordinate incident response activities

2.1 Control and/or coordination of incident response activities is assumed and all relevant personnel and other authorities are informed of this action

2.2 Assistance to be provided to clients and operators is arranged within the limitations of duty of care and organisational requirements

2.3 Assistance is provided to relevant authorities in accordance with organisational policies and legislative requirements

2.4 Information is collected and passed on to relevant personnel/stakeholders in accordance with workplace procedures

### 3 Convey complex information

3.1 Complex information is conveyed clearly and accurately

3.2 Recipient understanding of information is monitored and mode of communication is adjusted appropriately

3.3 Interaction is monitored to ensure it is consistent with the urgency of the situation, in accordance with organisational policies and procedures

### 4 Communicate with relevant personnel

4.1 Information is conveyed clearly and clarified when requested by other parties

4.2 Requirements are communicated clearly and in a manner that reflects an appropriate level of authority

4.3 Direction, advice and assistance is sought when required and is followed as appropriate to the situation

4.4 Difficulties in communication are recognised and resolved using appropriate communication skills and techniques

4.5 Roles and authority of relevant personnel involved in the situation are clarified and respected

### 5 Overcome barriers to communication

5.1 Barriers to effective communication are identified by continuous monitoring of the situation

5.2 Situational needs are identified, clarified and confirmed using appropriate communication skills and techniques
5.3 Conflict and potential for conflict are dealt with in a manner that prevents escalation

6 Communicate as a team

6.1 Handover-takeover is performed and full details are communicated to/received from other team member to ensure continuity of incident response

6.2 Team member communications are acknowledged as received and understood

6.3 Observations are verbalised to team members

6.4 Inquiries are made of team members to clarify information required to provide continued incident response

7 Complete follow-up actions

7.1 Details of incident are collected, recorded and managed in accordance with organisational procedures

7.2 Contribution is made to debrief process and recommendations are prepared and submitted as required
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Hazards, risks and related precautions to control risk
- Layout of network/area under control and potential obstacles for responding parties
- Means to control and organise incidents and to provide practical assistance where required
- Organisational procedures and policies for responding to incidents
- Procedures for contacting emergency personnel and other relevant stakeholders
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and other regulatory codes, procedures and guidelines concerning responding to incidents
- Types of incidents that can occur and the appropriate action to be taken in each case

Required skills:

- Collaborate with others when implementing and coordinating incident response procedures
- Complete documentation related to the implementation and coordination of incident response procedures
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information relevant to the implementation and coordination of incident response procedures
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• required knowledge and skills</td>
</tr>
<tr>
<td></td>
<td>• relevant legislation and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>• other relevant aspects of the range statement.</td>
</tr>
</tbody>
</table>

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying and following organisational incident response procedures
- correctly operating communication equipment to organisational requirements
- following recording and reporting procedures to organisational standards.

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Performance is demonstrated consistently over time and in a suitable range of contexts.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Resources for assessment include access to:</td>
</tr>
<tr>
<td></td>
<td>• a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or</td>
</tr>
<tr>
<td></td>
<td>• an appropriate range of relevant operational situations in the workplace.</td>
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</tbody>
</table>

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.</th>
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<tbody>
<tr>
<td></td>
<td>Practical assessment must occur:</td>
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<tr>
<td></td>
<td>• through activities in an appropriately simulated environment, and/or</td>
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<td></td>
<td>• in an appropriate range of situations in the workplace.</td>
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</tbody>
</table>
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Action to be taken in an incident may include:
- alerting relevant organisational personnel and emergency services
- assessing nature and extent of incident
- ensuring medical assistance is provided where required
- identifying and following established incident procedures
- isolating and coordinating safety of the scene
- recording relevant information and reporting on incident situation in accordance with regulatory and organisational requirements

Consultative processes may include:
- contractors
- designated emergency officers
- emergency services personnel including ambulance, police, fire agencies, SES
- personnel and management
- other professional or technical staff
- WHS/OHS specialists

Communication systems may include:
- electronic data interchange
- oral communications
- phone/mobile phone
- radio
- short message service (SMS)

Barriers to effective communication may include:
- differing terminology/jargon
- emotional state
- hearing difficulties
- language difficulties
- religious, social or cultural factors
- speech impediments

Complex information may include:
- emergency procedures
- human resources requirements
- incident history
- incident situation and implications
- specific emergency response equipment
- specific emergency response requirements

Information/documents may include:
- Acts and regulations
- International Maritime Dangerous Goods (IMDG) code markings, HAZCHEM codes and where applicable emergency information panels
Applicable regulations and legislation may include:

- incident response procedures
- quality assurance procedures
- relevant legislation, regulations and documentation related to incident response situations
- dangerous goods and hazardous goods regulations
- emergency procedures regulations
- relevant Australian standards, codes of practice and guidance notes
- relevant commonwealth, state/territory WHS/OHS legislation
- relevant state/territory environmental protection legislation
- relevant state/territory rail safety legislation

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF4110A Respond to abnormal situations and emergencies when driving a train

Modification History

Release 1. This is the first release of this unit.
This unit replaces and is equivalent to TLIF4021A Respond to train-driving emergencies and abnormal situations.

Unit Descriptor

This unit involves the skills and knowledge required to respond to abnormal situations and emergencies when driving a train, in accordance with regulatory requirements, relevant codes of practice and organisational procedures.
It includes identifying and responding to abnormal situations and emergencies when driving a train, arranging follow-on support and assistance, and communicating with personnel and passengers in accordance with organisational procedures and relevant safeworking requirements.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit

People achieving competence in this unit will need to fulfil the legislated rail safety requirements including applicable state and territory acts and regulations, and nationally approved compliance codes and/or guidelines.
Work is generally performed without supervision and within a team environment. It involves the application of organisational procedures and regulatory requirements when responding to abnormal situations and emergencies when driving a train, as part of work activities in a range of contexts across the Australian rail system.
must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in an emergency, fire or accident.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Identify abnormal situations and emergencies
   1.1 Abnormal situations and emergencies when driving a train are identified, assessed and prioritised in accordance with workplace emergency response plans and safeworking requirements and procedures
   1.2 Implications of abnormal situations and emergencies when driving a train are evaluated in accordance with workplace requirements, and safeworking requirements and procedures
   1.3 Options for reporting abnormal situations and emergencies when driving a train and/or taking action are considered in accordance with organisational procedures and regulatory requirements
   1.4 Relevant personnel are alerted to abnormal situations and emergencies when driving a train in accordance with workplace operating and emergency procedures and plans
   1.5 Communications are maintained with relevant personnel to determine appropriate course of action

2 Respond to abnormal situations
   2.1 Abnormal situations when driving a train are responded to in accordance with organisational procedures, received instructions from relevant personnel, regulatory requirements and emergency response plan where relevant
   2.2 Responsibilities are fulfilled in accordance with organisational procedures, and safeworking and/or regulatory requirements
   2.3 Assistance is provided to relevant personnel as required
   2.4 Information is provided to relevant personnel as requested in accordance with regulatory and organisational procedures
3 Respond to emergencies

3.1 Emergency situations are responded to in accordance with organisational procedures, received instructions from relevant personnel, regulatory requirements and emergency response plan where relevant.

3.2 Emergencies are handled appropriately in accordance with established response plan and within limits of own responsibility and duty of care.

3.3 Responsibilities are fulfilled in accordance with organisational procedures, emergency response plan and safeworking and/or regulatory requirements.

3.4 Assistance is provided in controlling site prior to and following arrival of emergency services as required.

3.5 Assistance is provided to other staff and emergency service personnel conducting initial survey of scene as requested.

3.6 Directions of controlling emergency authority are followed and all possible assistance is provided in response to those directions.

3.7 Information is provided to relevant emergency service personnel as requested in accordance with regulatory and organisational procedures.

4 Communicate with staff and/or passengers

4.1 Staff and/or passengers are provided with relevant, appropriate and timely advice about abnormal situation or emergency.

4.2 Instructions are provided to relevant personnel and/or passengers in accordance with organisational procedures, consistent with the nature of abnormal situation or emergency.

4.3 Evacuation procedures for personnel and/or passengers are explained and/or applied as required, in accordance with organisational procedures.

4.4 Customer service and safety needs arising from abnormal situations and emergencies are identified and acted upon in accordance with regulatory and workplace requirements.

5 Follow incident reporting procedures

5.1 Incident reports are completed accurately in accordance with regulatory requirements and organisational procedures.

5.2 Incident reports are processed in accordance with regulatory requirements and organisational procedures.
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Emergency procedures
- Focus of operation of work systems, equipment, management and site operating systems when responding to abnormal situations and emergencies when driving a train
- Hazards that may occur that can lead to emergencies, and related hazard control strategies
- Organisational procedures and policies for identifying and responding to abnormal situations and emergencies when driving a train
- Problems that may occur when responding to abnormal situations and emergencies when driving a train and action that can be taken to resolve these problems
- Relevant Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- Relevant documentation and reporting requirements
- Relevant environmental protection legislation, procedures and guidelines
- Relevant information/documents such as:
  - agent/supplier/customer instructions and advice in the case of freight
  - communication equipment procedures and protocols
  - conditions of service, legislation and industrial agreements including workplace agreements and awards
  - dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS)
  - equipment operation manuals and maintenance specifications
  - manifests, goods identification numbers and codes, including the Australian Dangerous Goods (ADG) Code and International Maritime Dangerous Goods (IMDG) markings, and HAZCHEM signs
  - operations manuals, job specifications and induction documentation
  - organisational procedures and policies for identifying and responding to abnormal situations and emergencies when driving a train
  - procedures and policies for the management of emergencies and abnormal situations, including the relevant emergency response plan where applicable
  - quality assurance and customer service standards and procedures including passenger comfort and on-time running standards
  - train timetables and schedules
  - Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
  - Relevant work health and safety (WHS)/occupational health and safety (OHS) legislation, procedures and guidelines
  - Relevant workplace relations regulations
**Required skills:**

- Communicate effectively with others when responding to abnormal situations and emergencies when driving a train
- Complete documentation and reports related to abnormal situations and emergencies when driving a train
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocol
- Select and use relevant communications and other equipment when identifying and responding to abnormal situations and emergencies when driving a train
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work collaboratively with others when responding to abnormal situations and emergencies when driving a train
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying abnormal situations and emergencies when driving a train
- identifying possible responses to identified abnormal situations and emergencies when driving a train
- communicating effectively with relevant personnel when responding to abnormal situations and emergencies when driving a train.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Trains may include:
- freight trains
- heavy haul
- passenger

Work may be conducted:
- by day or night
- in a range of work environments
- on track owned and maintained by different organisations

Abnormal situations may include:
- assault on passengers and/or personnel
- incorrect information or failure in communications
- faulty safeworking equipment:
  - motorised or manually operated points
  - non operating signals or indicators
- locomotive failure
- passenger caught in self-closing doors
- passenger initiated alarm/false alarm
- pedestrians crossing the track
- railway technology failure
- track obstructions
- wheel slip and uncontrolled slide

Emergencies may include:
- bomb threats
- chemical spills
- collision with:
  - infrastructure
  - person
  - train
  - vehicle
- derailments
- fire and explosion
- flooding/wash away
- passenger emergency
- suicide on track

Hazards that can lead to emergency situations may include:
- contact with:
  - human and/or biological waste
  - infectious and contagious diseases
  - self-closing doors
  - sharp objects
  - syringes and drugs
TLIF4110A Respond to abnormal situations and emergencies when driving a train

- faulty or out of specification track
- faulty rolling stock or motive power units
- handling of hot food and equipment
- handling, storage and carriage of dangerous goods and other hazardous substances
- sudden and unexpected movement of rolling stock/infrastructure

Relevant personnel may include:
- maintenance personnel
- network owners
- passengers
- signals staff
- station staff
- those providing operational assistance
- train controllers
- train examiners

Consultative processes may include:
- affected customers
- emergency services
- industrial relations and WHS/OHS specialists
- official representatives
- other employees, supervisors and managers
- relevant authorities and institutions
- union representatives

Communication in the work area may include:
- electronic data interchange (EDI)
- mobile/satellite phone
- oral, aural or signed communications
- radio
- radio frequency (RF) systems

Emergency services may include:
- ambulance
- Defence
- fire services
- medical services
- police
- rescue services
- security services
- state/territory emergency services

Personal protective equipment may include:
- end of train markers
- flags
- gloves
- hand lamps
- hearing protection
- high visibility clothing
- safety:
- devices
- footwear
- glasses
- headwear
- sunglasses
- sunscreen
- two-way radios

Organisational procedures may include:
- company procedures
- enterprise procedures
- established procedures
- workplace procedures

**Unit Sector(s)**
Not applicable.

**Competency Field**
F – Safety Management
TLIF4111A Work effectively in a train-driving environment

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to work effectively in a train-driving environment and includes monitoring own health and wellbeing, maintaining situational awareness, maintaining workplace safety, mitigating threats and errors, and maintaining currency of industry skills and knowledge.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This activity applies to individuals who are engaged in operating rolling stock in the work environment and who are responsible for their own work. This may be in a defined context under direct supervision and/or with some individual responsibility.
This unit has limited application in the rail operations environment.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

1. **Monitor own health and wellbeing**
   - 1.1 Health and wellbeing issues that impact on train driving are identified
   - 1.2 Own health and wellbeing is assessed against identified issues
   - 1.3 Potential for own health and wellbeing to deteriorate in relation to identified issues is determined
   - 1.4 Action is taken to improve own health and wellbeing status in relation to identified issues

2. **Maintain situational awareness**
   - 2.1 Self and others are assessed for task knowledge requirements at commencement and duration of the task
   - 2.2 External and internal information that impacts on the operation of the train is gathered
   - 2.3 Information about the train and its systems is accurately interpreted
   - 2.4 Significance of this information in relation to the current situation is determined
   - 2.5 Changes in the current situation are anticipated and action is taken to correct any negative impacts of these anticipated changes
   - 2.6 Appropriate personnel involved are informed of these changes

3. **Implement work safety requirements**
   - 3.1 Work health and safety (WHS)/occupational health and safety (OHS) procedures and work instructions are identified and implemented
   - 3.2 Pre-start systems and equipment checks are carried out according to organisational procedures
   - 3.3 Organisational procedures for responding to emergency incidents are implemented
   - 3.4 Designated persons for reporting queries and concerns about safety in the workplace are identified
   - 3.5 Existing and potential hazards in the workplace are identified, reported to designated persons and recorded according to organisational procedures
   - 3.6 Emergency incidents and injuries are identified and reported to designated persons according to organisational procedures
   - 3.7 WHS/OHS duty holders in own work area and their duties are identified
### 4 Recognise, manage and mitigate threats and errors

4.1 Relevant environmental and/or operational threats and errors are identified

4.2 Standard operating procedures are applied to avoid identified operational threats and errors occurring

4.3 Strategies for reducing the frequency of errors are implemented

4.4 Strategies for limiting the consequences of errors are implemented

4.5 Progress is monitored and assessed to ensure a safe journey

4.6 Actions are modified and communicated as required when a safe journey is in doubt

4.7 Systems, environment and rail operations staff are monitored, and information is collected and analysed to identify potential or actual threats and errors

4.8 Timely action is taken to prevent identified threats and errors

### 5 Maintain currency of industry skills and knowledge

5.1 Notices and directives about new policies, processes and procedures are read and implemented

5.2 Clarification is sought from relevant personnel about anything that is not clear in relation to new policies, processes and procedures

5.3 Where issues about new policies, processes and procedures are interpreted, this information is provided to relevant personnel

5.4 Relevant professional development and training activities are undertaken
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Awareness of the impact illness and medication can have on information processing
- Decision making processes
- Factors that impact on worker health and wellbeing and their effects
- Fatigue management strategies
- Emergency management
- How preconceptions of what is going to happen can detract from situational awareness
- How to make better use of resources (human, equipment, information and procedures) to reduce rail safety occurrences
- Human error as source of risk in rail operations
- Leadership
- Notices and directives about new policies, processes and procedures
- Reducing rail safety occurrences attributable to human error
- Relevant safety, WHS/OHS, and environmental procedures and regulations
- Risk management processes (hazard identification, risk management and risk controls)
- Self-management
- Situations that can result in a loss in situational awareness:
  - ambiguous information
  - becoming fixated or preoccupied
  - breakdown in standard operating procedures
  - confusion
  - complacency
  - contradictory information
  - fatigue
  - ineffective communication
  - non-compliance
  - poor health
  - standard operating procedures not being followed correctly
- Standard operating procedures to avoid identified threats and errors occurring
- Task and workload management
- Teamwork
- Threat and error management
- Tools and techniques to improve and manage human performance
Required skills:

- Be aware of the roles of other rail operations staff as they impact on train driving
- Be vigilant
- Communicate effectively and positively with rail operations staff
- Continually assess and reassess situations
- Develop and implement safety and operations plans
- Execute response training in critical situations
- Familiarise oneself with train system being used
- Interpret rosters and prepare for rosters as required
- Keep industry knowledge up-to-date
- Perform to track owner requirements, specifications and operational demands
- Plan ahead and develop alternative plans
- Plan for contingencies
- Prioritise safety issues that will impact on work tasks
- Prioritise tasks
- Remain alert and active when monitoring automatic systems
- Report changes in situations as necessary
- Scan environment at regular intervals or important points in the process
**Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
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<tr>
<td></td>
<td>• relevant legislation and organisational procedures</td>
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<td>• other relevant aspects of the range statement.</td>
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</tbody>
</table>

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<tr>
<th>Context of and specific resources for assessment</th>
<th>Performance is demonstrated consistently over time and in a suitable range of contexts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources for assessment include access to:</td>
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<tr>
<td></td>
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</tr>
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<td></td>
<td>• applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Method of assessment</th>
<th>As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.</th>
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</thead>
<tbody>
<tr>
<td>Practical assessment must occur:</td>
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<tr>
<td></td>
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<td></td>
<td>• in an appropriate range of situations in the workplace.</td>
</tr>
</tbody>
</table>
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Health and wellbeing issues may include:

- alcohol, tobacco and other drugs
- diet/eating plans
- exercise
- fatigue
- health and other requirements for workers undertaking safety critical tasks and jobs
- lifestyle factors
- non-work related health and wellbeing problems
- stress
- weight
- work related factors
- workplace psychosocial factors

Action may include:

- advice on healthy eating plans
- commitment to and action of quality family/personal time
- regular allotment of time to exercise
- using company provided counselling services

External and internal information that impacts on the operation of the train may include:

- access to and use of company and/or public counselling services
- commonwealth and state/territory government information about improving health, wellbeing and lifestyle
- commonwealth and state/territory government information on the impact of alcohol and other drugs in relation to individuals and families
- requirements in regards to rail health requirements
- time management information to assist in prioritising personal and professional priorities

Changes in the current situation may include:

- environmental
- incidents, both mechanical and human
- task related

Appropriate personnel may include:

- commonwealth and state/territory bodies and/or departments
- counselling services
- internal health programs
- family

Relevant environmental or operational threats and errors may include:

- dangerous goods related incident
- safety breach
- train quality (mechanical) failure
Strategies for reducing the frequency of errors may include:

- terrorism
- uncooperative work relationship (direct or remote)
- reducing reliance on memory
- using checklists, reminders
- using communication protocols
- adequate human machine interface design

Strategies for limiting the consequences of errors may include:

- improve communication skills
- cross checking and monitoring
- training for error detection and recovery
- transparent systems with adequate feedback
- new operational procedures and processes
- regulatory requirements
- track owner network requirements

Notices and directives about new policies, processes and procedures may include:

- new operational procedures and processes
- regulatory requirements
- track owner network requirements

**Unit Sector(s)**

Not applicable.

**Competency Field**

F – Safety Management
TLIF5017A Investigate rail safety incidents

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to investigate safety incidents in accordance with regulatory and workplace requirements, including planning the investigation, collecting and analysing information, and preparing the safety incident report. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the investigation of safety incidents as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan the investigation | 1.1 Clarification of the objectives of the incident investigation is established in conjunction with relevant personnel, and in accordance with workplace and regulatory requirements  
1.2 Timeframes and locations for the investigation are established in conjunction with relevant personnel  
1.3 Resources required for the investigation are identified and obtained within workplace guidelines |
| 2 Collect and analyse information | 2.1 All relevant available incident information is obtained and collated in order to facilitate a detailed and accurate analysis of the incident  
2.2 Interviews are conducted with relevant personnel to establish their recollection of events associated with the incident  
2.3 Information is analysed in accordance with the established objectives of the investigation, based on approved conditions, applicable standards and operational guidelines  
2.4 Options for action are generated which are consistent with workplace and/or statutory requirements and lead to recommendations which reduce future risk  
2.5 Criteria are specified to enable objective evaluation of the options to be undertaken |
| 3 Prepare report | 3.1 Conclusions are drawn and recommendations are made which will enable a satisfactory resolution of the incident issues, and meet workplace and any other statutory requirement.  
3.2 Opportunities to enhance operational efficiency and safety procedures are documented in accordance with the standard reporting guidelines  
3.3 Documentation is filed and distributed to all relevant parties for consideration and subsequent action |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures and policies for the investigation of safety incidents
- Focus of operation of work systems, equipment, management and site operating systems for the investigation of safety incidents
- Problems that may occur when investigating safety incidents and appropriate action that can be taken to resolve the problems
- Data collection and analysis techniques required when investigating safety incidents
- Documentation and reporting requirements for the investigation of safety incidents

Required skills:

- Communicate effectively with others when investigating safety incidents
- Read and interpret instructions, procedures and information relevant to the investigation of safety incidents
- Interpret and follow operational instructions and prioritise work
- Conduct interviews and take statements
- Negotiate, communicate and liaise effectively with others
- Prepare reports and recommendations
- Complete documentation related to the investigation of safety incidents
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when investigating safety incidents
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when investigating safety incidents in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when investigating safety incidents
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the investigation of safety incidents
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer, communication and office equipment required when investigating safety incidents
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Resources required for the investigation may include:
- personnel time
- access to incident site
- access to equipment including rolling stock and infrastructure

Incident information may be obtained from:
- incident reports
- dangerous goods manifest
- drivers advice (train load)
- safeworking forms
- special train notices
- consist forms
- wagon cards
- out-of-gauge documents
- train journals or train register books transport instructions
- load and weight records
- material safety data sheets
- inspection reports-routine circulars
- interviews with those involved in the incident -f.
- interviews with witnesses

Depending on the context of the safety incident concerned, the applicable regulatory/code requirements may include:
- the relevant state/territory OH&S regulations
- the relevant state/territory codes of practice for safeworking
- the Code of Practice for the Defined Interstate Rail Network

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials, trains and vehicular traffic

Consultative processes may include:
- other employees, supervisors and managers
RANGE STATEMENT

involve:

- affected customers
- official representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and policies for the investigation of safety incidents
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the ADG Code and Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- emergency procedures
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Code of Practice for the Defined Interstate Rail Network in situations where safety incidents occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  F - Safety Management
TLIF5020A Manage emergencies

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage emergencies in accordance with regulatory requirements, relevant codes of practice and workplace procedures, including identifying and responding to emergency situations, arranging follow-on support and assistance, and communicating with staff in accordance with workplace procedures and relevant code requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant codes, safeworking systems, regulations and workplace requirements concerning the management of emergencies.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the management of emergencies as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
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<tr>
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</table>
| 1 Respond to emergency situations | 1.1 Emergency and potential emergency situations are promptly identified and assessed and needs are prioritised in accordance with the workplace emergency response plan/procedures  
1.2 Situations are handled appropriately following emergency  
1.3 Incident reports are completed accurately in accordance with regulatory and workplace procedures |
| 2 Take required action during an emergency | 2.1 Responsibilities are fulfilled in accordance with the workplace emergency response plan and code/regulatory requirements  
2.2 Assistance is provided to other staff in conducting an initial survey of the scene of an emergency  
2.3 Assistance is provided in controlling the site both prior to and following arrival of emergency services  
2.4 Directions of the controlling emergency authority are followed and all possible assistance is provided in response to those directions |
| 3 Arrange follow-on support and assistance | 3.1 Medical assistance and support is arranged as required in accordance with workplace procedures  
3.2 First aid is provided pending the arrival of medical assistance within limits of responsibility and competence in accordance with workplace procedures |
| 4 Communicate with staff | 4.1 Staff and customers are provided with relevant, appropriate and timely advice on emergency situations and instructions to be followed on an ongoing basis  
4.2 Evacuation procedures for staff/customers are demonstrated and explained in accordance with workplace procedures  
4.3 Customer service and safety needs arising from emergency situations are identified and acted upon in accordance with regulatory and workplace requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian codes of practice, regulations and safeworking systems relevant to the management of emergencies, including the Australian Dangerous Goods Code and any applicable legislated rail safety requirements including acts and regulations from each state and territory together
REQUIRED KNOWLEDGE AND SKILLS

with any nationally approved compliance codes and/or guidelines

- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the management of emergencies, including the elements of an emergency response plan and first aid procedures where applicable
- Focus of operation of work systems, equipment, management and site operating systems for the management of emergencies
- Problems that may occur when managing emergencies and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the management of emergencies
- Hazards that may occur in transport and allied industries that can lead to emergency situations, and related hazard control strategies, including: handling hot food and equipment; sudden and unexpected movement; infectious and contagious diseases; self-closing doors; sharp objects; syringes and drugs; contact with human and biological waste; fire and explosion; collision; derailment of trains; handling, storage and carriage of dangerous goods and other hazardous substances; and the handling, storage and carriage of explosives
- Documentation and analysis techniques required when managing emergencies

Required skills:

- Communicate effectively with others when managing emergency situations
- Read and interpret instructions, procedures, information and signs relevant to the management of emergency situations
- Interpret and follow operational instructions and prioritise work
- Conduct interviews and take statements
- Complete documentation related to the management of emergency situations
- Prepare reports and recommendations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing emergency situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when managing emergency situations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated developments that may occur when managing emergency situations
- Follow emergency response plan and procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during emergency situations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/office equipment required when managing emergencies
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and...
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Work may be conducted in:

- limited or restricted spaces
- exposed conditions
- controlled or open environments

Emergency situations may include:

- chemical spills
- fires
- bomb threats
- derailments
- customer emergency

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:

- other employees, supervisors and managers
- affected customers
- official representatives
- relevant authorities and institutions
RANGE STATEMENT

Communication in the work area may include:
- management and union representatives
- industrial relations and OH&S specialists
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- relevant regulatory and/or code requirements for the management of emergencies
- workplace procedures and policies for the management of emergencies including emergency response plan where applicable
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the ADG Code and Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- operations manuals, job specifications and induction documentation including first aid manual
- manufacturers specifications for equipment
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant state/territory regulations, codes of practice and safeworking system requirements for management of
RANGE STATEMENT

- the Code of Practice for the Defined Interstate Rail Network in situations where emergencies occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
  - Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
  - relevant state/territory OH&S and environmental protection legislation
  - workplace relations regulations
  - workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field F - Safety Management
TLIF5021A Apply rail safeworking rules and procedures

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to apply rail safeworking rules and procedures. It includes establishing the purpose and function of safeworking systems, implementing the principles of rail safeworking systems and implementing the principles of track protection systems. Licensing, legislative or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit covers applying rail safeworking rules and procedures used within rail operations. It can be applied to freight, heavy haul or metropolitan and regional passenger rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Establish purpose and function of rail safeworking systems
   1.1 Relevant information is accessed and analysed
   1.2 Purpose of rail safeworking rules and procedures are identified and explained
   1.3 Methods for developing safeworking rules and procedures are identified and outlined
   1.4 Types of safeworking systems, their functions and where they are used are explained

2 Implement principles of rail safeworking systems
   2.1 Relevant information is accessed and analysed
   2.2 Principles behind rail safeworking systems are identified and explained
   2.3 Main elements of rail safeworking systems are identified and explained
   2.4 Methods by which operations can continue in degraded situations are identified and outlined
   2.5 Appropriate procedures are prepared to enable operations to continue in various degraded situations

3 Implement principles of track protection systems
   3.1 Relevant information is accessed and analysed
   3.2 Risks involved in working on or beside the track are identified, explained and managed
   3.3 Purpose of track protection is identified and explained
   3.4 Different methods of track protection are identified and outlined
   3.5 Work is planned so that relevant track protection methods can be applied
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Changes in rail industry operations and technology with implications for rail safety
- Duty holders and their duties under rail safety legislation, such as:
  - contractors
  - designers, manufacturers, suppliers, commissioners, erectors and installers
  - de-commissioners
  - managers of private sidings
  - rail safety workers
  - rail transport operators-rail infrastructure managers and/or rolling stock operators
- Key concepts and definitions relating to rail safeworking
- Key regulatory requirements and standards for participants in the rail industry
- Key principles and practices associated with railway operations
- Rail regulatory framework
- Rail industry terminology, including terminology used in technical standards
- Rail safety management systems
- Rail safety operating principles:
  - ensuring emergencies and incidents are properly managed
  - ensuring interfaces between different organisations are properly defined and managed
  - identifying and managing risk
  - protecting persons from injury
  - protecting property from damage
  - track access
  - train separation
- Relevance of national and international standards to the rail industry
- Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to safeworking and track protection

**Required skills:**

- Access and use rail safety industry standards
- Communicate effectively with others, particularly in relation to interpreting complex information relating to rail operations
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Research information related to the rail industry and rail safety regulation
- Review changing regulatory information
- Work ethically in accordance with legislation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Relevant information may include:

- audit program information
- compliance and enforcement regime
- changes to regulations
- rail regulatory requirements
- safety notices

Safeworking systems may include:

- automatic train control (ATC)
- centralised traffic control (CTC)
- double line block
- electric staff
- manual block working
- mishap orders
- pilot staff working
- rail vehicle detection
- section authority
- special proceed authority
- staff and ticket
- train order working

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF5022A Develop and manage fitness for work policy and procedures

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to develop and manage fitness for work policy and procedures in an organisation. It includes identifying legal requirements, liabilities and responsibilities; establishing and/or improving implementation plans, related policy and procedures; and acting appropriately to reports on the implementation of fitness for work policy and any identified breaches of associated regulations. It also includes ensuring that the operation’s systems are compliant with regulations and organisational policy; and establishing, implementing, monitoring and communicating fitness for work programs. Licensing, legislative, regulatory or certification requirements are applicable to this unit. – here or below

Application of the Unit
This unit applies to people with the responsibility for rail operation management.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Not applicable.
## Elements and Performance Criteria

### 1 Identify or confirm regulatory requirements and organisational responsibilities

| 1.1 | Current regulatory requirements, obligations and responsibilities for fitness for work within the organisation are identified and interpreted |
| 1.2 | National health assessment standards for rail safety workers and/or other applicable standards are accessed and interpreted |
| 1.3 | Current regulatory requirements, obligations and responsibilities regarding the use of drugs and alcohol by rail safety workers are identified and interpreted |
| 1.4 | Current regulatory requirements, obligations and responsibilities regarding fatigue management of rail safety workers are identified and interpreted |
| 1.5 | Risk-based approach is taken to developing programs that meet regulatory requirements |

### 2 Establish and implement a fitness for work policy and procedures

| 2.1 | Organisational fitness for work implementation plan is developed and/or reviewed and implemented in conjunction with relevant personnel |
| 2.2 | Organisational fatigue management policy and procedures are developed and/or reviewed and implemented |
| 2.3 | Policy and procedures related to drug and alcohol testing are developed and/or reviewed and implemented |
| 2.4 | Fitness for work policy and procedures are aligned to organisational return-to-work policy and procedures |
| 2.5 | Risk management approach is taken to identifying medical requirements for categories of rail safety workers |
| 2.6 | Fitness for work risk management system implementation plan and related policy and procedures are distributed and presented to relevant organisational personnel for implementation |

### 3 Monitor implementation of fitness for work policy and procedures

| 3.1 | Reports from designated personnel on the implementation of the organisation’s fitness for work risk management system implementation plan and related policies and procedures are received and interpreted |
| 3.2 | Reports on accidents and safety incidents are reviewed to identify the extent to which a breach of the fitness for work procedures might have been a contributing factor |
| 3.3 | Organisational activities are monitored and changes to organisation’s fitness for work risk management system and procedures are |
identified, and appropriate action is taken to make the necessary adjustments

4 **Act upon identified breaches of fitness for work policy**

4.1 Identified or reported breaches of fitness for work policy are investigated in accordance with organisational procedures and regulatory requirements

4.2 Action is taken to ensure internal and/or external personnel who may have contributed to any breach of fitness for work policy are provided with appropriate feedback and information to avoid any recurrence of the breakdown in planned processes

4.3 Where organisational procedures or culture are found to have contributed to a breach in fitness for work policy, appropriate action is taken to improve procedures or to address the culture in ways that aim to avoid any recurrence of the breakdown

4.4 Report on any breaches of fitness for work policy is prepared and submitted to designated personnel in accordance with organisational procedures and/or regulatory requirements

5 **Ensure operations systems are compliant with fitness for work policy and regulations**

5.1 All operations systems and standard operating procedures are reviewed in terms of their compliance with the organisation’s fitness for work policy and regulations

5.2 Changes are made to operations systems and standard operating procedures to ensure they are compliant as required

5.3 Supplier and/or subcontractor operations systems and standard operating procedures are reviewed to ensure they are compliant with fitness for work policy and regulations, in accordance with legislated requirements

6 **Identify required resources and operational systems**

6.1 Resources to support the implementation of the organisation’s fitness for work risk management system are identified and submitted to appropriate authority

6.2 Organisation’s fitness for work risk management systems resources are periodically reviewed and appropriate changes are made or requested

7 **Communicate fitness for work policy and procedures**

7.1 Appropriate personnel affected by organisational fitness for work policy and procedures are identified

7.2 Organisational fitness for work policy and procedures are communicated to appropriate personnel using effective strategies

7.3 Team leaders, and supervisory and training staff are provided with adequate resources to deliver organisational fitness for work
communication strategies
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Components of a fitness for work risk management system:
  - drug and alcohol policy and procedures
  - drug and alcohol testing and reporting requirements
  - fatigue management policy and procedures
  - legislated rail safety worker medical requirements
- Procedures for the auditing and review of an organisation’s fitness for work management system and related policy and procedures, and for the reporting of the outcomes of audits
- Relevant commonwealth and state/territory legislation and regulations related to fatigue management, drug and alcohol use, and medical requirements in the rail industry
- Relevant commonwealth and state/territory legislation, regulations and procedures related to work health and safety (WHS)/occupational health and safety (OHS)
- Relevant documentation:
  - error and safety incident reports
  - fitness for work management system documents
  - quality assurance procedures
  - relevant standards and certification requirements
  - reports of audits of fitness for work management systems
  - return-to-work policies and procedures
  - workplace instructions and procedures on fitness for work
- Responsibilities of both an organisation and individual employees for implementing fitness for work policy and regulations
- Risk-based approaches to developing fitness for work programs
- Strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fitness for work is a contributing factor
- Systems for auditing the effectiveness of an organisation’s fitness for work management strategies, policies and procedures

**Required skills:**

- Adapt to any changes in legislation and regulations as they may relate to fitness for work
- Communicate effectively with others when implementing the organisation’s fitness for work management system
- Facilitate systems that assist employees to identify their own learning needs on matters related to fitness for work
- Organise audits and reviews of an organisation’s fitness for work management system
- Read and interpret documentation on fitness for work management legislation
- Recognise breaches of fitness for work management strategies and regulations, and take appropriate action in accordance with the organisation’s fitness for work management system
- Work collaboratively with employees and management to implement the organisation’s fitness for work management system
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises which demonstrate competent performance of the following in a range of situations:

- identifying fitness for work requirements within an organisation
- developing a fitness for work system for an organisation
- reviewing current fitness for work procedures.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Regulatory requirements may include:
- Acts, regulations, codes of practice
- guidelines
- industry standards

Operating procedures may include:
- company procedures
- enterprise procedures
- established procedures
- organisational procedures
- standard operating procedures

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF5023A Undertake a derailment investigation

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to undertake a derailment investigation in accordance with legislative and regulatory requirements. It includes preparing for a derailment investigation, determining potential contributory factors, planning for derailment investigation report requirements, and investigating a derailment. No licensing or certification requirements apply to this unit at the time of publication.

Application of the Unit
This unit applies to people with the responsibility for rail operation management.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Number</th>
<th>Prepare for derailment investigation</th>
<th>1.1 Derailment investigation definitions are identified and explained</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1.2 Principles of systematic investigation to be employed in derailment investigation are identified and followed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.3 Purpose and objectives of derailment investigation are identified and documented in accordance with organisational and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.4 Types of data to be collected in order to conduct derailment investigation are identified and documented</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.5 Types of evidence to be collected during derailment investigation are identified and documented</td>
</tr>
<tr>
<td>2</td>
<td>Determine potential contributory components of the rail system to the derailment</td>
<td>2.1 Track structure and track components that may have contributed to derailment are identified in accordance with organisational and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.2 Rolling stock involved in derailment is identified in accordance with organisational and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.3 Normal operation of rolling stock at derailment site is outlined in accordance with organisational and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.4 Safeworking systems in operation at derailment site are explained</td>
</tr>
<tr>
<td>3</td>
<td>Plan for derailment investigation report requirements</td>
<td>3.1 Methods by which evidence will be gathered are outlined</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.2 Appropriate report structure is determined</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.3 Timelines for conducting investigation and producing report are established</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.4 Equipment required to conduct derailment investigation is identified and accessed</td>
</tr>
<tr>
<td>4</td>
<td>Investigate derailment</td>
<td>4.1 Resources required to undertaken rail derailment investigation are acquired</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.2 Evidence is gathered in accordance with identified methods and required timelines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.3 Rail derailment investigation report is drafted, reviewed and finalised in accordance with organisational and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.4 Rail derailment investigation report is completed and submitted in accordance with organisational and regulatory requirements</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Evidence collection and analysis techniques
- Evidence preservation techniques
- Rail safeworking systems
- Relevant legislation and regulations related to rail operations
- Rolling stock operations including traction systems, braking systems, inspection regimes
- Signalling systems
- Track components and dynamics
- Wheel-track interface management

Required skills:

- Communicate effectively with others when undertaking a derailment investigation
- Read and interpret documentation and the organisation’s rail safety compliance system and apply them to a derailment investigation
- Recognise non-conformance with rail safety requirements and take appropriate action in accordance with organisational policies and procedures
- Record and preserve evidence
- Work collaboratively with employees and other management staff when undertaking a derailment investigation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- planning a derailment investigation
- evidence preservation and collection
- producing a derailment investigation report.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Definitions may include:
- mechanisms of derailment
- types of derailments

Types of data may include:
- dynamic data
- static data

Evidence may include:
- available
- perishable
- retrievable

Track structure may include:
- geometry
- support systems

Track components may include:
- anchors
- fastenings
- rail
- sleepers
- track furniture

Unit Sector(s)

Not applicable.

Competency Field

F – Safety Management
TLIF5024A Develop plans for emergency response and recovery of rail networks

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to develop plans for emergency response and recovery of rail networks. It includes identifying factors that contribute to degraded rail operations; and developing, implementing, monitoring and evaluating emergency response and recovery strategies in accordance with regulatory and organisational requirements. Licensing, legislative or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit can be applied to freight, heavy haul or metropolitan and regional passenger rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
</table>
| **1 Identify factors that contribute to degraded rail operations** | 1.1 Types of rolling stock and typical failures are identified  
1.2 Track and trackside equipment failures are identified and explained  
1.3 Operational factors that contribute to degraded rail operations are identified  
1.4 Control or safety critical system failures that contribute to degraded rail operations are identified  
1.5 External occurrences that contribute to degraded rail operations are identified  
1.6 Power supply systems and problems that contribute to degraded rail operations are identified |
| **2 Develop emergency response and recovery strategies** | 2.1 Risk assessments are included in developing emergency response and recovery strategies  
2.2 Policy and procedures are developed to implement emergency response and recovery strategies in accordance with organisational and regulatory requirements  
2.3 Emergency response and recovery strategies are planned with internal and external stakeholders to ensure compliance with organisational and regulatory standards and requirements  
2.4 Emergency response and recovery plans are disseminated to appropriate managers and, where required, regulators for approval  
2.5 Emergency response and recovery plans are amended in response to comments received from managers and regulators (as required)  
2.5 Emergency response and recovery procedures are documented and communicated to appropriate personnel in accordance with organisational requirements |
| **3 Implement emergency response and recovery strategies** | 3.1 Emergency response and recovery strategies are implemented in accordance with organisational and regulatory requirements  
3.2 Effective induction and supervision are provided to support individuals in meeting their organisational and regulatory responsibilities |
| **4 Monitor, adjust and report emergency response and recovery strategies** | 4.1 Emergency response and recovery strategies are monitored and deficiencies are identified  
4.2 Identified deficiencies are assessed against organisational standards and prioritised for action  
4.3 Recommendations for improvements to meet organisational and regulatory standards are developed and submitted to designated |
persons/groups

4.4 Agreed improvements and alterations to emergency response and recovery strategies, policies and procedures are implemented in accordance with organisational and regulatory requirements

4.5 Individuals/groups are informed of improvements and alterations to emergency response and recovery strategies

4.6 Systems, records and reporting procedures are maintained in accordance with organisational and regulatory requirements

5 Evaluate emergency response and recovery strategies

5.1 Effectiveness of emergency response and recovery strategies and related policies, procedures and programs is assessed in accordance with organisational and regulatory requirements

5.2 Improvements are identified, developed and implemented to ensure more effective achievement of emergency response and recovery strategies
Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Changes in rail industry operations and technology with implications for degraded operations
- Key principles and practices associated with railway operations
- Rail industry
- Rail industry terminology, including terminology used in technical standards
- Relevant rail safety, emergency management, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to train operations
- Train planning and management systems

Required skills:

- Access and use rail industry standards
- Communicate effectively with others, particularly in relation to emergency response procedures and recovery planning
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Research information related to the rail network, emergency response procedures and recovery planning
- Review changing regulatory information
- Work ethically and in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying appropriate emergency response procedures for a given rail operational situation
- reviewing current emergency response procedures and making recommendations for improvement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Typical failures may include:
- derailments
- safeworking system failures
- signals passed at danger
- train failures or breakdowns

Track and trackside equipment failures may include:
- broken/buckled rails
- defective trainstop
- points failures
- signal failures
- track circuit failures

Operational factors may include:
- maintenance issues
- passenger issues
- possession over-runs
- train crewing issues

Control or safety critical systems may include:
- control room operations
- IT networks
- radios
- safeworking systems
- signal cabins
- telemetry systems

External occurrences may include:
- emergency service operations
- level crossing obstructions
- livestock on tracks
- obstructions on lines
- trackside fires
- trespassers

Power supply systems may include:
- overhead systems
- signal systems
- station power supply

Designated persons/groups may include:
- designated management team
- senior managers
- specialists/technicians
- subject matter experts

Unit Sector(s)

Not applicable.
Competency Field

F – Safety Management
TLIG1001A Work effectively with others

Modification History
Not Applicable

Unit Descriptor
This unit involves the basic skills and knowledge required to work effectively with others in a workplace including contributing to determination of appropriate work roles, contributing to the planning of activities, and working with others to complete the activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work is carried out in accordance with workplace procedures and relevant regulatory requirements.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Contribute to determination of appropriate work roles | 1.1 Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures  
1.2 Contributions are made to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity |
| 2 Contribute to the planning of the activity | 2.1 Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures |
| 3 Work with others | 3.1 Forms of communication appropriate to the activity are used  
3.2 Assistance in the completion of the activities is requested where appropriate  
3.3 Contributions to the achievement of a required outcome are made  
3.4 Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate  
3.5 Problems are discussed and resolved where possible through agreed and accepted processes  
3.6 Suggestions for improvements to processes are made and discussed within the team |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant workplace standards and procedures and duty of care requirements
- Relevant OH&S and environmental protection procedures and responsibilities
- Workplace structures and the roles and responsibilities of team/group members
- Basic principles of teamwork
- Typical misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them
- Focus of operation of work systems, equipment or management, site and organisational operating procedures
Required skills:

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to working with others as a team
- Interpret and follow operational instructions and prioritise work within the team
- Operate electronic communication equipment to required protocol when communicating with others in the workplace
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when working with others in a work environment
- Monitor team activities in terms of planned schedule
- Modify team activities depending on differing operational contingencies, risk situations and environments
- Adapt to any differences in language and culture in accordance with standard operating procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work:
- involves basic routine work operations carried out in collaboration with others
- may occur by day or night
- may be in a variety of work contexts

Customers may be:
- internal or external

Enterprises may comprise:
- large, medium or small worksites

Work colleagues may include:
- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English
RANGE STATEMENT

Personnel in work area may include:
- persons from a range of cultural backgrounds
- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio

Information/documentation may include:
- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
Unit Sector(s)
Not Applicable

Competency Field
Competency Field          G - Teamwork
TLIG2007A Work in a socially diverse environment

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to work in a socially diverse environment, including the development and application of the cultural awareness that is required by all people working in the transport and distribution industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant anti-discrimination and equal employment opportunity regulations.

Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of communication principles and problem-solving techniques to facilitate work in a socially diverse environment.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Communicate with customers and colleagues from diverse backgrounds</td>
</tr>
<tr>
<td></td>
<td>1.1 Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity</td>
</tr>
<tr>
<td></td>
<td>1.2 Verbal and non-verbal communication takes account of cultural differences</td>
</tr>
<tr>
<td></td>
<td>1.3 Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language</td>
</tr>
<tr>
<td></td>
<td>1.4 Assistance from colleagues, reference books or outside organisations is obtained when required</td>
</tr>
<tr>
<td>2</td>
<td>Deal with cross-cultural misunderstandings</td>
</tr>
<tr>
<td></td>
<td>2.1 Issues which may cause conflict or misunderstanding in the workplace are identified</td>
</tr>
<tr>
<td></td>
<td>2.2 Difficulties are addressed with the appropriate people and assistance is sought from team leaders</td>
</tr>
<tr>
<td></td>
<td>2.3 When difficulties or misunderstandings occur, possible cultural differences are considered</td>
</tr>
<tr>
<td></td>
<td>2.4 Efforts are made to resolve the misunderstanding, taking account of cultural considerations</td>
</tr>
<tr>
<td></td>
<td>2.5 Issues and problems are referred to the appropriate team leader/supervisor for follow-up</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to individual employees
- Recognition of the different cultural groups in Australian society
- Basic knowledge of the culture of Australia's indigenous and non-indigenous peoples
- Recognition of various international customer groups (as appropriate to the sector and individual workplace)
- Principles that underpin cultural awareness
- Knowledge of what it means to be 'culturally aware'
- Typical cross-cultural misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them
Required skills:

- Communicate effectively with others when working in a socially diverse environment
- Read and interpret instructions, procedures, information and signs relevant to working in a socially diverse environment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to working in a socially diverse environment
- Work collaboratively with others in a socially diverse environment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when working in a socially diverse environment in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

- situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Cultural differences may include but are not limited to those of the following nature (examples only):
- race
- language
- special needs
- disabilities
- family-structure
- age
- sexual preference
- language spoken
- forms of address
- levels of formality/informality
- non-verbal behaviour
- work ethics
- personal grooming
- family obligations
- recognised holidays

Possible cultural differences may include but are not limited to:

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Transport & Logistics Industry Skills Council
RANGE STATEMENT

Attempts to overcome language barriers may be made to:

- special needs
- product preferences
- meet and greet/farewell customers
- give simple directions
- give simple instructions
- answer simple enquiries
- prepare for, serve and assist customers
- describe goods and services

Outside organisations may include but are not limited to:

- interpretative services
- diplomatic services
- local cultural organisations
- appropriate government agencies
- educational institutions

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documents may include:

- workplace procedures
- guideline documents on cultural differences and how to deal with them
- documents that provide information on equal employment opportunity principles and obligations and anti-discrimination regulations

Applicable legislation may include:

- Australian and state/territory anti-discrimination legislation
- Australian and state/territory equal opportunity legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field          G - Teamwork
TLIG3002A Lead a work team or group

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to lead a work team or group including participating in team/group planning, managing and developing team/group performance, participating in and facilitating the work team/group in its achievement of workplace tasks, and documenting and reviewing work team/group performance. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work is carried out in accordance with workplace procedures and relevant regulations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures to the provision of leadership within a work team or group.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Participate in team/group planning | 1.1 Requirements of a team/group task are identified and clarified in conjunction with other team or group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirements  
1.2 Task is interpreted and relevant steps are identified in conjunction with other team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements  
1.3 Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturers procedures |
| **2** Manage and develop team/group performance | 2.1 Task activities are assigned to team/group members based on their areas of competence and expertise and their availability  
2.2 Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies  
2.3 Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures |
| **3** Participate in and facilitate the work team/group | 3.1 Work activity is organised and carried out with other involved team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks  
3.2 Individuals and teams/groups are actively encouraged to take individual and joint responsibility |
| **4** Document and review work team/group tasks | 4.1 All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturers and enterprise requirements  
4.2 The outcomes of the team's/group's task activities are compared with the planned objectives, task instructions and specifications to ensure all requirements have been met |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for leading work teams
- Techniques to encourage appropriate participation of team/group members
- Coaching and mentoring approaches
- Workplace policies and plans including procedures for training and development
- Principles, duty of care and obligations within the chains of responsibility in the transport industry
- Strategies to implement continuous improvement processes
- Typical problems that can occur when leading a work team and related appropriate action that can be taken

Required skills:

- Communicate effectively with others when leading a work team
- Read and interpret instructions, procedures and information relevant to team leadership and team activities
- Negotiate and work effectively with team members
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to team leadership and team activities
- Operate electronic communication equipment to required protocol
- Provide leadership and encouragement to team members
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when leading a work team in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when leading a work team
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during team activities
- Plan team activities, including predicting consequences and identifying improvements
- Monitor team activities in terms of planned schedule
- Modify team activities depending on differing operational contingencies, risk situations and environments
- Ensure application of fatigue management knowledge and techniques
- Operate and adapt to any differences in language and culture amongst team members
- Identify and recommend improvements to services, resource allocation and use
- Select and appropriately apply technology, information systems and procedures to complete
Required skills:

workplace tasks

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work involves:
- completion of workplace activities as a leader of a work team

Work may occur:
- by day or night
- in a variety of work contexts

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Team members may include:
- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English
- persons from a range of cultural backgrounds
- permanent, part-time and/or casual staff

Consultative processes may include:
- other members of the team
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
- managers

Communication may involve the basic use of a range of communication technology including:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio

Depending on the type of organisation concerned and the
- company procedures
- enterprise procedures
RANGE STATEMENT

Local terminology used, workplace procedures may include:
- organisational procedures
- established procedures

Information/documentation may include:
- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field G - Teamwork
TLIG3003A Apply positive behaviours in the workplace

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves skills and knowledge required to apply standards of conduct and positive behaviours in the workplace. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit
This unit applies to team members who are making the transition to a leading role that can influence the performance of others. Such people have a strong influence on the work culture, values and ethics of the people with whom they work. As such it is important they model good practice, professionalism and confidently represent their organisation.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Model high standards of performance and behaviour

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Positive performance and behaviours that meet organisational standards are employed</td>
</tr>
<tr>
<td>1.2</td>
<td>Performance and behaviour that serve as a positive role model for others are displayed</td>
</tr>
<tr>
<td>1.3</td>
<td>Work/performance plans are implemented in accordance with organisational goals and objectives</td>
</tr>
</tbody>
</table>

### 2 Enhance organisational image

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Organisational standards and values are followed</td>
</tr>
<tr>
<td>2.2</td>
<td>Standards and values considered to be damaging to the organisation are questioned through established communication channels</td>
</tr>
<tr>
<td>2.3</td>
<td>Personal performance is monitored to ensure integrity and credibility are displayed in interactions with others</td>
</tr>
</tbody>
</table>

### 3 Contribute to organisational decisions

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Information relevant to issue/s under consideration is provided when requested</td>
</tr>
<tr>
<td>3.2</td>
<td>Active participation in decision-making processes is demonstrated</td>
</tr>
<tr>
<td>3.3</td>
<td>Options are examined, associated risks are assessed and preferred course/s of action are recommended based on experience and knowledge</td>
</tr>
<tr>
<td>3.4</td>
<td>Agreed decisions are implemented in cooperation with relevant individuals and teams</td>
</tr>
<tr>
<td>3.5</td>
<td>Organisational feedback processes are used to inform the organisation of the impact of agreed decisions</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Formal and informal feedback processes
- Leadership styles and concepts
- Organisational standards and values
- Theory of individual and group behaviour

Required skills:

- Make decisions based on analysis of evidence
- Represent the organisation
- Show good judgement and follow through
### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- articulating organisational values and expectations of behaviour
- applying positive behaviours.

#### Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

#### Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
Not applicable.

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork
TLIG4005A Organise transport workload

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to organise transport workload, including organising and accepting responsibility for own workload, participating in identifying and meeting own learning needs, and planning and organising a personal daily routine. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under generally indirect supervision. It involves the application of the basic principles and routine procedures to organise own transport workload as part of courier/delivery operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Organise and accept responsibility for own workload</td>
<td>1.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded</td>
</tr>
<tr>
<td></td>
<td>1.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected</td>
</tr>
<tr>
<td></td>
<td>1.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions</td>
</tr>
<tr>
<td></td>
<td>1.4 Variations and difficulties affecting work requirements are identified through regular reviews, and action is taken to report these issues to supervisory staff</td>
</tr>
<tr>
<td></td>
<td>1.5 Additional support to improve work is communicated clearly to appropriate personnel</td>
</tr>
<tr>
<td>2 Participate in identifying and meeting own learning needs</td>
<td>2.1 Operations of the workplace, workplace equipment and focus of endeavour are identified</td>
</tr>
<tr>
<td></td>
<td>2.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified</td>
</tr>
<tr>
<td></td>
<td>2.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements</td>
</tr>
<tr>
<td></td>
<td>2.4 Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others</td>
</tr>
<tr>
<td>3 Plan and organise a personal daily routine</td>
<td>3.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Clarification of requirements of tasks is sought when appropriate</td>
</tr>
<tr>
<td></td>
<td>3.3 Achievable time and other performance measures are agreed</td>
</tr>
<tr>
<td></td>
<td>3.4 Tasks are completed with variations to plan identified and reported</td>
</tr>
<tr>
<td></td>
<td>3.5 Inability to complete operations are relayed to appropriate personnel in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Relevant state/territory mass and loading regulations and permit requirements
- OH&S procedures and guidelines relevant to courier and delivery operations
- Risks in courier and delivery operations and related precautions to control the risk
- Workplace procedures and policies for organising transport loads in courier and delivery operations
- Principles, duty of care and obligations within the chains of responsibility in the transport industry
- Typical issues and problems that can occur when organising a transport workload and appropriate ways of dealing with them
- Housekeeping standards and procedures required in the workplace
- Requirements of courier work systems and operations and relevant equipment
- Methods and strategies for organising transport loads in courier and delivery operations

Required skills:

- Communicate effectively with others when organising a transport workload
- Read and interpret instructions, procedures and information relevant to organising a transport workload
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to organising a transport workload
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special delivery requirements of cargo, mail and courier items
- Work collaboratively with others when organising a transport workload
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified issues or problems that may occur when organising a transport workload in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising a transport workload
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when organising a transport workload
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Identify and correctly use equipment required when organising loads
- Work systematically with required attention to detail without injury to self or others, or
Required skills:

damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

\* The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

\* Performance is demonstrated consistently over a period of time and in a suitable range of contexts

\* Resources for assessment include:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

\* In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

\* Assessment of this unit must be undertaken by a registered training organisation

\* As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

\* Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Operations may be:
- undertaken on- or off-base site

Work activities may be:
- routine or adopted for purposes involving courier deliveries, related clerical, packing and or load shifting activities
- activities associated with the planning of work

Hazards may include:
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

Consultative processes may involve:
- clients
- other employees and supervisors
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- fixed phone
- mobile phone
- fax
RANGE STATEMENT

- email
- internet
- radio
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information/documents may include:
- operations manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items
- workplace procedures and policies for courier/delivery operations
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable
Competency Field

Competency Field  G - Teamwork
TLIG4006A Facilitate work teams

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to lead and facilitate work teams, including participating and providing leadership in team planning, developing team commitment and cooperation, managing and developing team performance, and participating in and facilitating the work of work teams/groups. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in the facilitation of work teams or groups.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives.

Work involves responsibility for facilitating and encouraging the work of work teams/groups and the provision of leadership to others in the establishment and achievement of team objectives.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Participate in team planning | 1.1 The team establishes clearly defined goals, purpose, roles, responsibilities and accountabilities within the organisation's goals and objectives  
1.2 The team performance plan contributes to the organisation's business plan, policies and practices  
1.3 The team agrees to processes to monitor and adjust its performance within the organisation's continuous improvement policies  
1.4 The team includes in its plans ways in which it can benefit from the diversity of its membership |
| **2** Develop team commitment and cooperation | 2.1 The team uses open communication processes to obtain and share information  
2.2 The team encourages and exploits innovation and initiative  
2.3 Support is provided to the team to develop mutual concern and camaraderie |
| **3** Manage and develop team performance | 3.1 The team is supported in making decisions within agreed roles and responsibilities  
3.2 The results achieved by the team contribute positively to the organisation's business plans  
3.3 Team and individual competencies are monitored regularly to confirm that the team is able to achieve goals  
3.4 Mentoring and coaching supports team members to enhance personal and collective knowledge and skills  
3.5 Delegates' performance is monitored to confirm that they have completed the relevant delegation(s)/assignment(s) |
| **4** Encourage and facilitate the work of teams | 4.1 Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes  
4.2 Individuals and teams are actively encouraged to take individual and joint responsibility for actions  
4.3 The team receives support to identify and resolve problems which impede performance |

Required Skills and Knowledge

REQUARED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:
- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the facilitation of work teams
- Mechanisms to encourage team decision making, and reward and support team achievement
- Coaching and mentoring approaches to support team members to share knowledge and skills
- Workplace policies and plans including procedures for training and assessment
- Strategies to implement continuous improvement processes
- Typical problems that can occur when facilitating work teams, and related appropriate action that can be taken
- Principles, duty of care and obligations within the chains of responsibility in the transport industry

Required skills:
- Communicate effectively with others when facilitating the operation of work teams
- Read and interpret instructions, procedures, information and signs relevant to work team functions and management
- Interpret and follow operational instructions and prioritise work
- Negotiate and work effectively with others
- Complete documentation related to team activities and organisation
- Operate electronic communication equipment to required protocol
- Lead and encourage others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when facilitating the operation of work teams in accordance with workplace procedures
- Ensure implementation of contingency plans for unplanned events that may occur during team activities
- Identify improvements to services, resource allocation and use
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Ensure implementation of fatigue management policies and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi site location
- large, medium and/or small organisations

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Operations involve:
- internal and external customer contact and coordination

Teams may be:
- new or long established
- within a functional area
- drawn from across the organisation
- changing on a regular basis
- evolving within the overall context of change within the enterprise

Team membership may be:
- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English
- persons from a range of cultural backgrounds

Team members/leaders may include:
- members and leaders of work teams
- other employees and supervisors
- customers/clients
- manufacturers and suppliers
- relevant authorities
- management
- union representatives
- OH&S specialists,
- other maintenance, professional or technical staff

Consultative processes may involve:
- face-to-face discussions or group meetings
- telephone
- fax
- email

Communications systems may involve:
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- mail
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
- workplace policies and procedures
- customer/client instructions and requirements
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, regulations and codes of practice, including the Australian standards relevant to services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- emergency procedures
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- regulations on equal opportunity, equal employment opportunity and affirmative action
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  G - Teamwork
TLIH2001A Interpret road maps and navigate pre-determined routes

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to interpret road maps and navigate routes as part of transport operations. It includes identifying and determining the most appropriate route, and completing required route documentation in accordance with operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant state/territory roads and traffic authorities.

Work is performed under general or limited supervision. It involves the application of the basic map reading principles and procedures when interpreting street directories and road maps and following pre-determined routes as part of transport operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify and determine the pre-planned route</td>
<td>1.1 Documentation on the pre-determined route is accessed and interpreted</td>
</tr>
<tr>
<td></td>
<td>1.2 Relevant street directory, global positioning system (GPS) and road maps are identified and accessed</td>
</tr>
<tr>
<td></td>
<td>1.3 Street directory, GPS and road map symbols are recognised and interpreted</td>
</tr>
<tr>
<td></td>
<td>1.4 Points of departure and destination are identified in a directory index and the information is used to locate designated places on the appropriate map</td>
</tr>
<tr>
<td></td>
<td>1.5 Directions for a pre-determined route are interpreted and the route is traced using a street directory, GPS and road map</td>
</tr>
<tr>
<td></td>
<td>1.6 Key intersections and other landmarks along the route are identified for use in following the planned route</td>
</tr>
<tr>
<td></td>
<td>1.7 Alternative routes are identified for possible contingency situations such as emergencies or traffic delays</td>
</tr>
<tr>
<td></td>
<td>1.8 Pre-determined route is correctly followed</td>
</tr>
<tr>
<td>2 Complete necessary documentation</td>
<td>2.1 Required route documentation is completed in accordance with purpose of transportation and with workplace requirements</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant state and territory permit and licence regulations and requirements
- Operational procedures for interpreting road maps, using GPS devices and navigating routes
- Road conditions for various routes, including sections undergoing road works
- Height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- Traffic conditions at various times of the day along specific routes
- Security hazards and issues (where relevant)
- Current information on accidents or emergencies that might close or restrict traffic on a particular route
- Location of service stations/rest stops where relevant
- Typical problems that may arise concerning the interpretation of road maps, the use of GPS
REQUIRED KNOWLEDGE AND SKILLS

- devices and the navigation of pre-determined routes, and appropriate action that should be taken
- Workplace requirements for recording and documenting route information

Required skills:

- Communicate effectively with others when interpreting road maps, using GPS devices and navigating pre-determined routes
- Read and interpret instructions, procedures, information and signs relevant to route navigation
- Identify and correctly use maps and other route documentation including: identification of town and suburb locations, identification of roads and intersections, reading and interpretation of map symbols, and estimation of route distances using map information
- Where applicable, use GPS devices to navigate pre-determined routes
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to route navigation
- Operate electronic communication equipment to required protocol
- Where applicable work collaboratively with others (such as fleet managers, sales team etc.) when interpreting road maps, using GPS devices and navigating pre-determined routes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when interpreting road maps, using GPS devices and navigating pre-determined routes in accordance with workplace procedures
- Plan for alternative routes in the event of contingencies such as road works, emergencies or delays
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - plotting a route from one destination to another relevant to the job role
  - demonstrating the ability to navigate a pre-determined route

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
- A simulator/online assessment is not suitable for the final assessment of this unit of competency
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit covers:
- work of transport and distribution personnel involved in the delivery of a range of possible goods and materials including valuables, secured products and documents and materials

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Routes will be pre-determined but may include:
- alternative routes to accommodate contingency situations

Map areas may include:
- metropolitan areas
- country and regional areas
- interstate locations

Depending on the type of transport service being provided, consultative processes may involve:
- clients
- other employees and supervisors
- management
- other professional or technical staff
- private security personnel
- public sector security personnel
- police and other emergency services
- security consultants

Communication in the work area may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies
- route specifications
- maps and street directories
- published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- competency standards and training materials
- supplier and/or client route documentation
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- emergency procedures
- relevant state/territory road rules and traffic acts
- regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

Unit Sector(s)

Not Applicable

Competency Field

Competency Field	H - Route Planning and Navigation
TLIH3002A Plan and navigate routes

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to plan and navigate routes as part of transport operations. It includes interpreting information from a road map, street directory or a GPS (Global Positioning System) device; planning the most appropriate route taking into account pertinent factors; and completing required trip documentation in accordance with operational requirements. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant state/territory roads and traffic authorities.

Work is performed under general or limited supervision. It involves the application of map reading principles and procedures to the planning and navigation of routes as part of transport operations route.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Interpret street maps | 1.1 Symbols in a street directory/road map/GPS are recognised and interpreted  
                             1.2 Places are identified in a directory index and the information is used to locate the places on the appropriate map |
| 2 Plan routes      | 2.1 Given a location and a destination, the most direct and alternative routes between two points are identified using a street directory/road map/GPS  
                             2.2 Where necessary, information on height, width and load limits of road infrastructure and other restrictions on thoroughfares is accessed and interpreted and taken into account when planning a route for a journey  
                             2.3 A suitable route is selected to ensure the most efficient, safe, secure and legal transport operation, taking into account relevant criteria for the transport operation concerned |
| 3 Follow planned route | 3.1 Planned route is correctly followed with the aid of a street directory, road map and/or GPS system  
                                3.2 Where relevant, geographic regions, tourism features and other places of interest are identified  
                                3.3 Required route documentation is completed in accordance with purpose of transportation and enterprise requirements  
                                3.4 Parking procedures are observed in accordance with enterprise procedures and relevant legislative requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory permit and licence regulations and requirements
- Operational procedures for planning and navigating transport routes
- Features and contents of maps and street directories and techniques for their use in transport navigation
- Basic GPS operation
- Road conditions for various routes, including sections undergoing road works
- Physical hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
REQUIRED KNOWLEDGE AND SKILLS

- Known traffic conditions at various times of the day along specific routes
- Security hazards on long routes
- Current information on accidents or emergencies that might close or restrict traffic on particular routes
- Location of service stations and rest stops
- Workplace requirements for recording and documenting route information

Required skills:

- Communicate effectively with others when planning and navigating routes
- Read and interpret instructions, procedures, information and signs relevant to the planning and navigation of routes including: identification of town and suburb locations, identification of roads and intersections, reading and interpretation of map symbols, and estimation of route distances using map information
- Access and interpret information required when planning and navigating transport routes and developing contingency routes (including road restrictions, traffic conditions, service stations/rest stops, etc.)
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and navigation of routes
- Operate electronic communication equipment to required protocol
- Where applicable, work collaboratively with others when planning routes (such as fleet managers, sales team etc.)
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and navigating routes in accordance with workplace procedures
- Plan for alternative routes in the event of contingencies such as road works, emergencies or delays
- Implement contingency arrangements for unanticipated situations that may be identified when planning and navigating routes
- Apply precautions and required action to minimise, control or eliminate hazards that may be identified during the planning and navigation of routes
- Plan for transport routes to meet workplace requirements
- Monitor work activities in terms of planned schedule
- Modify route planning activities depending on differing operational contingencies, risk situations and environments
- Apply an understanding of fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Adapt to changes in vehicle navigation technology, maps and street directories as they relate to route planning
- Operate and adapt to differences in vehicles, loads and equipment in accordance with standard operating procedures
- Select and use relevant route planning and navigation technology including GPS devices
- Adapt to changes and difference in vehicle navigation technology, maps and street directories as they relate to route planning

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - interpreting information to allow effective route planning
  - planning and navigating a route practically
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
- A simulator/online assessment is not suitable for the final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit covers:

- work of transport and distribution personnel involved in passenger services and/or the delivery of a range of possible goods and materials including valuables, secured products and documents and materials

Operations may be conducted:

- in a range of work environments and weather conditions
- by day or night

Customers may be:

- internal or external

Routes will be planned in accordance with:

- workplace guidelines with the development, where required, of alternative routes to accommodate contingency situations

Resources used in route planning and navigation may include:

- maps
- map models/sketches
- street directories
- mapping websites
- Global Positioning System (GPS) systems
- booklets and other information on road restrictions, traffic patterns, etc.
- broadcast information concerning traffic conditions, accidents, emergencies, weather, flooding, etc.

Transport areas may include:

- metropolitan areas
- country and regional areas
RANGE STATEMENT

Route criteria may include:
- interstate locations
- potential hazards
- potential road conditions
- traffic conditions and flow
- workplace operating procedures and requirements
- the class of vehicle involved
- the type of load being carried
- the availability of rest stops along the way

Potential hazards may include:
- height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- accidents and emergencies
- extreme weather conditions
- security risks

Depending on the type of transport service being provided, consultative processes may involve:
- clients
- other employees and supervisors
- management
- other professional or technical staff
- private security personnel
- public sector security personnel
- police and other emergency services
- security consultants

Communication in the work area may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies
- route specifications
- mapping websites
- maps and street directories
- published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- instructions for the use of in-vehicle GPS systems
- competency standards and training materials
- supplier and/or client route documentation
- quality assurance procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- emergency procedures
- relevant state/territory road rules and traffic acts
- regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  H - Route Planning and Navigation
TLIH2003A Prioritise courier/delivery operations

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to coordinate and prioritise courier/delivery operations including identifying work requirements, planning and preparing for work, undertaking work operations, adjusting to changing work priorities, and completing work activities to operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under generally indirect supervision. It involves the application of the basic principles and routine procedures to the prioritisation of courier/delivery operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify work requirements | 1.1 Work requirements and specific customer requirements interpreted and, where necessary, clarified  
1.2 Pick-up and delivery points are located  
1.3 Size, weight and configuration of materials to be couriered are identified  
1.4 Equipment required to facilitate pick-up and delivery is identified |
| 2 Plan and prepare for work | 2.1 Work is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities  
2.2 Planned steps and outcomes are checked to ensure conformity with instructions and work requirements  
2.3 Work sequence is identified and, where necessary, relayed to base  
2.4 Required resources are selected |
| 3 Undertake work operations | 3.1 Work operations are undertaken in accordance with plan and quality requirements and within operating capacity of the equipment and operator  
3.2 Difficulties/uncertainties occurring during operations are identified and alternative strategies determined  
3.3 Pick-up and delivery of materials is undertaken in accordance with workplace quality procedures |
| 4 Adjust to changing work priorities | 4.1 Work plan or route is adjusted/modified to meet changing priorities and circumstances  
4.2 Changes to work plan are relayed to base |
| 5 Complete work operations | 5.1 Work operations are reviewed to ensure outcomes have met customer requirements and quality outcomes  
5.2 Workplace documentation is completed  
5.3 Operational capacity of equipment is checked and returned to storage area (where applicable)  
5.4 Security of goods is maintained in accordance with enterprise procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant state and territory mass and loading regulations
- National Load Restraint Guide
- OH&S procedures and guidelines relevant to courier and cargo delivery operations
- Risks in courier and delivery operations and related precautions to control the risk
- Workplace procedures and policies for the coordination and prioritisation of courier/delivery operations
- Typical problems that may arise when prioritising courier and cargo delivery operations and appropriate action that should be taken
- Security policies and procedures
- Housekeeping standards and procedures required in the workplace
- Requirements of cargo delivery and courier work systems and operations and relevant equipment
- Methods and strategies for the prioritisation of courier and cargo delivery operations

**Required skills:**
- Communicate effectively with others when prioritising courier and cargo delivery operations
- Read and interpret instructions, procedures, information and labels relevant to courier and cargo delivery operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to prioritising courier and cargo delivery operations
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special delivery requirements of mail articles
- Work collaboratively with others when prioritising courier and cargo delivery operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when prioritising courier and cargo delivery operations in accordance with workplace procedures
- Implement contingency plans for unexpected developments and security situations that may be identified when prioritising courier and cargo delivery operations
- Apply precautions and required action to minimise, control or eliminate hazards that may be identified when prioritising courier and cargo delivery operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Apply an understanding of fatigue management policies and regulations when prioritising courier and cargo delivery operations
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment required when coordinating courier and cargo delivery operations
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a
EVIDENCE GUIDE

registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Operations may be:
- undertaken on- or off-base site

Equipment required to facilitate pick-up and delivery may include:
- trolleys
- lifting devices
- rollers
- tarpaulins
- packing materials
- ropes
- securing devices

Difficulties/uncertainties may include:
- road and traffic conditions
- changing weather conditions
- time of travel
- load requirements
- changes in delivery and pick-up instructions

Hazards may include:
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- noise
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- clients
- other employees and supervisors
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

Consultative processes may involve:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Communication in the work area may include:

- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information/documents may include:

- operations manuals
- induction documentation
- competency standards and training materials
- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items
- workplace procedures and policies for the prioritisation of courier/delivery operations
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and
RANGE STATEMENT

legislation may include:

- licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field H - Route Planning and Navigation
TLIH3004A Identify major roads, services and attractions

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to identify, and describe major roads, services and attractions as part of transport operations including the local geographical details and features of major roads, transport interchanges, suburbs, landmarks, public services and facilities, tourist attractions and central business districts. It covers the knowledge and skills required by taxi drivers, bus/coach drivers and other transport operators to locate roads, services and attractions both on a map and, where required, physically. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with the relevant transport regulations and workplace procedures.

Work is performed under general or limited supervision. It involves the application of basic research and map reading principles and procedures to the location of roads, services and attractions both on a map and, where required, physically.

In the case of taxi drivers if the original context of this unit changes i.e. moving from State to State or Territory then the unit may be reassessed.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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</thead>
</table>
| 1 Locate all major roads, highways and suburbs in a metropolitan area | 1.1 Major roads are identified and located on a map and/or physically  
1.2 Suburbs along, and at the end of, major roads are identified and located on a map and/or physically  
1.3 Suburbs accessed by on- and off-freeway ramps are identified and located on a map and/or physically  
1.4 The main suburbs, with relation to geographical sectors (east, west, north and south) are identified in order of closest proximity to the central business district  
1.5 Bus/taxi lanes into and out of the central business district are located on a map and/or physically |
| 2 Locate transport interchanges, jetties, ports, stations and terminals | 2.1 Major transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically  
2.2 Major connecting roads entering and exiting main transport interchanges, terminals, jetties, ports and rail stations are identified and located on a map and/or physically  
2.3 Established taxi ranks at main transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically  
2.4 Special transport, safety, taxi and/or financial requirements for entering and exiting main transport interchanges, jetties, ports, terminals and stations are observed |
| 3 Identify main public services and facilities | 3.1 Maps and other geographical and tourist information are identified and accessed in accordance with workplace procedures  
3.2 Key tourist locations are located both on a map and/or physically, and their features described  
3.3 Key public services are located on a map and/or physically and described  
3.4 Main scenic routes, places and landmarks of interest to tourists are able to be determined and features described in an appropriate manner |
| 4 Locate key features in a central business district | 4.1 Streets, major buildings and traffic flow directions of the central business district and city centre are identified and located both on a map and/or physically  
4.2 City hotels are identified and located both on a map and/or physically  
4.3 Exit and entry points to the city are determined in relation to a final destination  
4.4 Transport interchanges and main taxi ranks in the city centre and central business district are identified and located both on a |
ELEMENT PERFORMACNE CRITERIA
map and/or physically

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and road laws
- Workplace procedures for identifying and locating roads, services and attractions
- Information that may be required when locating roads, services and attractions, including:
  - main arterial roads; entry and access points to major road systems; location of metropolitan suburbs; most appropriate routes for entering and exiting a city centre; roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations; location of main hotels, motels and tourist attractions in a specified area; location of city centre streets and major buildings and traffic flows; bus and emergency lane usage; restrictions to traffic movement at major intersections; traffic patterns and densities; and road signs and route markers
- Typical problems that may arise when identifying and locating roads, services and attractions and appropriate action that should be taken

Required skills:

- Communicate effectively with others when identifying and locating major roads, services and attractions
- Read and interpret instructions, procedures, information and signs relevant to the identification and location of major roads, services and attractions
- Identify and correctly use maps and other information about the location and features of roads, services and attractions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when identifying and locating major roads, services and attractions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when identifying and locating major roads, services and attractions in accordance with regulatory requirements and workplace procedures
Required skills:

- Plan own work including predicting consequences and identifying improvements
- Apply precautions and required action to minimise, control or eliminate hazards that may be identified when identifying and locating major roads, services and attractions
- Physically locate identified roads, services and attractions (i.e. driving to the location)
- Monitor and anticipate traffic hazards
- Select approved and most economic routes
- Modify activities depending on differing operational contingencies, risk situations and environments

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit covers:

- work of transport personnel who need to locate roads, services and attractions as part of transport operations. It includes all road transport passenger-carrying vehicles. It is specifically suited to the drivers of taxicabs, small charter vehicles, coaches, limousines and private charter vehicles involving the transport of passengers, including tourists

Operations may be conducted in a range of work environments including:

- operations conducted day or night
- in the vehicle, on the road, both stationary and mobile
- travel service within a metropolitan or regional district
- in a range of typical weather conditions
- transport of fare-paying passengers including tourists

Road conditions and traffic flows might include:

- wet or stormy weather
- fog and/or low lying cloud resulting in poor visibility
- peak-hour traffic congestion
- road-accidents and obstructions impeding traffic flow
- road works

Map areas may include:

- metropolitan areas
- country and regional areas
- interstate locations

Tourist locations may include:

- sporting, entertainment and recreational venues such as horse racing venues, sporting venues and stadiums, theatres, entertainment centres, ballrooms, cinemas,
RANGE STATEMENT

Casinos and gaming venues, river and coastal entertainment and recreational locations, main golf courses, show grounds, adventure and marine parks

- tourist centres and major hotels/motels
- main tourist attractions in specified areas
- significant cultural and arts centres and venues such as cultural centres, museums, art galleries, state library, concert halls, theatres
- significant historical buildings in specified areas
- vineyard districts (where relevant)
- main coastal attractions and landmarks (where relevant) such as bays, beaches, buildings, restaurants, look-out points, marinas and boat harbours

Public service locations may include:

- all main public hospitals, emergency entrances (and existing taxi ranks servicing the hospitals)
- main police, ambulance and fire stations
- major suburban shopping centres
- main public parks and reserves such as botanical gardens, public parks and gardens, wetland areas, and nature reserves

Transport interchanges may include:

- domestic and international airports and terminals for private and commercial airplanes
- sea and river ports, jetties and terminals
- bus station interchanges
- commuter and long distance railway stations

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace protocols, procedures and policies
- route specifications
- maps and street directories
- tourism information
- published information on roads, services and attractions
- relevant state/territory road rules and traffic acts
- competency standards and training materials
RANGE STATEMENT

- customer requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations, road rules and traffic acts
- relevant state/territory OH&S regulations and procedures

Unit Sector(s)

Not Applicable

Competency Field

Competency Field H - Route Planning and Navigation
TLII1002A Apply customer service skills

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with workplace standards and procedures for the provision of customer service. Work is performed under supervision. It involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Deal with customer inquiries | 1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face  
1.2 Questions are used to clarify the customer's needs or concerns  
1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered  
1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs  
1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures |
| 2 Monitor customer satisfaction | 2.1 Customer is greeted cordially in accordance with workplace procedures  
2.2 Customer requirements are dealt with according to workplace procedures  
2.3 Special needs are addressed within workplace policies  
2.4 Appropriate feedback is provided to managers and internal and/or external customers |

### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant duty of care responsibilities
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures relevant to work activities
- Customer service policies and procedures
- Products and/or services provided by the workplace concerned
- Types of operations carried out in the workplace concerned
- Sources of information and documentation needed for workplace operations

**Required skills:**

- Communicate effectively with others when providing customer service, including the use of telephone techniques
- Effectively use interpersonal skills
Required skills:

- Effectively handle customer queries and complaints
- Read and interpret instructions, procedures, information and labels relevant to the provision of customer service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of customer service
- Write simple reports and records of inquiries
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing customer service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing customer service in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
EVIDENCE GUIDE

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer service is provided:
- in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight

Workplace activities may be conducted:
- by day or night
- in any weather conditions

Customers may be:
- internal or external

Requirements for work may include:
- site restrictions and procedures
- relevant domestic and international regulations
- security procedures
- communications equipment
- hours of operation
- authorities and permits
RANGE STATEMENT

Consultative processes may involve:
- use of safety and personal protective equipment
- existing and potential customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:
- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established procedures

Documentation/records may include:
- workplace procedures and customer service standards
- job specifications
- operations manuals and instructions
- induction documentation
- competency standards and training materials
- manufacturers specifications, instructions and advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- relevant Australian and international regulations, codes, standards and certification requirements
- OH&S procedures
- quality assurance procedures
- emergency procedures
- customer service manuals

Applicable regulations and legislation may include:
- relevant state/territory and international regulations, codes and procedures
- relevant Australian and international standards and certification requirements
- dangerous goods and hazardous substances codes and
RANGE STATEMENT

regulations
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation
• relevant anti-discrimination legislation
• relevant privacy and confidentiality legislation
• relevant freedom of information requirements

Unit Sector(s)
Not Applicable

Competency Field
Competency Field I - Customer Service
TLII2006A Provide freight forwarding services to customers

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to provide freight forwarding services to customers, including dealing with customer freight forwarding inquiries and explaining the processes and parameters of freight forwarding services. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the provision of freight forwarding services to customers.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Deal with customer freight forwarding inquiries</td>
</tr>
<tr>
<td>1.1</td>
<td>Customer inquiries are dealt with courteously and efficiently</td>
</tr>
<tr>
<td>1.2</td>
<td>Questions are used to clarify customer requirements, needs or concerns</td>
</tr>
<tr>
<td>1.3</td>
<td>Information is accurately conveyed to the customer in a manner consistent with their level of understanding</td>
</tr>
<tr>
<td>1.4</td>
<td>Areas not effectively dealt with are forwarded to other workplace personnel or external individuals/authorities in accordance with workplace procedures</td>
</tr>
<tr>
<td>1.5</td>
<td>Follow-up procedures are undertaken in accordance with workplace procedures</td>
</tr>
<tr>
<td>2</td>
<td>Explain the process of freight forwarding</td>
</tr>
<tr>
<td>2.1</td>
<td>The freight forwarding chain of operations is explained to customers</td>
</tr>
<tr>
<td>2.2</td>
<td>Parameters of freight forwarding services relevant to customer requirements are explained in accordance with company procedures</td>
</tr>
<tr>
<td>2.3</td>
<td>Documentation concerning service provision is forwarded to the customer in accordance with workplace procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures and protocols for the provision of freight forwarding services to customers
- Sources of information and documentation needed when providing freight forwarding services to customers
- Customer service policies and procedures
- Typical problems that can occur when providing freight forwarding services to customers and related appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when providing freight forwarding services to customers
Required skills:

- Read and interpret instructions, procedures, information and signs relevant to the provision of freight forwarding services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of freight forwarding services to customers including data entry to a computer
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing freight forwarding services to customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing freight forwarding services to customers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing freight forwarding services to customers
- Monitor work activities in terms of planned schedule
- Apply relevant codes of practice and legislative requirements including local and international freight
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit:

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
**EVIDENCE GUIDE**

**unit**
- providing information to customers on freight forwarding operations
- advising on procedures and protocols for forwarding various cargo to different destinations
- maintaining enterprise records and documentation
- advising on relevant export regulations and required documentation

**Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer information may include:  
- business structure
RANGE STATEMENT

include:

- general freight forwarding requirements
- legislative requirements
- information on export clearances
- documentation services
- freight charges

Workplace activities may be conducted:

- by day or night
- in any weather conditions

Customers may be:

- internal or external

Environment may include movement of:

- equipment
- goods
- materials
- vehicular traffic

Requirements for work may include:

- freight forwarding protocols and procedures
- communications equipment
- workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Parameters of freight forwarding services relevant to customer requirements may include:

- procedures for forwarding freight
- type of transport modes
- various consignment methods
- relevant legislative requirements
- required import/export documentation and requirements
- insurance requirements
- service costs
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Communications systems may involve:

- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- other employees and supervisors
- international and domestic agents, suppliers, clients
- relevant authorities and institutions
- management
- OH&S specialists
- other professional or technical staff
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:

- regulations and codes of practice for the local and international transport of freight
- relevant regulations for the import and export of cargo
- Australian and International Standards and certification requirements
- relevant state/territory OH&S legislation
- relevant regulations pertaining to trading and financial transactions
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field I - Customer Service
TLII2015A Operate the on-train buffet car

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate the on-train buffet car in accordance with regulatory and workplace requirements including preparing and providing take-away food and beverages; maintaining and controlling stock; serving customers; and carrying out required financial control procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when operating an on-train buffet car as part of workplace activities in the rail transport and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare and provide take-away food and beverages | 1.1 Food and beverage items are prepared and presented to passengers in a form consistent with workplace procedures and equipment manufacturers instructions  
1.2 Stock is checked for spoilage and expiry dates on a regular basis following workplace procedures  
1.3 Out-of-date stock is disposed of in accordance with workplace procedures |
| 2 Maintain and control stock | 2.1 All stock is stored in accordance with workplace procedures and relevant health regulations  
2.2 Stock is rotated on a regular basis in line with workplace procedures and food regulations and guidelines  
2.3 Food which does not meet health requirements is disposed of workplace procedures and regulatory requirements |
| 3 Serve customers | 3.1 Customer requirements are ascertained using appropriate inquiries in a courteous manner  
3.2 Correct product and pricing information is clearly displayed  
3.3 Specials are promoted and sales opportunities are identified and optimised |
| 4 Carry out financial control procedures | 4.1 Financial transactions are accurately carried out in accordance with regulatory requirements and workplace procedures  
4.2 Financial reconciliation is carried out as required  
4.3 Cash is securely handled and stored in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for operating an on-train buffet car
- Workplace knowledge requirements relevant to operating an on-train buffet car, including: relevant product knowledge, pricing structures, consumer laws and trade practice requirements, and health and hygiene regulations
REQUIRED KNOWLEDGE AND SKILLS

- Equipment, and materials used when operating an on-train buffet car, and precautions and procedures that should be followed in their use
- Problems that may occur when operating an on-train buffet car and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when operating an on-train buffet car

Required skills:

- Communicate and negotiate effectively with others when operating an on-train buffet car
- Read and interpret instructions, procedures, information and labels relevant to the operation of an on-train buffet car
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of an on-train buffet car
- Operate electronic communication equipment to required protocol
- Carry out relevant calculations and cash transactions
- Work collaboratively with others when operating an on-train buffet car
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating an on-train buffet car in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations when operating an on-train buffet car
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of an on-train buffet car
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Serve customers
- Select and use relevant equipment and food stock when operating an on-train buffet car
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor performance of buffet equipment and take appropriate action if required
- Maintain and control stock
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- by day or night
- in a range of work environments
- in restricted spaces
- in exposed conditions

Work may involve:
- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles

Equipment may include:
- cash register
- refrigeration equipment
- cooking equipment
- microwave
- kitchen utensils
- bain-marie
- coffee machines

Food may include:
- sandwiches
- pies
- sausage rolls
- snack food
- soft drinks
- confectionery

Consultative processes may involve:
- customers
- other workplace personnel
- supervisors and managers
- official representatives

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or
RANGE STATEMENT

- work instructions, job description and induction materials
- manufacturers specifications for equipment
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations including health and hygiene requirements
- stock control and audit requirements
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
I - Customer Service
TLII2019A Provide taxicab customer service

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to provide customer service to passengers in taxicabs. It includes establishing effective communication, identifying and assessing the needs and expectations of different customers, meeting the identified customer requirements, and dealing with difficult customer situations. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

Application of the Unit
This unit applies to work carried out in accordance with taxi industry regulations and relevant legislative requirements, including those relating to equal opportunity/anti-discrimination.

Work is performed under general supervision. It involves the application of routine procedures for providing customer service to passengers in taxicabs.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Establish contact with customers** | 1.1 A welcoming customer environment is created and maintained  
1.2 Customers are acknowledged and greeted courteously and politely according to workplace policies and procedures  
1.3 Communication with customers is clear, concise and courteous  
1.4 Appropriate communication channels are used  
1.5 An effective service environment is created through verbal and non-verbal presentation according to workplace policies and procedures  
1.6 Cultural diversity and discrimination issues are recognised and applied  
1.7 Acceptable and respectful behaviour towards customers is applied |
| **2 Present a positive organisational/professional image** | 2.1 Dress code and personal grooming are maintained to a professional standard in accordance with regulator and workplace requirements  
2.2 Vehicle cleanliness and tidiness is monitored and maintained  
2.3 All actions taken are in keeping with established requirements and workplace procedures and legislation |
| **3 Identify the needs and expectations of different customers** | 3.1 Individual customer preferences, needs and expectations are clarified  
3.2 Customers with limited mobility are identified, and appropriate attention is given to ensure that their requirements are satisfied  
3.3 Communication suited to the situation is used  
3.4 Limitations to service provision are identified, communicated to customers, and checked for understanding |
| **4 Meet the identified customer needs and expectations** | 4.1 Reasonable requests of customers are met in a courteous and timely manner  
4.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore satisfaction  
4.3 Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction  
4.4 Opportunities to enhance the quality of service are taken whenever possible  
4.5 Information regarding both anticipated and unanticipated problems and delays is promptly communicated to customers |
| **5 Deal with difficult customer situations** | 5.1 Potentially difficult customer situations are identified  
5.2 Conflict situations are dealt with using effective communication skills according to industry and regulatory policies and procedures and customer service protocols  
5.3 Incidents are reported to the appropriate personnel according to... |
ELEMENT

PERFORMANCE CRITERIA

workplace policies and procedures

6 Apply ethical behaviour

6.1 Ethical behaviour that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers and other road users is applied

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and state/territory transport and taxi regulations, standards and codes of practice
- Relevant OH&S, equal opportunity and anti-discrimination procedures and guidelines
- Procedures and protocols for the provision of taxicab services to customers
- Requirements of workplace systems and operations and relevant equipment
- Risks involved in workplace operations and related precautions to control the risk
- Industry and workplace policies and procedures for the coordination of quality customer service in the taxi industry
- Sources of information and documentation needed when providing taxicab services to customers
- Effective customer service techniques that may include:
  - giving customers full attention
  - active listening
  - maintaining eye contact (for face-to-face interactions)
  - open and/or closed questions
  - speaking clearly and concisely
  - appropriate language style and tone of voice
  - culturally appropriate communication
  - conversing with people with disabilities
  - writing legibly
- Personal presentation requirements
- The taxi driver's role in presenting a positive image to the public and delivering customer service
- The role of customer service in company profitability
REQUIRED KNOWLEDGE AND SKILLS

- Typical problems that can occur when providing taxicab services to customers and related appropriate action that can be taken to prevent or solve them
- Relevant taxi transport subsidy scheme for the state or territory
- Services for customers with disabilities
- Security and emergency procedures
- Fare structures

Required skills:

- Communicate effectively with others when providing taxicab customer service to customers
- Read and interpret instructions, procedures, information and signs relevant to providing taxicab customer service to customers
- Read and interpret instructions, procedures, information and signs relevant to the provision of taxicab services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to customer service in the taxi industry
- Work collaboratively with others when applying customer service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing taxicab service to customers, in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing taxicab service to customers
- Identify and correctly use equipment, processes and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Apply relevant codes of practice and legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - communicating effectively with a range of customers
  - identifying the needs of customers
  - selecting and using appropriate workplace colloquial and technical language and communication technologies
  - adopting ethical behaviour that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers and other road users
  - recognising and adapting appropriately to cultural differences in customers
  - meeting customer needs
  - dealing with common customer complaints and taking steps to avoid them
  - identifying difficult customer situations and applying problem solving techniques and conflict resolution skills where necessary
  - working effectively with others
  - maintaining workplace records
  - maintaining personal appearance
  - following taxi housekeeping procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer contact:
- is typically a single encounter on a one-to-one basis
- includes all points of customer contact before, during and after the journey

Customers may include:
- regular and new customers
- customers with routine and special requests
- people from a range of social, cultural or ethnic backgrounds
- people with varying physical and intellectual abilities, including those with sight and hearing impairments
- people who may be unwell, drug affected and emotionally distressed

Customers with special needs may include:
- international visitors
- pregnant women/nursing mothers
- the elderly
- people with physical and/or intellectual disabilities
- children travelling alone or under supervision
- people with specific cultural or language needs
RANGE STATEMENT

Customers with special needs may require transport within the taxicab of:

- parents with young children
- guide dog
- walking frame
- walking stick
- foldaway wheelchair
- pram/pusher
- crutches

Difficult customer situations may include:

- abusive, racist or sexual encounters
- lack of ability to speak English by passengers
- aggressive customers
- fare evaders
- drug affected/intoxicated customers
- lack of compliance with no smoking signs
- graffiti in taxi cab by customer

Requirements for dress code and personal grooming may include:

- conforming to company and regulatory requirements for driver appearance and presentation
- wearing a uniform or a standard of dress approved by the company
- maintaining personal grooming and hygiene at a standard that is acceptable to customers within the context of work

Workplace policies and procedures may include:

- customer service standards and procedures, including dealing with customer requests
- quality assurance procedures
- security and emergency procedures
- industry, regulatory and company procedures for dealing with difficult customer situations
- security and emergency procedures codes
- lost property procedures

Regulatory policies and procedures may include:

- relevant national/state/territory transport and taxi regulations
- relevant national/state/territory OH&S regulations and legislation
- relevant national/state/territory equal opportunity and anti-discrimination legislation

Unit Sector(s)
Not Applicable
Competency Field

Competency Field   I - Customer Service
TLII2020A Provide assistance to customers with specific needs

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to assist customers with specific needs in accordance with organisational requirements. It includes establishing contact with customers, identifying customer needs, and providing appropriate support to customers with specific needs.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit
Work is performed with limited or minimum supervision. It involves the provision of assistance to customers with specific needs requiring assistance within station areas both on and off a train.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
<table>
<thead>
<tr>
<th>Elements and Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Prepare for customers with specific needs</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>2 Provide assistance to customers with specific needs</strong></td>
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<td><strong>3 Communicate regarding customers with specific needs</strong></td>
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</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Ancillary equipment operating procedures
- Manufacturer instructions, specifications and recommended operating procedures for ancillary equipment, including pre-operational checks
- Relevant legislation, regulations and codes of practice such as that relating to:
  - anti-discrimination
  - environmental protection
  - work health and safety (WHS)/occupational health and safety (OHS)
- Relevant organisational policies and procedures such as emergency procedures
- Service timetables and network information
- Workplace instructions and procedures for transporting customers with specific needs

Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when transporting customers with specific needs
- Interact positively with customers with specific needs
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems that may occur when transporting customers with specific needs in accordance with regulatory requirements and workplace procedures
- Read and interpret instructions, procedures, information and signs relevant to transporting customers with specific needs
- Use ancillary equipment
- Work collaboratively with others when transporting customers with specific needs
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises demonstrate competent performance of the following in a range of situations:

- identifying different categories of specific need
- correctly using ancillary equipment to assist customers with specific needs
- identifying delays that may occur when assisting customers with specific needs and the correct procedures for dealing with them
- identifying types of inquires that are likely to be made and providing appropriate responses.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customers with specific needs may include:
- older people
- people with disabilities, which may include mobility, physical, intellectual, psychiatric, neurological, sensory, learning disabilities
- people with prams/small children
- people with heavy luggage

Ancillary equipment may include:
- audible alarms
- emergency evacuation equipment
- hearing loops
- platform markers for customers who are visually impaired
- wheelchair ramps
- visual alerts

Other personnel may include:
- customer service assistant
- platform staff
- signaller
- train controller
- train driver

Services and/or operations may include:
- alternative transport
- local area information
- network layout
- other customer service options
- ticketing information
- timetables

Preparation may include visual check:
- for customers on platforms
- of ancillary equipment

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service
TLII3003A Provide customer service in transport vehicles/vessels

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to provide customer service for local and overseas passengers in transport vehicles/vessels. This includes monitoring and addressing passenger needs, preparing and delivering commentaries, resolving problems and conflicts involving customers, and liaising with the suppliers of tourism products to ensure appropriate materials and services are obtained and made available to service customer needs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Customer service will be carried out in accordance with tourism and transport industries codes of practice and/or company procedures.

Work will be undertaken with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Customer service involves the application of routine service principles and procedures to fulfil the information, comfort and other needs of both local and overseas tourism customers travelling in transport vehicles/vessels.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</thead>
</table>
| 1 Monitor and address passenger needs | 1.1 Circumstances affecting passengers' needs and comfort are monitored and action taken in accordance with company procedures  
1.2 Needs of all types of passengers are acknowledged and appropriate assistance provided  
1.3 Passengers are advised on the operation of internal vehicle/vessel facilities and the benefits of wearing seat belts, where relevant  
1.4 Risks to passenger safety are identified and appropriate action initiated to minimise the risk  
1.5 Passengers are suitably advised of any safety risk and the action being taken  
1.6 Tact, courtesy, friendliness and patience are demonstrated at all times when dealing with passengers  
1.7 Passenger inquiries and requests are received and resolved with minimal delays  
1.8 Passenger inquiries and associated action are recorded and reported in accordance with company procedures |
| 2 Prepare and deliver commentaries | 2.1 Comprehensive briefings are delivered clearly and precisely  
2.2 Commentary presentations are well researched and delivered clearly and at precise timings  
2.3 Additional information is provided in response to questions  
2.4 Audiovisual equipment is correctly and safely operated, where installed |
| 3 Implement conflict resolution strategies | 3.1 Conflict and difficult situations are recognised and fair solutions are negotiated equitably  
3.2 Conflicts which are unable to be resolved are referred to a higher authority  
3.3 Opportunities to enhance the quality of the service are taken, particularly in conflict situations |
| 4 Communicate with suppliers | 4.1 Liaison is maintained with suppliers of tourism products and/or information to obtain accurate and comprehensive information on products available to meet customer needs  
4.2 Needs for tourism products and/or information are appropriately communicated to relevant company personnel |

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and industry codes of practice concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels
- Relevant OH&S and environmental procedures and regulations
- Company customer service policies and procedures
- Relevant tourism products, services and/or operations
- Route information
- Local knowledge of features, history, landmarks and other items of interest to tourist passengers
- Special needs of persons with disabilities
- Special needs of different community sectors/cultures
- Procedures for the use of audiovisual equipment
- Procedures for the use of communications equipment
- Procedures for the handling of customer questions, complaints and conflicts

Required skills:

- Communicate effectively with others when providing customer service in transport vessels and vehicles
- Interact effectively with passengers
- Read and interpret instructions, procedures, information and signs relevant to the provision of customer service in transport vessels and vehicles
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of customer service in transport vessels and vehicles
- Operate electronic communication equipment to required protocol
- Conduct presentations to tourist passengers
- Provide leadership in the provision of customer service to tourism passengers
- Work collaboratively with others when providing customer service in transport vessels and vehicles
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing customer service in transport vessels and vehicles in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when providing customer service in transport vessels and vehicles
Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of customer service in transport vessels and vehicles
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle/vessel may include:

- all transport vehicles/vessels providing services to local and overseas customers that may involve commentaries, answers to questions, and resolution of problems and conflict situations, including coaches, buses, taxis, hire cars, trams, trains, and tourism vessels and ferries on both short or long journeys/voyages, as required

Equipment may include:

- public address audio
- video players and videotapes
- audiotape/CD players and tapes/CDs
- interactive computer/video equipment

Information/documents may include:

- tourism industry codes of practice or recommended procedures
- company instructions and customer service procedures
- tourism information including pamphlets, brochures and booklets
- video and audio cassettes and CDs

Applicable procedures and codes may include:

- relevant state/territory regulations concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels
- relevant state/territory OH&S legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field I - Customer Service
TLII3004A Manage camping procedures for coaches and buses

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to manage camping procedures for tour operations including preparing for a camping tour, overseeing the establishment of a camp site, and supervising the vacation of the campsite in accordance with regulations and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and permit requirements pertaining to camping activities conducted as part of tour operations.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine procedures to manage camping activities across a variety of tour operation contexts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<tr>
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</table>
| **1 Prepare for camping tour** | 1.1 Camping equipment requirements are identified and obtained  
| | 1.2 All equipment is checked for serviceability and damage prior to commencement of tour  
| | 1.3 Damaged items are repaired or replaced in accordance with workplace policy  
| | 1.4 All consumables required for the tour are determined and obtained in accordance with workplace procedures prior to commencement of tour  |
| **2 Oversee the establishment of the camp site** | 2.1 A suitable, level campsite is selected  
| | 2.2 Unloading of equipment and erection and commissioning of camping equipment is supervised  
| | 2.3 Appropriate arrangements are made with the host/cook for meals and other services during camping activity  
| | 2.4 Participants are advised of health and safety requirements and precautions including the safe use of fires  |
| **3 Vacate the campsite** | 3.1 The procedures for the vacation of the campsite are supervised in accordance with workplace procedures  
| | 3.2 The campsite is inspected for cleanliness and misplaced equipment in accordance with regulations and workplace procedures  |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulations and permit requirements pertaining to camping activities
- Relevant OH&S and environmental procedures and regulations
- Workplace camping procedures
- Relevant camping equipment and instructions for its use
- Customer service policies and procedures
- Special needs of persons with disabilities
- Special needs of different community sectors and cultures
- Local knowledge including camping areas and facilities
- Typical problems that may arise during the management of camping activities for coaches and
REQUIRED KNOWLEDGE AND SKILLS

- Procedures to be followed in the event of a camping emergency

Required skills:

- Communicate effectively with others when managing camping activities for coaches and buses
- Handle complaints and conflicts that may arise during the management of camping activities for coaches and buses
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing camping activities for coaches and buses
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the management of camping activities for coaches and buses in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Implement contingency plans for unanticipated situations that may occur during the management of camping activities for coaches and buses
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Provide customer service during camping operations
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use camping equipment
- Monitor condition and performance of camping equipment and take appropriate action if required
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Camping operations are those carried out as part of:
- tour operations, including coaches, buses and other relevant tourism vehicles

Campsite operations may be carried out:
- in any transport environment, including operations conducted at day or night and typical weather conditions

Procedures for the vacation of a campsite may include:
- dismantling of equipment
- cleaning of the equipment and site
- loading of coach/vehicle/trailer
- extinguishing of fires

Camping hazards may include (examples only):
- fire or explosion
- flood
- animals
- poisonous insects, spiders and snakes
- damaged or faulty equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- relevant state/territory regulations and permit requirements pertaining to camping activities
- workplace camping instructions and procedures
- equipment manufacturers instructions, specifications and recommended procedures, including pre-operational checks of equipment
- emergency procedures
- camping tour log book or record book (where required)

Applicable procedures and codes may include:
- relevant state/territory regulations and requirements pertaining to camping operations
- relevant state/territory OH&S legislation
- relevant state/territory food and health regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

I - Customer Service
TLII3007A Provide freight forwarding information to customers

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to provide freight forwarding information to customers in accordance with regulatory and workplace requirements, including dealing with customer freight forwarding inquiries and explaining the process of freight forwarding upon request. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning freight forwarding.

Work is performed under some supervision generally within a team environment.

This unit is normally packaged at AQF III or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Deal with customer freight forwarding inquiries | 1.1 Customer inquiries are dealt with courteously and efficiently  
1.2 Questions are used to clarify customer requirements, needs or concerns  
1.3 Information is accurately conveyed to the customer in a manner consistent with their level of understanding  
1.4 Areas not effectively dealt with are forwarded to other enterprise personnel or external individuals/authorities in accordance with enterprise procedures  
1.5 Follow-up procedures are undertaken in accordance with enterprise procedures |
| 2 Explain the process of freight forwarding | 2.1 The freight forwarding chain of operations is explained to customers  
2.2 Parameters of service relevant to customer requirements are explained in accordance with workplace procedures  
2.3 Handling and documentation requirements for various types of goods are explained to customers including dangerous goods and hazardous substances  
2.4 Documentation concerning service provision is forwarded to the customer in accordance with enterprise procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to freight forwarding, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the provision of freight handling information to customers
- Focus of operation of work systems, equipment, management and site operating systems for the provision of freight handling information to customers
- Problems that may occur when providing freight handling information and appropriate action that can be taken to prevent or resolve the problems
- Types of transport used in international trade and knowledge of the most economical modes of
REQUIRED KNOWLEDGE AND SKILLS

- Transport for different situations
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Documentation requirements for the freight handling services including workplace freight tracking system
- Freight transport timetables, yard and terminal facilities, and site layout
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when providing freight forwarding information
- Read and interpret instructions, procedures, information and labels relevant to the provision of freight forwarding information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of freight forwarding information
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing freight forwarding information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing freight handling information in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing freight forwarding information
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer, communication and office equipment when providing freight handling information
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - reading and interpreting freight documentation
  - providing information to customers on freight forwarding operations
  - maintaining enterprise records and documentation
  - advising on relevant export regulations and required documentation
  - advise on procedures and protocols for forwarding various cargo to different destinations

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces • exposed conditions • controlled or open environments

Freight may include: • all forms of freight. Some freight may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances

Parameters of freight forwarding service that may be explained to customers include: • procedures for forwarding freight • type of transport modes • various consignment methods • relevant legislative requirements • required import/export documentation and requirements • insurance requirements • service costs • payment requirements and procedures • fiduciary and legal responsibilities of either party

Customer information may include: • business structure • general freight forwarding requirements • legislative requirements • information on export clearances • documentation services • freight charges

Hazards in the work area may include: • exposure to chemicals • exposure to dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve: • other employees and supervisors • suppliers, customers and clients • drivers and agents • relevant authorities and institutions • management and union representatives
RANGE STATEMENT

Communication in the work area may include:

- industrial relations and OH&S specialists
- other maintenance, professional or technical staff
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for freight tracking
- codes of practice and regulations relevant to the transport of goods
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant sections of Customs legislation, regulations and codes for the transport of freight
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and international Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and international explosives codes
- privacy legislation
- water and road use and license arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service
TLII3009A Provide on-board services to customers

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to provide on-board services to customers including establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, and providing for the identified customer requirements in accordance with company procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work is performed individually, and guidance or advice is available where necessary.

Work involves the application of routine workplace procedures to the provision of on-board services to customers on transport vehicles/vessels.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Establish effective communication with customers</td>
<td>1.1 All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate&lt;br&gt;1.2 All communications with customers are conducted in a manner which is consistent with organisation's policy</td>
</tr>
<tr>
<td>2 Identify and assess the needs and expectations of different customers</td>
<td>2.1 Individual customer needs and expectations are identified so that appropriate products and services may be provided&lt;br&gt;2.2 Customers with special needs are identified and appropriate attention is given to ensure that their requirements are satisfied&lt;br&gt;2.3 Limitations to service provision are identified, communicated to customers, and checked for understanding</td>
</tr>
<tr>
<td>3 Provide the identified customer requirement</td>
<td>3.1 All needs and reasonable requests of customers are met in a consistent and timely manner&lt;br&gt;3.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill&lt;br&gt;3.3 Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction&lt;br&gt;3.4 Opportunities to enhance the quality of service are taken whenever possible&lt;br&gt;3.5 Information regarding both anticipated and unanticipated problems and delays is promptly communicated to customers</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Details of on-board services provided to customers
- Organisation's transport services
- Procedures for the use of communications equipment
- Fare structures
- Concessional privileges
- Timetables
REQUIRED KNOWLEDGE AND SKILLS

- Organisational policies and procedures
- Customer service requirements
- Services for customers with disabilities
- Typical problems that can occur when providing on-board services to customers and related appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when providing on-board services to customers
- Handle and resolve conflict and grievance situations that may arise during the provision of on-board services to customers
- Read and interpret instructions, procedures, information and signs relevant to the provision of on-board services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of on-board services to customers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing on-board services to customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when providing on-board services to customers in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when providing on-board services to customers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of on-board services to customers
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Complete transactions and revenue protection activities during the provision of on-board services to customers
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in restricted spaces or exposed conditions or controlled or open environments
• in a range of weather conditions
• by day or night

Equipment may include: • use in restricted spaces or exposed conditions or controlled or open environments
• office equipment
• communication equipment
• computer software

On-board service applies to: • all long distance rail/coach/bus trips
• all points of customer contact before, during and after the journey
• all internal, external and potential customers

Customers with special needs include: • international visitors
• pregnant women
• the elderly
• physically and/or mentally disabled persons
• children travelling alone or under supervision

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: • company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information/documents may include: • workplace policies and procedures
• customer requests
• customer service standards and procedures
• competency standards and training materials
• quality assurance procedures
• security and emergency procedures

Applicable regulations and legislation may include: • relevant state/territory transport regulations
• relevant state/territory OH&S regulations and legislation
• relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable
Competency Field

Competency Field I - Customer Service
TLII3010A Provide travel information to customers

Modification History
Not Applicable

Unit Descriptor
This unit covers the skills and knowledge required to identify and locate major destinations, public services, attractions and facilities as part of the provision of public transport advice. It covers responding appropriately to customer enquiries with respect to destinations, related services and facilities and ticketing. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work involves the duties and tasks applicable to personnel working on public trams, trains and buses who may through their duties have contact with the public.

Work is performed under general supervision.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan a journey using public transport | 1.1 Sources of current, accurate and relevant public transport information are identified and accessed to respond to customer needs  
1.2 Modes, connections, interchanges and tickets to complete a journey are identified for the planned customer destination  
1.3 Major destinations, attractions and public facilities and their proximity to public transport are identified and located in relation to customer needs or requests  
1.4 Information and/or advice provided to customers are reviewed regularly to ensure currency and accessibility |
| 2 Provide information and advice to customers | 2.1 The specific information and advice needs of customers are accurately identified and clarified in accordance with the circumstance  
2.2 Information provided to customers is appropriate, complete and effectively covers their needs  
2.3 Information and/or advice are presented in a respectful format, manner and style  
2.4 The information and/or advice are regularly reviewed to ensure customers acknowledge that the information given satisfies their enquiry |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Ticket and ticket structures including points and methods of purchase
- Concessional privileges
- Travel zones
- Major public transport connections, interchanges, stations, tram and bus terminals
- Major destinations, attractions and public facilities
- Standard operating hours
- 'Out of hours’ services
- Vehicle types and capacity
- Modes of public transport
REQUIRED KNOWLEDGE AND SKILLS

- Location of on-line information services
- Factors that can influence verbal communication
- Procedures for reviewing information and advice
- Strategies for clarifying and confirming customer needs
- Operational procedures

Required skills:

- Communicate effectively when providing travel information to customers
- Access, read, interpret and apply instructions, timetables and standard operating procedures relevant to the provision of travel information to customers
- Research relevant data when providing travel information to customers
- Interact with customers
- Work collaboratively with others in a team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly solve and/or report any identified problems when responding to customer enquiries and/or travel concerns
- Monitor work activities in terms of planned schedule
- Work in accordance with instructions
- Review customer needs and confirm they are being addressed
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Maintain currency on all operational procedures
- Select and utilise ticket validating equipment and communication technology

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Public transport information may include:

- timetables
- brochures and travel guides
- transport maps
- internet
RANGE STATEMENT

- tickets
- ticket manual
- concessions
- hours of operation
- lost property
- emergency procedures
- interchanges and connections

Mode of travel may include:

- rail
- bus
- tram
- taxi

Destination may include:

- public facilities
- attractions
- venues
- metropolitan

Documentation/records may include:

- standard operating procedures for the provision of travel information to customers
- timetables
- brochures
- relevant local government documents

Applicable legislation, regulations and codes may include:

- relevant state or territory transport legislation and regulations
- relevant trade practices legislation and regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service
TLII3020A Provide assistance to customers with and without special needs

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to assist customers with and without special needs, in accordance with legislative and regulatory requirements. It includes establishing contact with customers, identifying customers' needs, and providing appropriate support to customers with or without special needs during their journey. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Work is performed with limited or minimum supervision. It involves the provision of assistance to customers with and without special needs requiring assistance both on and off a train and during their journey.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Establish contact with customers** | 1.1 Customer is acknowledged and greeted in a professional, courteous and concise manner according to organisational requirements  
1.2 Personal dress and presentation is maintained in line with organisational requirements  
1.3 Communication involving appropriate interpersonal skills to facilitate accurate and relevant exchange of information is used  
1.4 Sensitivity to customer specific needs and any cultural and individual differences is maintained  
1.5 Genuine interest in customer needs is displayed |
| **2 Identify customer needs** | 2.1 Appropriate questioning and active listening are used to determine customer needs  
2.2 Urgency of customer needs is assessed to identify priorities for service delivery  
2.3 Customers with special needs and the appropriate customer service is identified |
| **3 Deliver service to customers** | 3.1 Prompt customer service to meet identified needs according to organisational requirements is provided  
3.2 Customer communications are conducted in a clear, concise and courteous manner  
3.3 Customer inquiries are dealt with courteously and efficiently  
3.4 Questions are used to clarify the customer's needs or concerns  
3.5 Knowledge of services and/or operations is used to answer customer queries or to respond to customers' needs  
3.6 Customer is directed to or assistance from other staff is sought when a customer's inquiry cannot be fully answered  
3.7 Opportunities to enhance the quality of service and products are identified and action is taken to improve the service whenever possible  
3.8 Information regarding problems and delays is provided and follow up is made within appropriate timeframes as necessary  
3.9 Where required, customer inquiries and associated action/s are recorded and/or reported and in accordance with workplace procedures |
| **4 Prepare for passengers with special needs** | 4.1 Vigilance is maintained for passengers with special needs/disabilities on arrival into the station platform  
4.2 Actions to assist customers with special needs are identified in accordance with workplace procedures and/or requirements |
| **5 Provide assistance to customers with special** | 5.1 Ancillary equipment is applied where appropriate for passengers in wheelchairs/prams, if required |
ELEMENT needs

PERFORMANCE CRITERIA
5.2 Customers with seeing/hearing eye dogs are observed and assisted if required
5.3 Customers with any other special needs are observed and assisted if required
5.4 Customers are assisted in a courteous manner, sensitive to the special needs
5.5 Ongoing support and/or vigilance is provided to the customer with special needs to maximise their travelling safety and comfort
5.6 Ancillary equipment is utilised safely in accordance with workplace procedures and safety regulations

6 Communicate regarding customers with special needs

6.1 Where dealing with customers with special needs may cause delays to services other personnel are informed
6.2 Where required, other personnel are informed about the presence of customers with special needs

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant legislation, regulations and organisational policies and procedures
- Service timetables and network information
- Ancillary equipment and procedures for operating/using ancillary equipment
- Availability and types of alternative service for customers with special needs

Required skills:

- Communicate effectively with others when transporting passengers with and without special needs
- Read and interpret instructions, procedures, information and signs relevant to the transporting of passengers with and without special needs
- Interpret and follow operational instructions and prioritise work
- Interact with passengers with and without special needs
- Complete documentation related to the transporting of passengers with and without special needs
- Operate electronic communication equipment to required protocol
Required skills:

- Use ancillary equipment
- Work collaboratively with others when transporting passengers with and without special needs
- Promptly report and/or rectify any identified problems that may occur when transporting passengers with and without special needs in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying different categories of special needs
  - correctly using ancillary equipment to assist passengers with special needs
  - identifying delays that may occur when assisting passengers with special needs and the correct procedures for dealing with them
  - identifying types of inquiries that are likely to be made and providing appropriate responses
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Transporting of passengers may be carried out:
- by day or night
- in all weather conditions
- on station platforms
- on electric passenger trains

Passengers with special needs may include:
- people with disabilities, which may include physical, intellectual, psychiatric, neurological, sensory, learning disabilities
- the elderly
- people with prams/small children
RANGE STATEMENT

Other personnel may include:
- people with heavy luggage
- train controller
- signaller
- train driver
- customer service assistant
- platform staff

Services and/or operations may include:
- timetables
- network layout
- ticketing information
- alternative transport
- other customer service options
- local area information

Ancillary equipment may include:
- wheelchair ramps
- hearing loops
- audible alarms
- visual alerts
- platform markers for customers who are visually impaired
- emergency evacuation equipment

Preparation may include visual check:
- for passengers on platforms
- of ancillary equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- workplace instructions and procedures for the transport of passengers with special needs
- manufacturer's instructions, specifications and recommended operating procedures for ancillary equipment, including pre-operational checks
- emergency procedures
- record book

Applicable regulations, legislation and codes may include:
- relevant state/territory OH&S legislation
- relevant anti-discrimination legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable
Competency Field

Competency Field I - Customer Service
TLII3022A Provide customer service in rail operations

Modification History
Release 1. This is the first release of this unit.
This unit replaces but is not equivalent to TLII3021A Provide customer service in rail operations.
Reference to customers with special needs has been removed from this unit and a new unit has been developed, TLII2020A Provide assistance to customers with specific needs.

Unit Descriptor
This unit involves the skills and knowledge required to provide customer service in rail operations according to regulatory, legislative and workplace requirements. It includes preparing to provide and providing assisting customers at platforms and/or on a train. Licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit
Work is generally performed without supervision and in a team environment. It involves the provision of service to customers requiring assistance either on or off a train.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Establish contact with customers

1.1 Customer is acknowledged and greeted in a professional, courteous and concise manner according to organisational requirements

1.2 Personal dress and presentation is maintained in line with organisational requirements

1.3 Effective communication and interpersonal skills are used to facilitate accurate and relevant exchange of information

1.4 Sensitivity to customer specific needs and any cultural and individual differences is maintained

1.5 Genuine interest in customer needs is displayed

2 Identify customer needs

2.1 Appropriate questioning and active listening is used to determine customer needs

2.2 Urgency of customer needs is assessed to identify priorities for service delivery

2.3 Customers with specific needs and the appropriate customer service are identified

3 Deliver service to customers

3.1 Prompt customer service is provided to meet identified needs according to organisational requirements

3.2 Customer communications are conducted in a clear, concise and courteous manner

3.3 Customer inquiries are dealt with courteously and efficiently

3.4 Questions are used to clarify customer needs or concerns

3.5 Knowledge of services and/or operations is used to answer customer queries or to respond to customer needs

3.6 Customer is directed to other staff and/or assistance from other staff is sought when customer inquiry cannot be fully answered

3.7 Opportunities to enhance the quality of service and products are identified and action is taken to improve the service whenever possible

3.8 Information regarding problems, delays and follow up within appropriate timeframes as necessary is provided

3.9 Customer inquiries and associated action/s are recorded and/or reported in accordance with workplace procedures as required
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Availability and types of alternative service for customers during planned and unplanned events that may affect regular services
- Relevant documentation/records:
  - emergency procedures
  - record book
- workplace instructions and procedures for transporting customers with specific needs
- Relevant state/territory and commonwealth legislation, regulations and organisational policies, procedures and codes, such as:
  - anti-discrimination legislation
  - environmental protection legislation
  - privacy
  - WHS/OHS legislation
  - Service timetables and network information

**Required skills:**

- Adapt to differences in equipment in accordance with standard operating procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when transporting customers
- Interpret and follow operational instructions and prioritise duties according to customer needs
- Modify activities depending on operational contingencies, risk situations and environments
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to transporting customers
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Assessment must include exercises which demonstrate competent performance of the following in a range of situations:

- identifying different categories of customer needs
- identifying service and/or operational information commonly requested by customers
- identifying other types of inquiries that are likely to be made and appropriate responses.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information may include:
- alternative transport
- local area information
- network layout
- other customer service options
- ticketing information
- timetables

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service
TLII4008A Monitor transport activities at interchanges

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to monitor transport activities at interchanges including monitoring transport and passenger movements, identifying and attending to coordination problems, and informing customers of irregularities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with relevant workplace procedures.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures and regulatory requirements to the monitoring of transport activities at interchanges.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Monitor transport and passenger movements | 1.1 Passenger and vehicle movements are monitored and recorded following workplace procedures  
1.2 Passenger and vehicle movement irregularities are identified and recorded and possible solutions are provided  
1.3 Timetables are monitored to identify variations and recommend where action is required  
1.4 Documentation is completed in accordance with workplace requirements to maintain transport movement records |
| 2 Identify coordination problems | 2.1 Problems with services coordination are reported promptly and possible solutions are submitted to the relevant authority  
2.2 Irregularities with internal systems are reported promptly according to organisation procedures |
| 3 Inform customers of irregularities | 3.1 Communications systems and equipment are operated in accordance with workplace policies and procedures to make necessary announcements  
3.2 Passengers are informed of irregularities and service changes promptly, clearly and courteously  
3.3 Transport service adjustments are conveyed to transport system staff |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Risks and hazards when monitoring transport activities at interchanges and related precautions to control the risk
- Organisation's transport services
- Complementary transport services
- Fare structures
- Concessional privileges
- Timetables
- Organisational policies and procedures
REQUIRED KNOWLEDGE AND SKILLS

- Customer service requirements
- Typical problems that can occur monitoring transport activities at interchanges and related appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when monitoring transport activities at interchanges
- Handle and resolve conflict situations
- Read and interpret instructions, procedures, information and signs relevant to the monitoring of transport activities at interchanges
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of transport activities at interchanges
- Operate electronic communication equipment to required protocol, including radio systems
- Calculate fares
- Work collaboratively with others when monitoring transport activities at interchanges
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when monitoring transport activities at interchanges in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when monitoring transport activities at interchanges
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring of transport activities at interchanges
- Organise staff deployment
- Manage stress when monitoring transport activities at interchanges
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Manage barrier operation
- Validate tickets
- Use basic mechanical skills required when monitoring transport activities at interchanges
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Interchange operation embraces facilities used by:
- the organisation for the transfer of customers from one type of transport service to another or between services

Equipment may include:
- communication equipment
- video/audio equipment
- computer and related office equipment
- timetables and service information

Timetable variation refers to:
- services falling outside the boundaries used by the transport system in monitoring the compliance to scheduled services

Communications systems used can include:
- public address system
- telephone
- two-way radio

Internal systems include:
- timetables
- electronic equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, standards and procedures
- information from observation of passenger and vehicle movement
- transport timetables
- transport service information
- communication with other personnel
- relevant regulations concerning transport operations
- competency standards and training materials
- quality assurance procedures
- security and emergency procedures

Applicable regulations and legislation may include:
- relevant state/territory regulations and legislation concerned with revenue protection within transport systems
- relevant state/territory OH&S regulations and legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)

Not Applicable

Competency Field

<table>
<thead>
<tr>
<th>Competency Field</th>
<th>I - Customer Service</th>
</tr>
</thead>
</table>

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Approved
TLII4022A Identify and meet customer requirements

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify and meet customer requirements in accordance with regulatory and organisational needs. It includes identifying customer needs, delivering a service to customers, and communicating customer needs with other members of the organisation.

Licensing, legislative or certification requirements may be applicable to this unit.

Application of the Unit
Work is performed under minimum supervision. It involves discretion and judgement for self and others in meeting customer and organisation needs.

Work involves responsibility for the development of work plans and may include the provision of leadership of others, either individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
# Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify customers and determine their needs</td>
<td>1.1 Customers and their needs are identified in accordance with business goals and shared objectives</td>
</tr>
<tr>
<td></td>
<td>1.2 Appropriate questioning and active listening are used to fully determine customer needs</td>
</tr>
<tr>
<td></td>
<td>1.3 Customer needs are assessed for urgency to identify priorities for service delivery</td>
</tr>
<tr>
<td></td>
<td>1.4 Customers are provided with information about available options for meeting their needs and assisted in identifying preferred options</td>
</tr>
<tr>
<td></td>
<td>1.5 Personal limitations in addressing customer needs are identified and assistance is sought from designated persons where required</td>
</tr>
<tr>
<td>2 Deliver service to customers</td>
<td>2.1 Communication is undertaken with customers in a clear, concise and courteous manner</td>
</tr>
<tr>
<td></td>
<td>2.2 Appropriate customer service is provided to meet identified needs in accordance with organisational requirements and shared objectives</td>
</tr>
<tr>
<td></td>
<td>2.3 Where applicable, information and follow-up regarding problems and delays are provided within appropriate timeframes</td>
</tr>
<tr>
<td></td>
<td>2.4 Whenever possible, opportunities to enhance the quality of service are identified and acted upon</td>
</tr>
<tr>
<td>3 Communicate to other members of the organisation</td>
<td>3.1 Outcomes of customer service interactions are communicated to appropriate persons in the organisation</td>
</tr>
<tr>
<td></td>
<td>3.2 Feedback mechanisms are used to ensure continuous improvement of customer service outcomes</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant occupational health, safety and environmental (OHS&E) protection policies and procedures
- Workplace protocols and procedures for meeting customer and organisation needs, including planning and quality improvement of services and operations
- Problems that can occur when meeting customer and organisation needs, and action that can be taken to resolve them

Required skills:

- Communicate and negotiate effectively with others when meeting customer and organisational needs
- Read and interpret instructions, procedures and information relevant to meeting customer and organisational needs
- Identify and assess customer and organisational requirements
- Use appropriate numeric functions when identifying customer needs
- Complete documentation related to meeting customer and organisational needs where applicable
- Operate electronic communication equipment in line with required protocol
- Work collaboratively with others when meeting customer and organisational needs
- Report and rectify within limits of own role problems that may arise when meeting customer and organisational needs in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may occur when meeting customer and organisational needs
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customers may be:
- internal or external, including:
  - emergency services
  - network access
  - contractors
  - other network operators

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documentation may include:
- legislation, regulations and documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- reports of accidents and incidents within regulatory requirements and organisational procedures
- organisational guidelines on appropriate language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice
- relevant federal, state and territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- dangerous goods and hazardous materials codes
- relevant Australian standards and certification requirements

Unit Sector(s)

Not applicable.
Competency Field

I – Customer Service
TLII4001A Coordinate quality customer service

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to coordinate quality customer service in operations including planning to meet internal and external customer requirements, ensuring delivery of quality service, and monitoring, adjusting and reporting customer service. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations.

Work is performed under general supervision. It involves the application of the routine procedures to the coordination of quality customer service.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

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**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan to meet internal and external customer requirements | 1.1 The needs of customers are researched, understood and assessed, and taken into account in the planning of the company's products and services  
1.2 Provision is made in plans to achieve the quality, time and costs specifications agreed with customers |
| 2 Ensure delivery of quality service | 2.1 Individual/team performance consistently meets quality, safety, resource and delivery standards  
2.2 Coaching and mentoring assists colleagues overcome difficulty in meeting customer service standards  
2.3 Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards |
| 3 Monitor, adjust and report customer service | 3.1 Company's systems are used to monitor progress in achieving product/service targets and standards  
3.2 Customer feedback is sought and used to improve the provision of products/services  
3.3 Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups  
3.4 Adjustments/recommendations (as required) are made to products/services  
3.5 Those who have a role in products/services planning and delivery are informed of changes  
3.6 Records, reports and recommendations are managed within the company's systems and processes |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant Australian and state and territory standards, regulations and codes of practice
- OH&S procedures and guidelines relevant to workplace operations
- Risks involved in workplace operations and related precautions to control the risk
- Workplace procedures and policies for the coordination of quality customer service in workplace operations
REQUIRED KNOWLEDGE AND SKILLS

- Customer and market characteristics
- The role of customer service in company profitability
- Requirements of workplace systems and operations and relevant equipment

Required skills:

- Communicate effectively with others when coordinating quality customer service
- Read and interpret instructions, procedures, information and signs relevant to the coordination of quality customer service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the coordination of quality customer service
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when coordinating quality customer service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when coordinating quality customer service in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when coordinating quality customer service
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply relevant agreements, codes of practice or other legislative requirements to work processes
- Identify and correctly use equipment, processes and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- in a range of work environments and weather conditions
- by day or night
RANGE STATEMENT

Customers may be: • internal or external

Operations may be undertaken: • on- or off-base site or workplace

Coordination of workplace policies for the provision of customer service may include: • level of service provision • scheduling of operations • delivery of services

Consultative processes may involve: • clients • other employees and supervisors • management • union representatives • industrial relations and OH&S specialists • other professional or technical staff • local government authorities

Hazards may include: • vehicular traffic and pedestrians • uneven ground, steps, road surfaces • dust and vapours • hazardous or dangerous materials • humidity, air temperature and radiant heat • light including UV • noise

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: • company procedures • enterprise procedures • organisational procedures • established procedures

Communication in the work area may include: • fixed phone • mobile phone • fax • email • internet • radio • oral, aural or signed communications

Information/documents may include: • operations manuals • induction documentation • competency standards and training materials • manufacturers specifications for relevant equipment • Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail • workplace procedures and policies for the preparation of
RANGE STATEMENT

mail for delivery
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- customer service and quality assurance standards and procedures
- emergency procedures

Applicable regulations and legislation may include:
- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service
TLII4005A Market services and products to clients

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to market services and products to clients including recognising and acting upon opportunities to promote products and services, establishing and maintaining contact with clients, and negotiating and closing sales in accordance with statutory retail practice and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work involves discretion and judgement for self and others in marketing services and products to clients. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for marketing services and products to clients and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Recognise opportunities to promote products and services | 1.1 Products and services available for on-selling from the enterprise are identified  
1.2 Technical specifications and application(s) of products and services are identified  
1.3 Applicability of products and or services are matched to particular clients or client groups  
1.4 Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements  
1.5 Where appropriate, clients are referred to expert personnel or services |
| 2 Establish and maintain contact with clients | 2.1 Communication with clients is established and maintained to develop a professional relationship  
2.2 Clients are informed of the full range of business products  
2.3 Follow-up contacts with clients are made on client request and in accordance with enterprise policy |
| 3 Negotiate sales | 3.1 Potential sales opportunities are recognised and acted upon  
3.2 Negotiations with clients maintain enterprise professional standards and client satisfaction |
| 4 Close sales | 4.1 Documentation of the agreement is completed in accordance with enterprise policy, incorporating any special requirements  
4.2 Contact with customers is maintained until sale is completed  
4.3 After-sales service is provided in accordance with enterprise procedures and statutory requirements |

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulatory requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the marketing of services and products to clients
- Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality
REQUIRED KNOWLEDGE AND SKILLS

- Strategies to implement continuous improvement processes
- Focus of operation of marketing systems and resources
- Typical problems that can occur when marketing services and products to clients and related appropriate action that can be taken

Required skills:

- Communicate effectively with others when marketing services and products to clients
- Negotiate and work effectively with others
- Read and interpret instructions, procedures and information relevant to the marketing of services and products to clients
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the marketing of services and products to clients
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when marketing services and products to clients
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when marketing services and products to clients in accordance with regulatory requirements and workplace procedures
- Plan work activities, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Identify improvements to services, resource allocation and use
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and/or small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer contact and coordination

Products may be:

- existing or potential

Consultative processes may involve:

- existing and potential customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:

- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- workplace procedures for the marketing of services and products
- current and potential customer/client instructions and assessed requirements
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language
RANGE STATEMENT

and communication strategies and interpretation of relevant information

• legislation, regulations and related documentation relevant to business operations

• regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements

Applicable regulations and legislation may include:

• relevant regulations, standards and codes of practice

• trading regulations relevant to business operations

• relevant Australian and state/territory OH&S legislation

• environmental protection regulations

• hazardous substances and dangerous goods codes

• relevant Australian standards and certification requirements

• licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service
TLII4016A Service freight customers

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to service freight customers in accordance with regulatory and workplace requirements including confirming freight customer needs; providing quotations; calculating freight charges; modifying products and services in response to identified customer needs; and promoting existing freight services. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning freight services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the servicing of freight customers as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Confirm freight customer needs | 1.1 Initial inquiries for freight service are handled promptly and courteously  
1.2 Nature of freight service required is established with the customer  
1.3 Ongoing customer liaison activities are maintained, where applicable, to establish future requirements  
1.4 Unusual or special requests for freight service are referred to appropriate personnel for resolution  
1.5 Support services required to meet customers' freight needs are established  
1.6 Corporate or key account customers' freight needs are continuously monitored to ensure customer satisfaction |
| 2 Provide quotations | 2.1 Costs and conditions of the freight service(s) offered are provided to the customer  
2.2 Customer queries relating to quotations are answered promptly in accordance with workplaces guidelines  
2.3 Key account or potential key account quotations are handled in accordance with workplaces policies and procedures |
| 3 Calculate freight charges | 3.1 Confirmation is obtained that freight is weighed and/or measured using relevant mass or cubic calculation procedures  
3.2 Details relevant to charges are accurately recorded to ensure charge calculations can be verified  
3.3 Freight charges are accurately calculated and checked using relevant charge structures  
3.4 Method of freight calculation applicable to the service and commodity is established in accordance with workplace policies and procedures  
3.5 Freight charge discrepancies are recorded on relevant documentation for adjustment purposes |
| 4 Modify products and services | 4.1 Freight needs of assigned customers are assessed against current products and services offered by the workplace  
4.2 Freight services offered by other providers including state, national and overseas providers are continuously reviewed  
4.3 Requests for freight services not currently offered by the workplace are referred to appropriate personnel |
| 5 Promote existing freight service | 5.1 Existing freight services provided by the workplace are monitored  
5.2 Promotional activities, including information seminars, are participated in and responses are followed up  
5.3 Potential new account customers are identified and details of
ELEMENT | PERFORMANCE CRITERIA
---|---
existing freight services are explained
5.4 Advertising programs promoting existing freight services are promoted to customers
5.5 Advantages of existing freight services are explained to potential customers

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to the maintenance of freight records, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the servicing of freight customers
- Focus of operation of work systems, equipment, management and site operating systems for the servicing of freight customers
- Problems that may occur when servicing freight customers and appropriate action that can be taken to resolve the problems
- Freight services offered by the workplace
- Freight management systems
- Workplace costing structures and rates
- Workplace public relations policies and procedures
- Profiles and details of all customers
- Workplace rail service advertising services and procedures
- Services provided by other freight service organisations
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Documentation requirements for freight forwarding including workplace freight tracking system
- Housekeeping standards procedures required in the workplace
- Freight transport timetables, yard and terminal facilities, and site layout

Required skills:
Required skills:

- Communicate effectively with others when servicing freight customers
- Read and interpret instructions, procedures, information and labels relevant to the servicing of freight customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the servicing of freight customers
- Present information using appropriate media and technology
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when servicing freight customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when servicing freight customers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when servicing freight customers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the servicing of freight customers
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer, communication and office equipment when servicing freight customers
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

this unit and include demonstration of:
• identifying and confirming freight customer needs
• providing accurate quotations to meet customer needs
• communicating and negotiating with customers
• promoting existing freight services
• calculating freight charges accurately

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Work may be conducted:  
- in a range of work environments  
- by day or night

Customers may be:  
- internal or external

Workplaces may comprise:  
- large, medium or small worksites

Work may be conducted in:  
- limited or restricted spaces  
- exposed conditions  
- controlled or open environments

Freight services covers:  
- the application of all products and services offered by the workplace

Promotional activities may include:  
- public relations activities  
- press releases  
- open days  
- in-house newsletters  
- publications  
- advertising programs  
- seminars  
- promotional briefings

Support services can include:  
- loading/unloading requirements  
- load security/protection  
- receipt personnel  
- special vehicle access/parking

Hazards in the work area may include:  
- exposure to chemicals  
- exposure to dangerous or hazardous substances  
- movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:  
- other employees and supervisors  
- suppliers, customers and clients  
- drivers and agents  
- relevant authorities and institutions  
- management and union representatives  
- industrial relations and OH&S specialists  
- other maintenance, professional or technical staff

Communication in the work area may include:  
- phone  
- electronic data interchange (EDI)  
- fax  
- email  
- internet  
- RF systems
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- oral, aural or signed communications
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for freight tracking
- codes of practice and regulations relevant to the servicing of freight customers
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for freight forwarding
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
RANGE STATEMENT

- Australian and International Explosives Codes
- privacy legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field I - Customer Service
TLII4017A Develop freight customers

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to develop freight customers in accordance with workplace requirements including identifying and evaluating potential freight business; developing proposals for new products or services; and negotiating products and services with customers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the provision of freight services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the development of freight customers as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Identify potential freight business** | 1.1 The nature of potential customers freight needs is established with the customer  
1.2 Customers freight needs are analysed against existing services to identify variances against normal services  
1.3 Potential new customers are kept informed during review process |
| **2 Evaluate potential business** | 2.1 Potential new business is analysed against existing freight services offered by the workplace  
2.2 Special transportation requirements are identified and discussed with the customer  
2.3 Cost effectiveness of potential new business is established using workplace guidelines |
| **3 Develop proposals for new products or services** | 3.1 Potential new business is costed against new product or service  
3.2 Proposed new product or service is documented and presented for further consideration  
3.3 Decision regarding new product or service is conveyed promptly to the potential customer for follow-up action |
| **4 Negotiate products and services with customers** | 4.1 Techniques for minimising potential damage to freight are identified and negotiated with customers  
4.2 New products or services required to meet or improve customer services are implemented as approved |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the international codes and regulations relevant to the development of freight customers
- Focus of operation of work systems, equipment, management and site operating systems for the development of freight customers
- Problems that may occur when developing freight customers and appropriate action that can be
REQUIRED KNOWLEDGE AND SKILLS

taken to resolve the problems

- Freight services offered by the workplace
- Freight management systems
- Workplace costing structures and rates
- Workplace public relations policies and procedures
- Profiles and details of all customers
- Workplace freight service advertising policies and procedures
- Services provided by other freight service organisations
- Documentation requirements for the development of freight customers
- Freight transport timetables, yard and terminal facilities, and site layout

Required skills:

- Negotiate, communicate and liaise effectively with others when developing freight customers
- Read and interpret instructions, procedures and information relevant to the development of freight customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the development of freight customers
- Operate electronic communication equipment to required protocol
- Undertake financial calculations involving cost analysis
- Prepare and present quotations
- Work collaboratively with others when developing freight customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when developing freight customers in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the development of freight customers
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer, communication and office equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying and cultivating potential freight business
  - developing proposals for new products and services
  - negotiating with customers regarding products and services

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night
               • by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Work may be conducted in: • limited or restricted spaces
               • exposed conditions
               • controlled or open environments
Potential customers include: • all other rail and freight authorities
               • private businesses
               • government bodies
               • members of the public
               • internal customers
Promotional activities may include: • public relations activities
               • press releases
               • open days
               • in-house newsletters
               • publications
               • advertising programs
               • seminars
               • promotional briefings
               • corporate sponsorship
               • development of promotional materials
Servicing requirements may be obtained from: • customer requests
               • works orders
               • freight requirements
               • organisation personnel
Hazards in the work area may include: • exposure to chemicals
               • exposure to dangerous or hazardous substances
               • movements of equipment, goods, materials and vehicular traffic
Consultative processes may involve: • other employees and supervisors
               • current and potential customers
RANGE STATEMENT

- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- market knowledge about competitors who are providing rail freight and those providing alternative transport systems
- customer requests and works orders
- workplace procedures and policies
- codes of practice and regulations relevant to freight services
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- internal documentation used for freight services
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the provision of freight services
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- privacy legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field I - Customer Service
TLII5018A Manage customer service

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage customer service. It includes planning to meet internal and external customer requirements; ensuring delivery of quality products/services; and monitoring, adjusting and reporting customer service. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan to meet internal and external customer requirements | 1.1 The needs of customers are researched, understood and assessed, and included in the planning process  
1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers |
| 2 Ensure delivery of quality products/services | 2.1 Products/services are delivered to customer specifications within the team's/organisation's business plan  
2.2 Individual/team performance consistently meets quality, safety, resource and delivery standards  
2.3 Coaching and mentoring assist colleagues to overcome difficulty in meeting customer service standards  
2.4 Resources are used effectively and efficiently to provide quality products/services to customers |
| 3 Monitor, adjust and report customer service | 3.1 The organisation's systems and technology are used to monitor progress in achieving product/service targets and standards  
3.2 Customer feedback is sought and used to improve the provision of products/services  
3.3 Decisions to overcome problems and make improvements to products/services are taken in consultation with designated individuals/groups  
3.4 Adjustments are made to products/services, and those who have a role in their planning and delivery are informed of changes |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of national and state or territory regulatory requirements and codes of practice such as consumer protection legislation
- Relevant OH&S and environmental procedures and regulations
- Organisational policies, principles, codes and performance standards
- Risk management as it relates to dealings with customers, and managing potential fall-out from poor customer service
- Performance management systems used in the organisation
- Quality management systems
- Requirements for completing relevant documentation such as reports of customer complaints
REQUIRED KNOWLEDGE AND SKILLS

- Steps involved in planning the work activities

Required skills:

- Communicate and consult with others to ensure excellent customer service is modelled to staff and that customer issues are resolved
- Prepare reports to develop and disseminate information on customer service performance
- Interpret and follow operational instructions and prioritise work
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Deal effectively with unplanned events such as a change in the volume of customer enquiries
- Monitor work activities in terms of planned schedule, particularly in line with agreed time and quality standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Appropriate systems may include:
- quality management
- customer feedback/response

Customer service standards and plans may include:
- response times/delivery times
- protocols to which staff are trained to provide consistent quality service
- quality specifications

Documentation and records may include:
- quality assurance procedures
- emergency procedures
- customer surveys, lists of complaints, reports from staff in relation to customers

Applicable legislation and regulations may include:
- Australian legislation, regulations and codes of practice, including consumer protection legislation
- workplace relations regulations

Unit Sector(s)
Not Applicable

**Competency Field**

**Competency Field**  I - Customer Service
TLIJ2001A Apply quality procedures

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under limited or minimum supervision, generally within a team environment. It involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Apply quality concepts | 1.1 Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs
 | 1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures
 | 1.3 Basic quality concepts are applied to work activities
2 Trial improvements | 2.1 Improvements to work processes are planned and trialled
 | 2.2 Trials of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements
3 Implement improvements | 3.1 Improvement initiatives trialled and confirmed as successful are implemented in accordance with enterprise procedures
 | 3.2 Work is completed in accordance with workplace procedures

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Workplace quality assurance and improvement principles and procedures
- Relevant OH&S procedures and guidelines
- Housekeeping standards and procedures required in the workplace
- Workplace or site layout
- Focus of operation of work systems, equipment or management, site and organisational operating procedures
- Typical quality-related problems that may arise in work operations and products, and related options for action and solutions
- Impact of job on enterprise and individual performance

**Required skills:**

- Communicate effectively with others when applying quality procedures and standards
- Read and interpret instructions and information relevant to quality procedures and standards
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to quality procedures and standards
Required skills:

- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying quality procedures and standards
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified quality-related problems in accordance with workplace procedures
- Monitor work activities in terms of quality procedures and standards and take appropriate action where required
- Modify quality assurance activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and use equipment, processes and procedures required within the context of the job concerned

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:
- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in a range of work contexts and may include:
- restricted spaces
- exposed conditions
- controlled or open environments
- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles

Consultative processes may involve:
- other workplace personnel
- management
- union representatives
- industrial relations personnel
- OH&S specialists
- other professional or technical staff
RANGE STATEMENT

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OH&S policy and procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations
- water and road use and licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements
Unit Sector(s)
Not Applicable

Competency Field
Competency Field J - Quality
TLIJ2003A Apply grain protection measures

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to apply grain protection procedures within grain storage facilities in accordance with workplace procedures including identifying required pest control measures, preparing for application of pest control measures, monitoring application of pest control measures, ventilating fumigated storages, and maintaining records in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to grain storage operations.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when applying grain protection measures as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills: This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for application of pest control measures | 1.1 Legal and workplace requirements for fumigation are followed in accordance with work order  
1.2 Fumigation/spray application requirements are followed using silo and grain storage information in accordance with manufacturers instructions  
1.3 Written records are confirmed by site measurements and observations  
1.4 Access and site specific safety requirements to meet legislation and workplace instructions are determined  
1.5 Equipment is checked for conformance to workplace requirements and manufacturers specifications  
1.6 Where applicable, storage is checked for gas-proofing in accordance with manufacturers and workplace instructions prior to fumigation |
| 2 Apply pest control measures | 2.1 Personal protective equipment and engineering controls are used as instructed  
2.2 Fumigant and spray applications are applied in accordance with manufacturers and workplace instructions  
2.3 Warning signs are placed in accordance with legislative and workplace requirements  
2.4 Application is monitored to ensure effectiveness of operation  
2.5 Empty fumigant containers are returned to the manufacturer, retailer or disposed of in accordance with legislative and workplace requirements  
2.6 Baits are prepared in accordance with legislation and manufacturers instructions  
2.7 Baits are placed in accordance with site requirements and manufacturers instructions |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Regulations relevant to the application of grain protection measures in grain storage facilities
- Relevant OH&S and environmental protection procedures and guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures and policies for the application of grain protection measures
- Problems that may occur when applying grain protection measures and appropriate action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Characteristics of commodity types, varieties and grades, and their identification
- Emergency response procedures
- Storage and safe handling procedures for fumigants, chemicals and other grain protection materials
- Procedures for environmental control and disposal activities
- Site layout and obstacles

Required skills:

- Communicate effectively with others when applying grain protection measures
- Read and interpret instructions, procedures information and labels relevant to the application of grain protection measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the application of grain protection measures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying grain protection measures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when applying grain protection measures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when applying grain protection measures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application of grain protection measures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Set up and maintain grain protection equipment
- Identify, select and efficiently and effectively use equipment needed when applying grain
Required skills:

- protection measures
- Identify pests that infest grain in grain storage facilities
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Work is carried out in accordance with:
- required OH&S procedures
- hazard control strategies, including the use of personal protective equipment
- manufacturers instructions and labels for the use of fumigants and pest control chemicals

Pest control activities may include:
- spraying
- baiting
- use of controlled fumigants

Fumigation inert gas may be for the purposes of:
- treating identified pests
- for meeting grain quality standards

Pest control agents:
- must be used in accordance with relevant Commonwealth, state or territory legislation

Hazards in the work area may include exposure to:
- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
RANGE STATEMENT

Personal protective equipment may include:
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Requirements for work may include:
- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- emergency procedures

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications, labels and instructions for fumigants, chemicals and equipment
- material safety data sheets
RANGE STATEMENT

- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures
- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field J - Quality
TLIJ2004A Implement grain monitoring measures

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to implement grain monitoring measures within grain storage facilities in accordance with workplace procedures, including installing and checking grain quality control equipment, and monitoring the quality of stored commodities in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to grain storage operations.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when implementing grain monitoring measures as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Install grain quality control equipment | 1.1 Procedures for maintaining the quality of stored grain are identified from work plans and considering climatic conditions, types of storage and general environment  
1.2 Aeration equipment (where required) is installed to workplace and site requirements to maintain appropriate grain temperature and moisture content  
1.3 Inspection/sampling equipment and procedures are confirmed and implemented in accordance with workplace procedures  
1.4 Equipment is checked to ensure correct set-up and operation  
1.5 Equipment is maintained in accordance with workplace requirements and manufacturers instructions  
1.6 Rectification of faults in equipment is undertaken in accordance with workplace procedures |
| 2 Monitor the quality of stored commodities | 2.1 Stored commodities and associated facilities are inspected for signs of damage or potential for damage  
2.2 Required repairs to facilities are reported to appropriate personnel for action  
2.3 Monitoring for pest infestations and climatic contamination/damage to grain is regularly completed in accordance with workplace sampling/inspection procedures  
2.4 Results of sampling/inspections are recorded and reported in accordance with workplace procedures  
2.5 Follow-up action to protect grain quality is undertaken in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the implementation of grain monitoring measures in grain storage facilities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the implementation of grain monitoring measures
- Problems that may occur when implementing grain monitoring measures and appropriate action that can be taken to resolve the problems
REQUIRED KNOWLEDGE AND SKILLS

- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Classification procedures
- Emergency response procedures
- Storage and safe handling procedures
- Procedures for environmental control and disposal activities
- Site layout and obstacles

Required skills:

- Communicate effectively with others when implementing grain monitoring measures
- Read and interpret instructions, procedures, information and labels relevant to the implementation of grain monitoring measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the implementation of grain monitoring measures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing grain monitoring measures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when implementing grain monitoring measures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when implementing grain monitoring measures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the implementation of grain monitoring measures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Set up and maintain grain protection equipment
- Identify, select and efficiently and effectively use equipment needed when implementing grain monitoring measures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include movement of: • equipment • goods • products • materials • vehicular traffic

Inspection/sampling processes may include: • turning • visual inspection • hand sampling • grain sieves • robes and spears • trapping

Problems identified in commodities and facilities may include: • presence of water or water damage • presence and activity of pests • dead vertebrate pests in stored grain • damage or deterioration of storage facility • storm damage • inappropriate grain temperature and moisture levels

Types of storage and environment may include: • permanent and/or temporary storage • fixed and/or portable commodity handling equipment • site buildings • haulage vehicles • rail loops • walkways and access points in buildings and facilities • site surroundings

Grain aeration involves: • set-up, maintenance, operational control and dismantling of equipment

Hazards in the work area may include exposure to: • chemicals and pesticides • dangerous or hazardous substances • stationary and moving equipment, parts and materials • noise, light, energy sources
RANGE STATEMENT

- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Requirements for work may include:
- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- emergency procedures

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications and instructions
RANGE STATEMENT

- material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field J - Quality
TLIJ3002A Apply quality systems

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to apply quality systems in workplace operations including working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under some supervision, generally within a team environment.

It involves the application of quality assurance principles and procedures to implement quality systems and quality improvement initiatives within workplace activities.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1. **Work within a quality improvement system** | 1.1 Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system  
1.2 Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures
2. **Use quality improvement systems, tools and techniques** | 2.1 Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures  
2.2 Quality of operations/service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers  
2.3 Quality improvement tools and techniques are used both individually and as part of a work team to systematically improve the quality of work and services

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Workplace quality assurance and improvement principles and procedures  
- Quality improvement tools and methods  
- Relevant OH&S procedures and guidelines  
- Housekeeping standards and procedures required in the workplace  
- Workplace or site layout  
- Focus of operation of work systems, equipment or management, site and organisational operating procedures  
- Typical quality-related problems that may arise in work operations and products and related options for action and solutions  
- Impact of job on enterprise and individual performance

**Required skills:**

- Communicate effectively with others when applying and implementing quality systems  
- Read and interpret instructions, procedures and information relevant to the application and
Required skills:

- Implementation of quality systems
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the application and implementation of quality systems
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying and implementing quality systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when applying and implementing quality systems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur during the application and implementation of quality systems
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application and implementation of quality systems
- Monitor work activities in terms of standards and processes of the quality system concerned
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use quality improvement tools and methods
- Identify and use equipment, processes and procedures required within the context of the job concerned
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:
- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in a range:
- restricted spaces
RANGE STATEMENT

of work contexts and may include:

- exposed conditions
- controlled or open environments
- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles

Quality improvement tools may include a range of techniques including:

- product sampling and testing
- monitoring of operational performance
- fault/problem analysis
- client surveys
- trials of quality improvement initiatives

Consultative processes may involve:

- other workplace personnel
- management
- union representatives
- industrial relations personnel
- OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- manifests, bar codes, goods and container information/serial number
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
RANGE STATEMENT

- OH&S policy and procedures
- emergency procedures
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and associated regulations
- water and road use and licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements

Unit Sector(s)
Not Applicable

Competency Field
Competency Field J - Quality
TLI3005A Sample, inspect and test products to specifications

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to sample, inspect and test products to specification including establishing specifications and test procedures, selecting evidence, conducting and interpreting tests, and reporting findings. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with the relevant regulations, codes of practice, Australian standards and workplace quality standards.

Work is performed under limited or minimum supervision, generally within a team environment. Discretion and judgement are exercised in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures.

Work involves the application of quality assurance principles and procedures to the sampling, inspection and testing of products as part of operations in the warehousing, storage, transport and distribution industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Establish specifications and test procedures | 1.1 Product quality specifications and required outcomes are read, drawings interpreted and test parameters are identified  
1.2 Test methods for each required test parameter are identified and the most efficient test method is noted  
1.3 Requirements for testing by personnel external to the work area are identified and appropriate permission is obtained  
1.4 Sampling, inspection and testing are conducted in accordance with hazardous substances regulations |
| 2 Select evidence | 2.1 Appropriate conforming and/or non-conforming products, materials and/or waste are selected for testing  
2.2 Observations of operators and copies of procedures are collected |
| 3 Conduct and interpret tests | 3.1 Tests are conducted following workplace procedures, including quality assurance procedures, and the results are documented as required  
3.2 Emergency procedures are identified and engaged in the event of an incident  
3.3 Comparisons of all data collected are made  
3.4 Any recommendations are noted and considered for feasibility  
3.5 Equipment is maintained in accordance with workplace and manufacturers requirements |
| 4 Report findings | 4.1 Findings of tests are documented in accordance with workplace procedures  
4.2 Potential or existing problems and appropriate recommendations are proposed and reported either orally and/or in writing |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulations, codes of practice and Australian standards
- Workplace quality assurance principles and procedures
- Relevant OH&S procedures and guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Workplace quality procedures for the sampling, inspection and testing of products
- Quality standards and test/inspection criteria for the products concerned
- Workplace or site layout
- Focus of operation of work systems, equipment or management, site and organisational operating procedures
- Typical sampling/testing problems that may arise in work operations and products and related options for action and solutions
- Impact of job on enterprise and individual performance
- Housekeeping standards and procedures required in the workplace

**Required skills:**

- Communicate effectively with others when sampling, inspecting and testing products to specifications
- Read and interpret instructions, procedures, information and signs relevant to the sampling, inspecting and testing of products to specifications
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the sampling, inspecting and testing of products to specifications
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when sampling, inspecting and testing products to specifications
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems that are identified when sampling, inspecting and testing products to specifications in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when sampling, inspecting and testing products to specifications
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the sampling, inspecting and testing of products to specifications
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and use equipment, processes and procedures required within the context of the job concerned
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Required skills:
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:
- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Sampling/testing operations may be conducted in a range of work contexts and may include:
- restricted spaces
- exposed conditions
- controlled or open environments
- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles

Consultative processes may involve:
- other workplace personnel
- management
- union representatives
- industrial relations personnel
- OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
RANGE STATEMENT

include:

- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OH&S policy and procedures
- emergency procedures
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations
- water and road use and relevant licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  J - Quality
TLIJ3006A Implement grain protection procedures

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to implement grain protection procedures within grain storage facilities in accordance with workplace procedures including identifying required pest control measures, preparing for application of pest control measures, monitoring application of pest control measures, ventilating fumigated storages, and maintaining records in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to grain storage operations.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when implementing grain protection measures as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify required pest control measures | 1.1 Stored grain is checked for live or dead pests in accordance with workplace procedures  
1.2 Pest infestation information, including prevalence, type and location, is gleaned from observation  
1.3 Actual and potential damage to stored grain is assessed and documented  
1.4 Pests causing or likely to cause damage are identified  
1.5 Appropriate form of protection and/or pest control is determined in accordance with workplace procedures  
1.6 Pest control measures are arranged and/or implemented in accordance with workplace requirements |
| 2 Plan and prepare for application of pest control measures | 2.1 Spray application and inert atmosphere/fumigation requirements and application procedures are confirmed in accordance with legislative, workplace and customer requirements  
2.2 Quantity and form of gas/liquid required and exposure period is determined from silo and grain storage information and matched to manufacturers instructions  
2.3 Method of application is determined based on the type of pest to be controlled and site arrangements  
2.4 Exposure period is determined from pest(s) to be controlled and storage specifications  
2.5 Written records of site are confirmed by site measurements and observations  
2.6 Access and site specific safety requirements, including appropriate signage, are coordinated to meet legislation and workplace procedures  
2.7 Equipment and personnel appropriate to the task are organised  
2.8 Storage is sealed in accordance with manufacturers and workplace instructions and appropriately tested as required |
| 3 Monitor application of pest control measures | 3.1 Application is undertaken in accordance with manufacturers instructions, workplace procedures and regulatory framework  
3.2 Suitable emergency equipment and personnel are coordinated on site during fumigation in accordance with workplace instructions  
3.3 Selected process is monitored for effectiveness in accordance with manufacturers and workplace instructions  
3.4 Tests are made to determine leakage of gas, and corrective action taken where this exceeds workplace limits |
| 4 Ventilate fumigated storages | 4.1 Where used, pressure equipment and/or generation equipment are shut down when requested in accordance with workplace |
ELEMENT PERFORMA NCE CRIT ERIA procedures

4.2 Ventilation procedures appropriate for the storage type are implemented in accordance with workplace procedures

4.3 Tests to legislative and workplace instructions are made to ensure gas has been dispersed before personnel are allowed to enter the storage

4.4 Warning signs and emergency equipment are removed when gas has dispersed to safe levels

4.5 Stored grain is checked for evidence of live and dead pests in accordance with workplace requirements

4.6 Empty gas/fumigant containers are returned to the manufacturer, retailer or disposed of in accordance with legislative and workplace requirements

5 Maintain records

5.1 Records of pest control activities are made and stored in accordance with legislative and workplace requirements

5.2 Pest control operations and results are reported in accordance with workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the implementation of grain protection measures in grain storage facilities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the implementation of grain protection measures
- Problems that may occur when implementing grain protection measures and appropriate action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Procedures and precautions when preparing grain protection agents
- Classification procedures
- Emergency response procedures
- Storage and safe handling procedures for fumigants, chemicals and other grain protection materials
- Procedures for environmental control and disposal activities
- Site layout and obstacles
Required skills:

- Communicate effectively with others when implementing grain protection procedures
- Read and interpret instructions, information and labels relevant to grain protection procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing grain protection procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing grain protection procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when implementing grain protection procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Set-up and maintain grain protection equipment
- Identify, select and efficiently and effectively use equipment needed when implementing grain protection measures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify pests that infest grain in grain storage facilities
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
RANGE STATEMENT

Customers may be:
- by day or night
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include:
- movement of equipment, goods, products, materials and vehicular traffic

Work is carried out:
- in accordance with required OH&S procedures and hazard control strategies, including the use of personal protective equipment and manufacturers instructions and labels for the use of fumigants and pest control chemicals

Pest control activities may include:
- spraying
- baiting
- use of controlled and generally available substances
- fumigation
- inert atmosphere operations

Fumigation inert gas may be:
- for the purposes of treating identified pests or for meeting grain quality standards. Application of fumigant inert gas includes the calculation of volumes and weight of stored grain

Pest control agents must be used:
- in accordance with relevant Commonwealth, state or territory legislation

Hazards in the work area may include exposure to:
- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Requirements for work may include:
- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
RANGE STATEMENT

Communication in the work area may include:
- authorities and permits
- emergency procedures
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications, labels and instructions for fumigants, chemicals and equipment
- material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
RANGE STATEMENT

- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field J - Quality
TLIJ4008A Implement and monitor inbound QA systems

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor inbound quality assurance systems. It includes planning for inbound quality assurance; and performing and evaluating inbound quality assurance procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Plan for inbound quality assurance</td>
<td>1.1 Inbound product/s for quality audit are identified alongside resources required to perform the quality audit efficiently and effectively&lt;br&gt;1.2 Quality audit objectives are determined and discussed with those responsible for carrying them out&lt;br&gt;1.3 Proposed methods and techniques to be applied are clearly understood and implemented</td>
</tr>
<tr>
<td><strong>2</strong> Perform inbound quality assurance procedures</td>
<td>2.1 Resources required to perform the quality audit efficiently and effectively are accessed&lt;br&gt;2.2 The quality of the product is checked as prescribed in work instructions&lt;br&gt;2.3 Problems that affect or could potentially affect quality are reported to relevant person&lt;br&gt;2.4 Records are kept according to enterprise quality assurance policy</td>
</tr>
<tr>
<td><strong>3</strong> Evaluate inbound quality assurance procedures</td>
<td>3.1 Outcomes of implementing quality assurance procedures are assessed against quality assurance target levels&lt;br&gt;3.2 Suggestions for improvements of quality assurance procedures are made according to organisation policy and procedures&lt;br&gt;3.3 Outcomes of the quality assurance is discussed with client and all other relevant parties</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Various approaches to quality assurance, such as Total Quality Management, and the strengths and limitations of each when applied in this context
- Requirements for completing relevant documentation such as checklists, schedules and internal audit reports
- Code of practice for working collaboratively with others
- Typical defects that can occur and related action that should be taken
REQUIRED KNOWLEDGE AND SKILLS

- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments without compromising quality

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Quality assurance methods and techniques may include:

- analysis
- sampling
- scanning
- evaluating the effectiveness of system controls
- questioning
- tracing
- trend analysis

Assessment objectives may include:

- evaluation of level of compliance with existing contract
- compliance with contractual and/or legislative requirements
- measuring performance in achieving quality objectives and confirming the effectiveness of the implemented quality system in meeting specified objectives
- identifying areas of potential improvement
- standard operating procedures (SOPs)

Depending on the organisation...
RANGE STATEMENT

Concerned, workplace procedures may be called:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- relevant Australian Standards and certification requirements
- outcomes or reports of quality audits or assessments

Applicable legislation and regulations may include:
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field J - Quality
TLIJ4009A Implement and monitor quality assurance systems

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor quality assurance (QA) systems. It includes planning for QA activities, and carrying out and evaluating QA procedures.

Licensing, legislative, regulatory or certification may be applicable to this unit.

Application of the Unit
This unit applies to ensuring that the quality of materials, resources and outputs, including final products, meet organisational specifications and standards.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan for quality assurance activities | 1.1 Products and services to be quality assured are identified alongside resources required  
1.2 Objectives of the QA activities are determined and discussed with those responsible for carrying them out  
1.3 Proposed methods and techniques to be applied are clearly understood and implemented |
| 2 Perform quality assurance procedures | 2.1 Resources required to carry out the QA efficiently and effectively are accessed  
2.2 Quality of operations, service or products is monitored and adjusted as required to meet organisational specifications and standards  
2.3 Variations in the quality of operations and services or products from required standards are detected and reported in accordance with organisational procedures  
2.4 Problems that affect or could potentially affect quality are reported to relevant person  
2.5 Records are kept according to organisational QA policy and procedures |
| 3 Evaluate quality assurance procedures | 3.1 Outcomes of implementing QA procedures are evaluated against organisational specifications and standards  
3.2 Suggestions for improvements of QA procedures are made according to organisational policy and procedures  
3.3 Outcomes of the QA are discussed with relevant parties |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Various approaches to quality assurance and their strengths and limitations
- Requirements for completing relevant documentation, such as checklists, schedules and internal audit reports
- Data analysis and evaluation methods
- Typical defects that can occur and related action that should be taken
- Relevant organisational specifications and standards that require quality assured outcomes

Required skills:

- Complete documentation related to work activities
- Apply analysis and evaluation methods to materials, resources and outputs, including final products
- Modify activities depending on differing operational contingencies, risk situations and environments without compromising quality
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

QA methods and techniques may include:
- analysis
- sampling
- scanning
- evaluating the effectiveness of system controls
- questioning
- tracking
- trend analysis

Products and services may include:
- materials
- contracted services
- resources
- equipment
- rail infrastructure

Assessment objectives may include:
- evaluating level of compliance with existing contract
- complying with contractual and/or legislative requirements
- measuring performance in achieving quality objectives and confirming the effectiveness of the implemented quality system in meeting specified objectives
- identifying areas for potential improvement

Depending on the organisation concerned, organisational procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Documentation and records may include:
- relevant OH&S and environmental protection regulations
- QA procedures
- relevant Australian standards and certification requirements
- outcomes or reports of quality audits or assessments

Applicable legislation and regulations may include:
- relevant sections of federal, state and territory regulatory requirements and codes of practice
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
• workplace relations regulations

Unit Sector(s)
Not applicable.

Competency Field
J – Quality
TLIJ4010A Implement quality systems and procedures in a dangerous goods workplace

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement quality systems and procedures to meet customer needs in a dangerous goods workplace.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Deliver service to customers</td>
</tr>
<tr>
<td>1.1</td>
<td>Customer service is provided promptly to meet customer needs in accordance with organisational procedures</td>
</tr>
<tr>
<td>1.2</td>
<td>Suggestions and complaints are treated positively and politely</td>
</tr>
<tr>
<td>1.3</td>
<td>Opportunities to enhance the quality of services are identified and used</td>
</tr>
<tr>
<td>2</td>
<td>Provide effective customer service on customer site</td>
</tr>
<tr>
<td>2.1</td>
<td>Site procedures are carried out in a timely and professional manner in accordance with organisational requirements</td>
</tr>
<tr>
<td>2.2</td>
<td>Alternative arrangements are negotiated with customers where previously arranged commitments cannot be met in accordance with organisational requirements</td>
</tr>
<tr>
<td>2.3</td>
<td>Operations and services are provided to satisfy customer delivery, quantity and cost requirements</td>
</tr>
<tr>
<td>3</td>
<td>Maintain services and operations</td>
</tr>
<tr>
<td>3.1</td>
<td>Information and advice given are accurate and in line with organisational procedures</td>
</tr>
<tr>
<td>3.2</td>
<td>Information that affects customers and the efficiency of operations and services is passed to the appropriate people</td>
</tr>
<tr>
<td>3.3</td>
<td>Factors that may disrupt operations and services are noted and appropriate measures are taken to minimise their effect</td>
</tr>
<tr>
<td>3.4</td>
<td>Systems to monitor quantity, quality, cost and time specification for service product delivery are correctly implemented and maintained</td>
</tr>
<tr>
<td>3.5</td>
<td>All information relating to work activities is confirmed or clarified with appropriate people as required</td>
</tr>
</tbody>
</table>
4 Deal with difficult customer situations

4.1 Customer complaints are handled courteously in accordance with organisational procedures
4.2 Nature and details of the customer’s complaint are established and agreed on
4.3 Action to resolve the customer’s complaint is taken wherever possible
4.4 Unresolved customer complaints are referred to a higher authority
4.5 All associated documentation is accurately completed in accordance with organisational procedures

5 Maintain personal presentation standards and present a professional image

5.1 Company uniform is maintained to present an appropriate image in accordance with organisational requirements
5.2 Specific presentation requirements are maintained in accordance with organisational requirements
5.3 Truck and equipment are kept clean, tidy and uncluttered in accordance with organisational requirements

6 Present a positive company image using effective communication techniques

6.1 Professional ethics are maintained to enhance customer commitment
6.2 Image and good standing are maintained by taking timely actions with customers in accordance with organisational requirements
6.3 Effective service environment is created through appropriate communication techniques
6.4 Communication equipment is used effectively and efficiently in accordance with organisational procedures
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:

- Relevant federal, state and territory standards, regulations and codes of practice
- OH&S procedures and guidelines relevant to workplace operations
- Relevant dangerous goods information pertaining to the relevant workplace
- Workplace driving and operational instructions
- Enhancements available to customers in relation to dangerous goods quality service
- Required level of quality and safety for relevant workplace requirements
- Role of customer service in company profitability
- Requirements of workplace systems and operations and relevant equipment

Required skills:

- Communicate effectively with others when implementing quality customer service in the dangerous goods industry
- Interpret and follow operational instructions as they apply to the dangerous goods industry
- Apply relevant agreements, codes of practice and other legislative requirements to work processes
- Identify and correctly use equipment, processes and procedures
- Implement contingency plans for unanticipated situations that may occur when implementing quality procedures in the dangerous goods workplace
- Adapt appropriately to cultural differences in the workplace and with customers, including behaving appropriately when implementing quality service in the dangerous goods industry
- Operate electronic communication equipment to required protocol
- Complete documentation related to the implementation of quality customer service in the dangerous goods industry
- Apply precautions and required action to minimise, control or eliminate hazards that may occur when working in the dangerous goods industry
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - knowledge of organisational procedures within job function
  - rectifying a complaint using workplace policy and procedures
  - demonstrating effective customer service within the dangerous goods industry at a customer’s site
  - identifying good customer service with the dangerous goods industry

Context of and specific resources for assessment

- Assessment must ensure access to:
  - tools, equipment and personal protective equipment (PPE) currently used in the dangerous goods industry
  - relevant and current regulatory and equipment documentation that impacts on work activities as it applies to the dangerous goods industry

Method of assessment

- Practical assessment must occur:
  - through activities in an appropriately simulated environment consistent with current industry practice, and/or
  - in an appropriate range of situations in the workplace
  - Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
  - In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
  - Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Customers include:
- suppliers
- receivers
- contractors
- general public

Communication techniques include:
- telephone
- two-way radio
- email
- fixed phone
- mobile phone
- faxes
- internet
- oral, aural, or signed communications

Organisational documentation includes:
- transport emergency response plan (TERP)
- standard operating procedures (SOP)
- emergency procedures guide (EPG)
- emergency information procedure (EIP)

Documentation and records include:
- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- workplace policies and procedures
- relevant Australian standards and certification requirements
- relevant internal data entry books, including log books, data sheets and load sheets
- TERP

Applicable legislative procedures and codes include:
- Australian code for the transport of dangerous goods by road or rail: the current Australian Dangerous Goods (ADG) Code
- relevant state and territory:
  - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  - road rules
  - OH&S legislation
  - fatigue management regulations
• environmental protection legislation and regulations

Unit Sector(s)
Not applicable.

Competency Field
J – Quality
TLIJ5007A Conduct internal quality audits

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to conduct internal quality audits in accordance with relevant regulatory requirements and workplace procedures. It includes preparing for internal audit, scheduling internal audit, conducting audit and documenting findings, and reporting audit results in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation, and leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for internal audit** | 1.1 Benchmarks for the quality audit are established/identified  
1.2 Procedures required to be audited are identified and implications of non-conformance are estimated  
1.3 Technical and/or calibration requirements for audits are noted and (where necessary) appropriate support personnel are identified  
1.4 Production schedules are examined to identify appropriate schedule for audit |
| **2 Schedule internal audit** | 2.1 Audit timings are planned to ensure that relevant procedures are conducted within workplace agreed time intervals and timeframes  
2.2 Audit frequency is adjusted based on importance of activities to the business unit, process or workplace changes or customer feedback  
2.3 Contact is made with appropriate personnel and relevant appointments for the audit are made |
| **3 Conduct audit and document findings** | 3.1 Methods for the conduct of the audit are established and confirmed  
3.2 Observations and interviews are conducted with (any) required approved third party  
3.3 Documentation of observations and interview responses is completed |
| **4 Report audit results** | 4.1 Audit results are discussed with personnel associated with the procedures or standards audit  
4.2 Audit reports indicate compliances noted  
4.3 Non-compliance reports indicate location, relevant standard or procedure, and supporting evidence |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulations, codes of practice and legislative requirements including the Australian Dangerous Goods Code where applicable
- Relevant OH&S and environmental protection procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures for the conduct of internal quality audits
- Problems that may occur during the conduct of internal quality audits, and action that can be taken to resolve or report the problems
- Risks and hazards related to the conduct of internal quality audits, and ways of controlling the risks involved
- Focus of operation of work systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Enterprise business policies and plans including procedures for identification of non-compliance and best practice
- Application of relevant Australian Standards and certification requirements
- Quality procedures and implementation strategies
- Resource availability including the competencies of individuals in the team/group
- Understanding and knowledge of the application of current competencies within functional activity
- Coaching and mentoring approaches to support team members to share knowledge and skills
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when conducting internal quality audits
- Read and interpret instructions, procedures, information and signs relevant to the conduct of internal quality audits
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of internal quality audits
- Operate electronic communication equipment to required protocol
- Provide leadership to others
- Work collaboratively with others when conducting internal quality audits
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when conducting internal quality audits in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting internal quality audits
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of internal quality audits
- Plan and organise activities
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate application of technology, information systems and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - conducting an internal audit in the workplace

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:

- in various work environments in the sections of the warehousing, storage, transport and distribution industries

Customers may be:

- internal or external

Operations may be conducted:

- by day or night

The workplace environment may involve:

- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces

Audits may cover:

- aspects of services, products, risks, work systems and workplace

Quality audits may be conducted:

- as part of enterprise, site or licence requirements

Audits may be conducted:

- alone or in conjunction with other staff from the enterprise
- using external personnel

Hazards may include:

- confined spaces
- hazardous or dangerous materials/goods
- contamination of, or from, goods/materials being transported/stored
- fire/explosions
- noise, light, energy sources
- stationary and moving machinery, parts or components
- moving vehicles

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
RANGE STATEMENT

- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- systems and facilities for controlling storage environments
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits
- communications equipment

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities and institutions
- government instrumentalities
- emergency services
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- Australian and international codes of practice and regulations relevant to workplace activities, including the ADG Code where applicable
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications for equipment and environmental control systems
RANGE STATEMENT

- suppliers handling and storage advice
- quality and customer service standards and procedures
- material safety data sheets
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant codes and regulations including ADG Code where applicable
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Applicable procedures and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field J - Quality
TLIK2003A Apply keyboard skills

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to enter data into an infotechnology device using a keyboard including the application of OH&S principles to keyboard operations and the accurate entry of the data. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with the relevant OH&S regulations and workplace procedures concerning the use of computer equipment in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of the routine procedures for the use of computers for information management in the transport and distribution industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERCENTAGE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apply occupational health and safety principles</td>
</tr>
<tr>
<td>1.1</td>
<td>Information on OH&amp;S requirements when using keyboard/keypad devices is accessed and interpreted</td>
</tr>
<tr>
<td>1.2</td>
<td>Posture and ergonomic settings of chair and workstation are adjusted following OH&amp;S guidelines</td>
</tr>
<tr>
<td>1.3</td>
<td>OH&amp;S guidelines on the use of periods of rest and exercise are followed when using computer keyboards, calculators or other data entry devices using keyboards or keypads</td>
</tr>
<tr>
<td>2</td>
<td>Enter data</td>
</tr>
<tr>
<td>2.1</td>
<td>Text and numeric data are entered into a computer, calculator or other data entry device using a keyboard or keypad as part of workplace tasks</td>
</tr>
<tr>
<td>2.2</td>
<td>Entered information is checked and corrected using a keyboard or keypad</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace, including recommended posture, ergonomic settings of chair and workstation, and the use of periods of rest and exercise
- OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards
- Procedures for the use of keyboards and computer equipment in the workplace
- Typical problems that can occur when using keyboards to enter data and related appropriate action that can be taken to prevent or solve them
- Housekeeping standards and procedures required in the workplace
- Site layout

Required skills:

- Read and interpret instructions, procedures, information and manuals relevant to the use of keyboards to enter data
- Interpret and follow operational instructions and prioritise work
- Operate electronic infotechnology and computer equipment to required protocol
- Work collaboratively with others when using keyboards to enter data
Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using keyboards to enter data in accordance with workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that exist when using keyboards to enter data
- Work systematically with required attention to detail without injury to self
- Apply fatigue management knowledge and techniques
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in keyboards, software and computer equipment in accordance with standard operating procedures
- Maintain eye-hand coordination

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:

- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Keyboards/keypads may be used in a range of work contexts, including:

- in the workplace, warehouse or depot
- in the business office
- in a vehicle on the road
- at a client's workplace

Keyboards/keypads may be used on a range of infotechnology equipment, including:

- computers
- cash registers
- calculators
- electronic typewriters
- various forms of data entry devices

Keyboard skills may be required to enter data via a range of:

- word processors
- inventory control and stock management systems
RANGE STATEMENT

work-based computer applications including:
- electronic data interchange (EDI) systems
- information databases and storage systems
- invoicing and payment systems
- manifests control systems
- work organisation systems
- internet browsers
- computerised presentation software

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- manufacturers instructions concerning the use of keyboards/keypads
- workplace procedures and policies for the use of computer equipment
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- relevant state/territory OH&S legislation
- workplace relations regulations
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable
Competency Field

Competency Field K - Technology
TLIK2007A Perform electronic data interchange (EDI) to transmit shipping documentation

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to perform electronic data interchange (EDI) to transmit shipping documentation including identifying and establishing document purpose and information sources, compiling data files, and transmitting and receiving documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with the relevant regulations and workplace procedures concerning the use of electronic data interchange (EDI) to transmit shipping documentation.

Work is performed under general supervision. It involves the application of routine procedures to perform electronic data interchange (EDI) to transmit shipping documentation in the transport and distribution industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and establish document purpose and information sources | 1.1 Purpose of task is identified and appropriate document template(s) accessed  
1.2 Manual and computerised sources of data are accessed in accordance with the requirements of the task  
1.3 Existing files and data required to be updated are identified  
1.4 Stored data regarding applicable regulations, client instructions, protocols and procedures are selected and combined correctly for the task |
| 2 Compile data files | 2.1 Files are created/updated according to required format and layout  
2.2 Data are accurately entered following regulatory and workplace requirements and are consistent with required purpose  
2.3 All relevant sections of the documentation are checked for accuracy and completeness  
2.4 Discrepancies in documentation are identified and action undertaken in accordance with workplace procedures  
2.5 Files created or updated are saved and stored in accordance with workplace and regulatory requirements |
| 3 Transmit documentation | 3.1 Document destination(s) are correctly identified and selected  
3.2 Destinations are checked for readiness to receive transmission  
3.3 Security arrangements for data exchange are undertaken in accordance with workplace procedures  
3.4 Documents are transmitted ensuring componentry is used according to workplace procedures and that all information is correctly downloaded  
3.5 Action is undertaken within scope of authority to rectify transmission faults  
3.6 Print out of documents are made and filed/stored/forwarded in accordance with workplace procedures |
| 4 Receive documentation | 4.1 Infototechnology devices are checked for readiness to receive downloaded documentation  
4.2 Received documentation is printed and/or checked for accuracy and legibility  
4.3 Action is undertaken within scope of authority to rectify transmission faults  
4.4 Print-out of documents is made and filed/stored/forwarded in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant agreements, codes of practice or other legislative requirements including local and international freight regulations
- Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace
- OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards
- Workplace procedures for the transfer and storage of electronic data and the use of related computer equipment and application software
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Typical problems that can occur when performing electronic data interchange (EDI) to transmit shipping documentation and related action that can be taken to prevent or solve them
- Housekeeping standards and procedures required in the workplace
- Workplace or site layout

Required skills:

- Communicate effectively with others when performing electronic data interchange (EDI) to transmit shipping documentation
- Read and interpret instructions, procedures, information and manuals relevant to the use of electronic data interchange (EDI) to transmit shipping documentation
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Use electronic data interchange (EDI) to transmit shipping documentation to required protocol
- Work collaboratively with when performing electronic data interchange (EDI) to transmit shipping documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when performing electronic data interchange (EDI) to transmit shipping documentation in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and use computer equipment, software, processes and procedures relevant to the context of the job
- Adapt to differences in EDI equipment in accordance with standard operating procedures
- Maintain eye-hand coordination

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:

- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:

- internal or external

Work environment may include movement of:

- equipment
- goods
- materials
- vehicular traffic

The electronic transfer medium may include:

- email
- bulletin boards
- computer faxes

Security procedures may include:

- encryption of data
- controlled access
- regulated transmission times

Transfer of data may include:

- interfaces between agents
- authorities
- brokers
- clients
- outposts

Requirements for work may include:

- data protocols and procedures
- communications equipment
- security clearances
- incident/accident breakdown procedures
- authorities and permits
RANGE STATEMENT

Consultative processes may involve:
- hours of operations
- relevant regulations
- other employees and supervisors
- international and domestic agents, suppliers, potential customers and existing clients
- relevant authorities and institutions
- management
- OH&S specialists,
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for the use of computer equipment and software required for electronic data interchange (EDI)
- manufacturers instructions concerning the use required computing equipment and software
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial numbers
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- local and international freight regulations
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field K - Technology
TLIK2010A Use infotechnology devices in the workplace

Modification History

Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to use infotechnology devices in the workplace including identifying infotechnology equipment and systems; setting up and shutting down equipment for use; and inputting, retrieving and presenting files/data in accordance with work requirements. Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Application of the Unit

Work must be carried out in accordance with the relevant OH&S regulations and workplace procedures concerning the use of infotechnology equipment in the workplace.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures for the use of computers for information management in the transport and logistics industry.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Identify infotechnology systems | 1.1 Types of infotechnology equipment used in the work area are identified  
1.2 Functions of equipment, component parts and accessories are identified  
1.3 Applications for workplace activities of the different infotechnology equipment and systems are interpreted  
1.4 Routine faults in operating systems, software applications and operator errors are identified  
1.5 Sources of information on rectifying/reporting faults with operating equipment, systems and application are identified |
| **2** Access and operate computer-based equipment and systems | 2.1 Work environments and equipment are adjusted to meet ergonomic requirements and workplace policy and procedures  
2.2 Systems are accessed and checked where required for viruses  
2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturers guidelines  
2.4 Operating manuals and/or help screens for infotechnology equipment and software are used to inform work practices  
2.5 Software packages and accessories for required application are selected and accessed  
2.6 Required file and/or data to be accessed is identified  
2.7 Files/data are filed according to workplace  
2.8 Shut-down procedures for files, applications and equipment are followed |
| **3** Input, store and present files/data | 3.1 Data is entered using appropriate equipment, keyboard/mouse, bar code reader, touch screen or other system  
3.2 Accurate input is confirmed  
3.3 Files are accessed in accordance with workplace procedures  
3.4 Data is manipulated to suit work requirements and checked for accuracy  
3.5 Saved files are accessed through relevant directories  
3.6 Information and disk(s) are stored where appropriate  
3.7 Information is presented using computerised projection facilities where required |
| **4** Implement workplace procedures for management and security of data | 4.1 Security procedures are followed in accordance with workplace procedures  
4.2 Precautions against the loss or corruption of data are followed in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace
- OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards
- Workplace procedures for the use of computer equipment and application software appropriate for work role
- Typical problems that can occur when using infotechnology devices, and computer applications in the workplace and related appropriate action that can be taken to prevent or solve them
- Housekeeping standards and procedures required in the workplace
- Workplace or site layout

Required skills:

- Communicate effectively with others when using infotechnology devices in the workplace
- Read and interpret instructions, procedures, information and manuals relevant to the use of infotechnology devices in the workplace
- Interpret and follow operational instructions and prioritise work
- Access and/or complete electronic documentation through the use of infotechnology devices in the workplace
- Identify and use computer equipment, software, processes and procedures required within the context of the job
- Work collaboratively with others when using infotechnology devices in the workplace
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using infotechnology devices in the workplace in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when using infotechnology devices in the workplace including the use of security and backup software and procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when using infotechnology devices in the workplace
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or
Required skills:

damage to goods or equipment

- Adapt to differences in software and equipment in accordance with standard operating procedures
- Maintain eye-hand coordination

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly operating all infotechnology devices used within the workplace in accordance with operational requirements
  - correctly identifying fault finding procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:

- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Work may be conducted:

- in a range of work contexts

Infotechnology equipment may include:

- keyboards
- monitors
- bar code readers
- printers
- central processors
- CD-ROM drives
- floppy disk drives
- zip drives
- USB drives
- touch screens
- Personal Digital Assistant (PDA)
- visual display units
- desktop computers
- laptop computers
RANGE STATEMENT

Computer applications may include:
- radio frequency devices
- computer driven projectors
- word processing software
- inventory control and stock management systems
- electronic data interchange (EDI) systems
- information databases and storage systems
- invoicing and payment systems
- manifests control systems
- work organisation systems
- networks including intranet/internet browsers
- computerised presentation software
- computerised control/monitoring systems

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone/mobile phones
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- manufacturers instructions concerning the use computing equipment
- workplace procedures and policies for the use of computer equipment
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice
- safeworking or other notices
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial
RANGE STATEMENT

- arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field K - Technology
TLIK4008A Implement and monitor network security

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor network security. It involves identifying all security threats to the network and implementing approved controls to maintain network security integrity. This unit is derived from ICAITS123A Manage network security Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify threats | 1.1 Implement risk analysis of security threats faced by organisation network  
                      1.2 Evaluate and identify internal and external threats to network such as hackers, eavesdropping and viruses |
| 2 Identify appropriate controls | 2.1 Plans for cost effective improvements to network security are presented to management for approval and authorisation  
                                    2.2 External or intra network security devices and controls such as firewalls are presented to management for approval  
                                    2.3 Controls to add to the network to manage elements such as user access or hackers, eavesdropping and viruses are identified |
| 3 Implement security | 3.1 Approved equipment and controls are installed and configured to provide required levels of security  
                         3.2 Recommendations are made for additional equipment and updates to maintain security integrity |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Current industry accepted hardware and software products with broad knowledge of general features and capabilities
- Broad general knowledge of the client business domain, business function and organisation
- Networking technologies, with broad knowledge of general features and capabilities incorporating substantial depth in some areas
- Risk analysis, with broad knowledge of general features incorporating substantial depth in some areas
- Specific security technology, with broad knowledge of general features incorporating substantial depth in some areas
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Typical defects that can occur and related action that should be taken
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for identifying equipment defects and assessing for appropriate action
- Principles, purpose and location of controls, monitoring devices, and systems
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:

- Use plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
- Use questioning and active listening skills
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Write reports for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas
- Complete documentation related to work activities
- Operate electronic communication and other equipment to required protocol
- Work collaboratively with others
- Solve problems for a defined range of unpredictable problems involving participation in the development of strategic initiatives
- Use research to identify, analyse and evaluate broad features of a particular business domain and best practice in network security methodologies and technologies
- Project plan in relation to scope, time, cost, quality, communications and risk management
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Monitor performance of equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Software most likely to be:

- packaged software
RANGE STATEMENT

Depending on the organisation concerned, workplace procedures may be called:

- supplied from many varying vendors
- security, audit, virus checking and encryption modules
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- intranet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- suppliers of network security equipment
- relevant authorities and institutions
- management

Documentation and records may include:

- quality assurance procedures
- emergency procedures
- operations manuals
- manufacturers specifications for network equipment
- technical instructions
- relevant Australian Standards and certification requirements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field K - Technology
TLIK5006A Evaluate software requirements and hardware enhancements

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to evaluate software requirements and hardware enhancements in accordance with workplace procedures including analysing requirements for improved computer applications, evaluating relevant software, investigating appropriate hardware enhancements, implementing system improvements, and measuring systemic improvement. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Analyse requirements for improved computer applications</td>
</tr>
<tr>
<td>1.1</td>
<td>Current aspects of business operations requiring improved computer technology are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Purpose and requirements of improved computer management systems are identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Personnel are consulted for expert advice for potential matches of computer applications to required improvements in site operations</td>
</tr>
<tr>
<td>2</td>
<td>Evaluate software</td>
</tr>
<tr>
<td>2.1</td>
<td>Potential software programs are evaluated to meet workplace requirements</td>
</tr>
<tr>
<td>2.2</td>
<td>Software applications are investigated for effectiveness to own operation including degree of flexibility, customisation and integration potential</td>
</tr>
<tr>
<td>2.3</td>
<td>Selected option is circulated to appropriate personnel for verification</td>
</tr>
<tr>
<td>2.4</td>
<td>Level of technical support is assessed</td>
</tr>
<tr>
<td>2.5</td>
<td>Software application selection is made</td>
</tr>
<tr>
<td>3</td>
<td>Investigate hardware enhancements</td>
</tr>
<tr>
<td>3.1</td>
<td>Hardware systems are evaluated for compatibility with selected software and workplace operations</td>
</tr>
<tr>
<td>3.2</td>
<td>Potential immediate and long-term risks/problems with hardware are identified and assessed</td>
</tr>
<tr>
<td>3.3</td>
<td>Recommendations are drafted and circulated for comment</td>
</tr>
<tr>
<td>3.4</td>
<td>Final recommendations on suitable hardware are made</td>
</tr>
<tr>
<td>4</td>
<td>Implement system improvement</td>
</tr>
<tr>
<td>4.1</td>
<td>Selected hardware and software enhancements are implemented</td>
</tr>
<tr>
<td>4.2</td>
<td>Training is provided to potential users of the technology</td>
</tr>
<tr>
<td>4.3</td>
<td>Implementation of hardware and software is monitored</td>
</tr>
<tr>
<td>5</td>
<td>Measure systemic improvement</td>
</tr>
<tr>
<td>5.1</td>
<td>Methods of measuring system performance are identified</td>
</tr>
<tr>
<td>5.2</td>
<td>Software and hardware performance is evaluated</td>
</tr>
<tr>
<td>5.3</td>
<td>(Any) refinements or improvements to the system are implemented</td>
</tr>
<tr>
<td>5.4</td>
<td>System performance is documented and reported to appropriate personnel</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Relevant regulations, codes of practice and legislative requirements relevant to the evaluation of software requirements and hardware enhancements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the evaluation of software requirements and hardware enhancements
- Problems that may occur during the evaluation of software requirements and hardware enhancements and action that can be taken to resolve or report the problems
- Risks and hazards related to the evaluation of software requirements and hardware enhancements and ways of controlling the risks involved
- Focus of operation of computing systems, software and hardware resources, management and workplace operating systems
- Computer equipment and software applications, capacities and configurations
- Application of relevant Australian Standards
- Resource availability including the competencies of individuals in the team or group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when evaluating software requirements and hardware enhancements
- Read and interpret instructions, procedures, specifications, technical data and manuals relevant to the evaluation of software requirements and hardware enhancements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the evaluation of software requirements and hardware enhancements
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when evaluating software requirements and hardware enhancements
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when evaluating software requirements and hardware enhancements in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when evaluating software requirements and hardware enhancements
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise activities
Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate software, technology, information systems and procedures
- Measure operational performance improvements resulting from changes to computer technology
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:
- in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in the evaluation of computer software requirements and hardware enhancements

Customers may be:
- internal or external

Operations may be:
- by day or night

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces

Services, products, risks, work systems and requirements:
- potentially vary in different sections of the enterprise

Customer and supplier contact and coordination:
- is a requirement of these operations

Computer systems may be used for but are not limited to:
- stock management
- information storage
- invoicing
- payments
- manifests
- on board systems
- work organisation
RANGE STATEMENT

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- suppliers and clients
- computer specialists
- software and hardware companies and distributors
- users of similar systems/technology
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- codes of practice and regulations relevant to the evaluation of computer software requirements and hardware enhancements
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications and instructions for computer equipment, and software
- relevant Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes

- relevant codes and regulations for evaluation of computer software requirements and hardware enhancements
RANGE STATEMENT

may include:

- relevant Australian and international standards
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field K - Technology
TLIK5009A Apply knowledge of ICT to international freight forwarding activities

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to develop, update and apply an understanding of current relevant ICT (information and communication technology) to advanced freight forwarding activities. This includes the demonstration of the required knowledge of applicable ICT; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
This unit was developed for persons applying knowledge of ICT as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Access and interpret data on applicable ICT | 1.1 Data on ICT applicable to international freight forwarding is regularly accessed from appropriate sources  
1.2 Information on applicable ICT is interpreted and applied when working on freight forwarding projects  
1.3 Continuous professional development is undertaken to ensure a current knowledge of applicable ICT as per industry practice and company standard procedures |
| 2. Demonstrate the required knowledge of applicable ICT | 2.1 Knowledge of applicable ICT required to perform effectively as an international freight forwarder is demonstrated through the successful completion of a range of assignments and both real and simulated freight forwarding projects |
| 3. Apply knowledge of ICT to the freight forwarding functions | 3.1 Current information on applicable ICT is consistently applied when carrying out the international freight forwarding role and functions |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Procedures and protocols when using ICT
- Relevant OH&S and environmental procedures and regulations
- Principles of data storage and management systems used in international freight forwarding
- Internet and web based technology used in international freight forwarding
- Principles of Electronic Data Interchange (EDI) and procedures for its use
- Principles of Value-added Network (VAN) and procedures for its use
- IP-based telecommunications systems and their application in international freight forwarding
- Email protocols and procedures
- Principles of barcoding and its use in logistics and freight forwarding
- Principles of 3PL and 4PL logistics etc. as they apply to the freight forwarder including the applications and benefits of using Radio Frequency Identification (RFID) systems in the supply chain
- Basic e-commerce data security principles, systems, precautions and procedures
- Principles of electronic transactions
- Sources of information and documentation needed when using ICT in international freight
REQUIRED KNOWLEDGE AND SKILLS
forwarding functions

- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems that can occur when using ICT and related appropriate action that can be taken to prevent or resolve them

Required skills:

- Communicate effectively with others when using ICT in freight forwarding activities, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures and other information relevant to the use of current ICT in freight forwarding activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of freight forwarding services to customers including data entry to a computer
- Retrieve and enter data within applicable information technology systems
- Operate ICT to required protocol
- Work collaboratively with others when using ICT
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when using ICT in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may occur when using ICT
- Apply relevant codes of practice and legislative requirements including local and international freight
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply ICT systems and procedures to complete workplace tasks
- Operate and adapt to differences in information and communication equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a knowledge of current information and communication technology as they relate to international freight forwarding functions through appropriate continuous professional development activities
  - interpreting and applying the required knowledge of applicable current information and communication technology to the international freight forwarding role and functions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:
- the importing of goods
- the exporting of goods
- the transiting of goods

Information and communication technology (ICT) systems may include but are not limited to:
- data storage and management systems
- Electronic Freight Forwarding Management Systems (FFMS)
- Electronic Warehouse Management Systems (WMS)
- Electronic Transportation Management System (TMS)
- Internet and web based technology
- Electronic Data Interchange (EDI)
- EDI for Administration of Commerce (EDIFACT)
- Value-added Network (VAN)
- IP-based telecommunications systems
- Local Area Networks (LAN)
- Wireless Area Networks (WAN)
- broadband internet systems including ADSL, dedicated broadband lines and wireless systems
- barcoding systems
- Radio Frequency Identification (RFID) systems used in warehouses and logistics facilities
- E-commerce security systems

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Communications systems may involve:
- face-to-face conversation
- electronic data interchange (EDI)
- telephone including fixed, mobile and IP phones
- fax
- email
RANGE STATEMENT

Consultative processes may involve:

- mail
- customers
- other employees and supervisors
- global network of international and domestic agents, suppliers, clients
- relevant regulatory authorities and institutions
- management
- information and communication technology specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- workplace standard operating procedures and policies for the use of ICT in international freight forwarding functions
- customers’ instructions and transport requirements
- standard FIATA forms and documentation such as:
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and
RANGE STATEMENT

induction documentation

- Australian and international standards, criteria and certification requirements
- data obtained through information and communications technology equipment and oral, aural or signed communications
- freight forwarding competency standards and training materials
- freight forwarder company's quality assurance standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- relevant regulations for the use of ICT systems in freight forwarding activities
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field K - Technology
TLIL1001A Complete workplace orientation/induction procedures

Modification History
Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.
In Release 2 additions have been made to the following Range Statements:
- Hazards
- Information/documents.
Release 2 is equivalent to the previous release.

Unit Descriptor
This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role. It includes identifying major areas of the workplace in terms of functions, organisational structures and occupations; and organising and accepting responsibility for own workload. It also includes the application of ethical practices in work activities; receiving and acting constructively on personal feedback; participating in the identification and meeting of one's own learning needs; and planning and organising a personal daily routine. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Workplace orientation/induction is completed to enable a worker to enter and participate in the work activities of a workplace. Orientation and induction activities will be in accordance with the regulatory requirements and operational policies and procedures for the workplace concerned.
Work is performed under some supervision, generally within a team environment.
Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1</th>
<th>Identify major areas of the workplace in terms of functions, organisational structures and occupations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>The layout of the workplace, the flow of materials and goods (where relevant) and the work activities conducted in each work area are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined</td>
</tr>
<tr>
<td>1.3</td>
<td>The types of facilities in the workplace, their purpose and (any) risk factors attached to them are identified</td>
</tr>
<tr>
<td>1.4</td>
<td>Equipment and technology used in the workplace are outlined in terms of function and physical characteristics</td>
</tr>
<tr>
<td>1.5</td>
<td>Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties</td>
</tr>
<tr>
<td>1.6</td>
<td>Key internal and external customers and the workplace areas that serve them are identified</td>
</tr>
<tr>
<td>1.7</td>
<td>Workplace hazards are identified and related hazard minimisation procedures followed</td>
</tr>
<tr>
<td>1.8</td>
<td>Relevant personal protective equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements</td>
</tr>
<tr>
<td>1.9</td>
<td>Workplace emergency procedures are identified and followed in real and simulated emergency situations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Organise and accept responsibility for own workload</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Priorities and deadlines are established in consultation with others (as appropriate) and recorded</td>
</tr>
<tr>
<td>2.2</td>
<td>Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected</td>
</tr>
</tbody>
</table>
2.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions

2.4 Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff

2.5 Additional support to improve work is communicated clearly to appropriate personnel

### 3 Apply ethical practices

3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed

3.2 Commitments and undertakings to clients, colleagues and supervisors are met

3.3 Required confidentiality is maintained

3.4 Appropriate codes of acceptable and ethical work practices are applied

3.5 Workplace security policies are identified including the relationship to personal job role

### 4 Receive and act constructively on personal feedback

4.1 Suggestions on ways to improve work are sought regularly from appropriate personnel

4.2 Feedback is acted upon as required to improve work performance

### 5 Participate in identifying and meeting own learning needs

5.1 Operations of the workplace, workplace equipment and focus of endeavour are identified

5.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified

5.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements

5.4 Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others

### 6 Plan and organise a personal daily routine

6.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures

6.2 Clarification of requirements of tasks is sought when appropriate

6.3 Achievable time and other performance measures are agreed
6.4 Tasks are completed with variations to plan identified and reported
**Required Skills and Knowledge**

This section describes the knowledge and skills required for this unit.

**Required knowledge:**
- Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities
- Conditions of service including: employer and employee obligations under award, employment contract, OH&S and other regulations in relation to engagement, working times and conditions, and dismissal and discipline arrangements
- Workplace structures and the roles and responsibilities of team/group members
- Site or workplace layout
- Emergency procedures
- Basic workplace documentation and record keeping procedures and requirements
- Customer service standards and procedures
- Workplace hazards and related hazard minimisation procedures
- Personal protective equipment and instructions for its use

**Required skills:**
- Communicate effectively with others when completing workplace orientation and induction procedures
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing workplace orientation and induction procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify workplace products and services and their features
- Identify and correctly use equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating
procedures

- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of:

- applying the underpinning knowledge and skills
- demonstrating an understanding of workplace structure and how it applies to the job role
- demonstrating an understanding of the immediate management structure relating to the job role
- applying relevant legislation and workplace procedures

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

A simulator/online assessment is not suitable for the final assessment of this unit of competency.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work will involve:
- basic routine work functions in a variety of relevant work contexts

Customers may be:
- internal or external

Operations may be conducted:
- by day or night
- in enclosed spaces
- in exposed conditions
- in controlled or open environments

Hazards may include:
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces, work surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise
- working at heights

Consultative processes may involve:
- clients
- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
- local government authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
RANGE STATEMENT

Personal protective equipment may include:
- radio
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Information/documentation may include:
- workplace procedures, checklists and instructions
- operations manuals
- induction/orientation documentation
- competency standards and training materials
- job specification, site/workplace map and details of organisation structure
- conditions of service, relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- relevant codes of practice including the national standards for manual handling and the industry safety code
- supplier and/or client instructions
- manifests, bar codes, goods and container identification
- goods identification numbers and codes
- manufacturers specifications
- material safety data sheets
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
- accident procedures
- security procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the Australian Standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- licensing requirements for driving and carrying particular classes of goods
- workplace relations legislation
- workers compensation legislation
Unit Sector(s)
Not Applicable.

Competency Field
L - Resource Management
TLIL2008A Complete routine administrative tasks

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to complete routine administrative activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace procedures.

Work is performed under supervision. It involves the application of the basic principles and routine procedures to complete routine administrative tasks in a transport, warehousing, distribution and/or storage organisation.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Receive and distribute incoming mail | 1.1 Incoming mail is checked and registered to ensure accuracy of records  
1.2 Urgent and confidential mail is identified and distributed to the addressee promptly  
1.3 Mail is sorted and despatched to nominated person/location  
1.4 Damaged, suspicious or missing items are recorded and where necessary reported in accordance with workplace procedures |
| 2 Receive and despatch outgoing mail | 2.1 Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch  
2.2 Mail items are collated, recorded in the register (where applicable) and correctly despatched to meet designated timelines |
| 3 File documents | 3.1 Documents are classified, sorted and filed in accordance with workplace procedures  
3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures  
3.3 Documents are identified and retrieved  
3.4 Specified files/records are located within designated timelines  
3.5 Located files are extracted from system and despatched to the nominated person  
3.6 Security and confidentiality procedures are followed |
| 4 Receive and relay written and oral messages | 4.1 Messages are received and accurately recorded  
4.2 Areas of uncertainty are clarified with conveyer of the message  
4.3 Messages are relayed to the nominated person within designated timelines |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations
- OH&S procedures and guidelines relevant to administrative operations
- Hazards in routine administrative operations in the workplace and related precautions to
REQUIRED KNOWLEDGE AND SKILLS

- control the risk
- Workplace procedures and policies for the completion of routine administrative tasks
- Housekeeping standards and procedures required in the workplace
- Requirements of work systems operations and relevant equipment
- Typical problems that can occur when completing routine administrative tasks and appropriate action that can be taken to prevent or solve them
- Equipment, methods and strategies used in the routine administration operations

Required skills:

- Communicate effectively with others when completing routine administrative tasks
- Read and interpret simple instructions, procedures and information relevant to the completion of routine administrative tasks
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to routine administrative tasks
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing routine administrative tasks
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when completing routine administrative tasks in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Mail items may include:
- company procedures
RANGE STATEMENT

- bulk quantities
- single items
- letters
- facsimiles
- emails

Receipt and despatch processes for internal and external mail/documents/messages follow:

- workplace processes and procedures

Requirements for work may include:

- workplace procedures
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- hours of operations
- security procedures
- relevant regulations

Consultative processes may involve:

- potential customers and existing clients
- other employees and supervisors
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information documents may include:

- workplace procedures and policies for the completion of
RANGE STATEMENT
include:

- routine administrative tasks associated with courier and delivery operations
- operations manuals
- job specifications
- induction documentation
- competency standards and training materials
- manufacturers clients specifications, instructions and labelling advice including material safety data sheets
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items
- supplier and/or client instructions
- international transport regulations, codes and procedures
- Australian and international standards, criteria and certification requirements
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations
- relevant Australian and international standards, criteria and certification requirements
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL2031A Monitor and process attendance records

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to monitor and process attendance records in accordance with regulatory and workplace requirements, including monitoring attendance records and checking and processing attendance information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the codes of practice and workplace requirements relevant to the monitoring and processing of attendance records.

Work is performed individually, but the ability to work within a team environment may be required.

Work involves the application of workplace procedures and relevant regulatory and code requirements to the monitoring and processing of attendance records as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Monitor attendance records</td>
<td>1.1 Hours worked, as recorded for each employee, are accessed, checked and documented on a prescribed time basis</td>
</tr>
<tr>
<td></td>
<td>1.2 Employee record cards or other daily time records showing hours absent are followed up to ensure authorised absences are accurately recorded</td>
</tr>
<tr>
<td></td>
<td>1.3 Employee daily time records showing additional hours worked are followed up to determine whether additional payments are authorised</td>
</tr>
<tr>
<td></td>
<td>1.4 Unauthorised absences are notified to appropriate personnel on a timely basis to ensure follow-up action is initiated</td>
</tr>
<tr>
<td></td>
<td>1.5 Employee attendance sheets are received, checked and processed to ensure accurate employee records are maintained</td>
</tr>
<tr>
<td>2 Process attendance records</td>
<td>2.1 Unexplained absences are identified, confirmed and appropriate personnel are notified for follow-up action</td>
</tr>
<tr>
<td></td>
<td>2.2 Timesheets, or equivalent, are checked and forwarded to payroll department for costing purposes</td>
</tr>
<tr>
<td></td>
<td>2.3 Employee record cards or other identification system requirements are checked and redistributed on a timely basis</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and codes of practice relevant to the monitoring and processing of attendance records
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the monitoring and processing of attendance records
- Focus of operation of work systems, equipment, management and site operating systems for the monitoring and processing of attendance records
- Elements of human resources systems relevant to the monitoring and processing of attendance records, including: workplace's timekeeping practices, conditions of employment, labour/costing practices, industrial agreements and awards, auditing requirements, payroll practices and procedures, personnel records requirements, and computer based personnel recording systems
- Problems that may occur when monitoring and processing attendance records and appropriate
REQUIRED KNOWLEDGE AND SKILLS

action that can be taken to resolve the problems

- Documentation and reporting requirements for the monitoring and processing of attendance records including computer based personnel recording systems

Required skills:

- Communicate effectively with others when monitoring and processing attendance records
- Read and interpret instructions, procedures and information relevant to work activities
- Interpret conditions of employment and industrial agreements and awards
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Conduct simple calculations required when monitoring and processing attendance records
- Work collaboratively with others when monitoring and processing attendance records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when monitoring and processing attendance records in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant computer, communication and office equipment required when monitoring and processing attendance records
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

demonstrate competency in this unit

this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Employees include:
- all personnel whose attendance is recorded for timekeeping purposes
RANGE STATEMENT

Workplaces may comprise:
- large, medium or small worksites

Timekeeping records and systems may include, but are not limited to:
- clock cards/identification numbers
- swipe cards/physical recognition systems
- manual clocking systems
- integrated attendance sheet systems
- maternity/paternity leave
- jury leave
- rest breaks between shifts/overtime

Information on attendance records may be obtained from:
- timesheets
- absentee records
- payroll department
- record cards
- identification system requirements

Consultative processes may involve:
- other employees, supervisors and managers
- affected customers
- official representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- regulatory and/or code requirements relevant to the maintenance of attendance records
- workplace procedures and policies for the monitoring and processing of attendance records
RANGE STATEMENT

- employees timesheets, absentee records, record cards or computer files
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- federal and state/territory award legislation
- relevant state/territory regulations and codes of practice relevant to the monitoring and processing of attendance records
- relevant state/territory privacy legislation
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL2041A Monitor and record rolling stock locations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to monitor and record rolling stock locations in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes identifying rolling stock, identifying planned movements, and verifying and recording movements in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the monitoring and recording of rolling stock locations as part or workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify rolling stock | 1.1 Current location and operational status of rolling stock are identified  
| | 1.2 Capacity, type and operational specification of rolling stock are identified  
| | 1.3 Current train consist information is obtained and interpreted  
| | 1.4 Operational management system is reviewed against observed status in accordance with workplace procedures  
| 2 Identify planned movements | 2.1 Proposed rolling stock movements are identified  
| | 2.2 Status of current train movement plan is confirmed  
| | 2.3 Changes to planned train movements are checked and confirmed in accordance with workplace procedures  
| 3 Verify and record movement | 3.1 Location and operational status of rolling stock are confirmed  
| | 3.2 Information on location of rolling stock is provided where appropriate  
| | 3.3 Operational management system is updated with information on location of rolling stock in accordance with workplace procedures  

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the monitoring and recording of rolling stock locations, including: the operation of computer programs for rolling stock tracking, load calculation and allocation requirements, monitoring shunting and marshalling operations, communication protocols, and completing relevant documentation
- Systems and computer programs for rolling stock tracking
- Type, specifications, capacity, characteristics and features of rolling stock
- Track restrictions
- Track specifications
- Load handling equipment use and capacities
REQUIRED KNOWLEDGE AND SKILLS

- Safeworking systems and requirements
- Relevant documentation requirements
- Procedures to be followed in the event of an emergency
- Problems that may occur when monitoring and recording rolling stock locations and related action that should be taken
- Workplace hazards that may exist when monitoring and recording rolling stock locations and ways in which the risks involved may be eliminated or controlled

Required skills:

- Communicate effectively with others when monitoring and recording rolling stock locations
- Read and interpret instructions, procedures, information and signs relevant to the monitoring and recording of rolling stock locations
- Complete documentation related to the monitoring and recording of rolling stock locations
- Document and record rolling stock locations
- Update workplaces information system
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when monitoring and recording rolling stock locations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions identified when monitoring and recording rolling stock locations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when monitoring and recording rolling stock locations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring and recording of rolling stock locations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant office equipment and resources when monitoring and recording rolling stock locations
- Gather information on train movements
- Operate systems and computer programs to track rolling stock movements
- Implement safeworking systems when monitoring and recording rolling stock locations
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:

- standards
  - Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation,
EVIDENCE GUIDE

and/or

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Operational management systems include:
- both the manual and computerised components for conveying, verifying and recording information and instructions between internal and external customers including other workplaces or individuals to whom a service is provided

Locations may include:
- tracks and sidings within the workplace's network
- other rail authorities' network
- customer depots, sidings and yards
- maintenance and servicing sites
- yards within the workplace's network

Rolling stock includes:
- all types of wagons and carriages
- electric locomotives
- multiple units including electric multiple units
- rail tractors
- diesel locomotives
- railcars
- steam locomotives
- track maintenance vehicle

Proposed rolling stock movements include those originating from:
- scheduled services
- implementation of contingency plans
- adjusted services
RANGE STATEMENT

Contingency plans and contingencies may involve:
- emergency procedures manuals
- ADG Code
- safeworking systems and requirements

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- train movement plans
- train schedules
- rolling stock specifications
- rolling stock records
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related regulatory requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL2046A Handle customer luggage/property

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to handle customer luggage and property in accordance with workplace requirements, including handling customer enquiries; identifying and labelling luggage/property; organising conveyance and transfer; returning luggage/property to customers; and processing lost luggage/property. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when handling customer luggage and/or property as part of workplace activities in the transport and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
--- | ---
1 Handle customer luggage/property | 1.1 Customer enquiries are handled in a courteous manner and accurate advice and information is provided
1.2 Customer luggage/property is identified and labelled for correct destination and a receipt is issued in accordance with workplace policies and procedures and legislation
1.3 Luggage/property conveyance is arranged taking into account correct handling procedures for different categories of luggage
1.4 Luggage is issued on presentation of customer receipt or in accordance with workplace requirements
1.5 Appropriate action is taken to ensure the transfer of luggage to other transport networks, following workplace procedures
2 Process lost luggage/property | 2.1 Lost luggage/property status is substantiated using appropriate enquiries
2.2 Lost luggage/property is investigated and traced in accordance with workplace policies and procedures
2.3 Lost luggage/property records are maintained in accordance with workplace polices and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for handling customer luggage and/or property
- Workplace customer service policies
- OH&S manual handling procedures
- Transport system
- Luggage forwarding procedures
- Insurance and public liability
- Consumer laws and trade practice requirements
- Transport system timetables
- Labelling and coding systems
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for dealing with dangerous goods
- Equipment and materials used when handling customer luggage and/or property, and precautions and procedures that should be followed in their use
- Problems that may occur when handling customer luggage and/or property and appropriate action that can be taken to resolve the problems
- Documentation and record requirements applicable when handling customer luggage and/or property
- Communication and negotiation requirements when handling customer luggage and/or property

Required skills:

- Communicate effectively with others when handling customer luggage and/or property
- Read and interpret instructions, procedures, information and signs relevant to the handling of customer luggage and/or property
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the handling of customer luggage and/or property
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when handling customer luggage and/or property
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when handling customer luggage and/or property in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant office and communications equipment and materials when handling customer luggage and/or property
- Adapt to differences in equipment in accordance with standard operating procedures
- Secure stored items
- Handle heavy items correctly
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in a range of work environments

Work may be conducted:
- in restricted spaces
- in exposed conditions
- in controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Luggage/property can be any article carried or forwarded by the customer using the transport system including:
- bags
- sporting goods
- bicycles
- motorcycles
- animals
- household items
- prams and strollers

Luggage conveyance can include:
- lifting
- carrying
- mechanical lifting and carrying
- packing
- storage

Lost property may be dealt with by:
- forwarding to the owner
- forwarding to authorities
- forwarding to storage unit
- forwarding to sale

Other transport networks may include:
- bus
- coach
- taxi
- ship
- airlines

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- face-to-face discussions and memos
- oral, aural or signed communications

Consultative processes may include:
- customers
- other workplace personnel
RANGE STATEMENT

involve:
• supervisors and managers

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information/documents may include:
• applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• work instructions, job description and induction materials
• labels
• relevant forms and documentation for the transfer of luggage and/or property
• manufacturers specifications for office and communications equipment and materials
• relevant OH&S and environmental protection requirements and policies
• relevant codes of practice and regulations, including the ADG Code
• award, enterprise bargaining agreement and other industrial arrangements
• customer service and quality assurance procedures
• emergency procedures

Applicable regulations and legislation may include:
• applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation
• workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
• workers compensation regulations

Unit Sector(s)
Not Applicable
Competency Field

Competency Field          L - Resource Management
TLIL2048A Prepare for train departure

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to prepare for train departure in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. For both freight and passenger trains, it includes the checking of rolling stock, equipment and related documentation; checking for any planned variations from normal routines; and, where required, completing documentation. For passenger trains, it also includes, where appropriate, the checking of passenger facilities and assessing stock levels in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the preparations for train departure as part of work activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Check rolling stock and train equipment | 1.1 Rolling stock is checked to ensure it is fit for operation in accordance with regulatory requirements and workplace procedures  
1.2 Train equipment is checked for effective operation in accordance with regulatory requirements and workplace procedures  
1.3 Rolling stock or equipment faults, defects or problem areas are identified and remedial action is organised in accordance with regulatory requirements and workplace procedures |
| 2 Check for any planned variations from normal routines | 2.1 Documentation related to operational variations and special instructions are identified and accessed  
2.2 Planned variations and special instructions pertaining to the train are noted and actioned according to workplace procedures |
| 3 Check passenger facilities (where relevant) | 3.1 Passenger facilities are checked to ensure that they are clean and operating as required  
3.2 If applicable, passenger convenience items are checked to ensure that they meet the recommended levels  
3.3 Variations from established standards are reported or rectified, in accordance with workplace procedures and manufacturers specifications  
3.4 Major faults are reported to the appropriate person in accordance with workplace procedures |
| 4 Check stock levels (where relevant) | 4.1 Stock levels are checked to ensure required amounts are present  
4.2 Where applicable, adjustments to stock levels are made, following workplace procedures |
| 5 Complete documentation | 5.1 Where required, documentation is completed following checking of rolling stock and train equipment in accordance with workplace procedures  
5.2 Where relevant, documentation related to the checking of passenger facilities and stock levels is also completed in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for preparing a train for departure, including for passenger train operation: the replenishment of consumable items, obtaining assistance from maintenance staff, communication methods and protocols, and completing relevant documentation
- Structure of the train consist
- Types of rolling stock and/or passenger cars and their features
- Rolling stock and car sequence and relevant labelling requirements
- Relevant documentation requirements
- Problems that may occur when preparing a train for departure, and action that should be taken to resolve the problems
- For passenger trains, normal level of use of consumable items such as food and beverages
- For passenger trains, position and number of fire extinguishers
- Essential equipment, supplies and materials required for trip
- For passenger trains, customer service and cleanliness standards

Required skills:

- Communicate effectively with others when preparing a train for departure
- Read and interpret instructions, procedures and information relevant to the preparation of a train for departure
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of a train for departure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing a train for departure
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when preparing a train for departure in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of a train for departure
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Identify, select and use relevant equipment and materials
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying rolling stock and equipment checks according to workplace requirements
  - identifying possible fault or defects that may occur with rolling stock and equipment
  - correct requirements for reporting identified rolling stock and equipment defects

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment,
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Trains may include:
- both freight and passenger trains

Major faults may include:
- breakdowns
- breakages
- defective or non-functioning equipment

Passenger facilities may include:
- toilets
- carriages
- buffet cars
- fire extinguishers
- first aid box

Passenger convenience items may
- consumables
RANGE STATEMENT

include:

- tissues
- foods
- plastic cups
- toilet paper
- paper towels
- cooking utensils
- eating utensils

Communication methods may include:

- telephone
- mobile/satellite phone
- fax
- signed forms
- oral and signed communications

Consultative processes may involve:

- other employees and supervisors
- customers
- other professional and technical personnel

Safety and protective equipment may include:

- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and job specifications
- protocols for dealing with internal and external customers
- equipment, supplies and materials checklists
- manufacturers specifications and instructions for equipment
- verbally communicated information and instructions
- operations manuals
RANGE STATEMENT

Applicable regulations, legislation and codes may include:

- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL2060A Complete induction to the transport industry

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to complete workplace induction procedures when commencing work in the transport industry. It includes identifying major areas of the industry in terms of functions, organisational structures and occupations; applying legislation, regulations and codes of practice; and identifying key industrial relations elements. Licensing, legislative, regulatory or certification requirements are applicable.

Application of the Unit
Application of the Unit
This unit applies to all employees wishing to enter the transport and logistics industry, however is predominantly aimed taxicab to multi-combination drivers. It can also be used within the warehousing and logistics sectors of the industry.

The unit is to enable a driver to enter and participate in the activities typical of a workplace. Introduction activities will be in accordance with the regulatory requirements and operational policies and procedures of the transport industry. In the case of taxi drivers, if the original context of this unit changes i.e. moving from one state or territory to another, then the unit may be re-assessed.

Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.

Work is performed under some supervision, generally within a team environment.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify major areas of the transport industry in terms of organisational structures, functions and occupations | 1.1 Organisational structure of the industry and the relationship of structure to each occupation and classification grouping are outlined  
1.2 Equipment and technology used in the workplace are identified in terms of basic features and functions |
| 2 Apply legislation, regulations and codes of practice governing the transport industry | 2.1 Individual driver responsibilities under the current legislation are identified and acted on in the conduct of duties  
2.2 Individual responsibilities under workplace policies and procedures are identified and acted on in the conduct of duties  
2.3 Individual responsibilities under licence conditions applicable to the operation of vehicles and conditions attached to vehicle drivers are identified and acted upon in the conduct of duties |
| 3 Identify key elements of industrial relations environment in which the driver works | 3.1 Key elements of industrial relations environment in which the driver works are identified  
3.2 Rights and responsibilities of drivers under contracts are identified |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant legislation and regulations, including OH&S and road safety legislation
- Relevant OH&S and environmental procedures and regulations
- Key elements of industrial relations relevant to the transport industry
- Workplace procedures, codes of practice, standards and duty of care requirements as they apply to the transport industry
- Sources of information and documentation needed in the transport industry
- Workplace structures including roles and responsibilities
- Depot/company locations
- Emergency procedures
- Basic workplace documentation and record keeping procedures and requirements
- Customer service standards and procedures
- Workplace hazards and related minimisation procedures
REQUIRED KNOWLEDGE AND SKILLS

- Personal protective equipment and instructions for its use

Required skills:

- Communicate effectively with others when completing workplace orientation and induction procedures
- Read and interpret instructions, procedures, information and signs relevant to the job role
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to job role
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing job role activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or address any identified problems that may occur when completing induction to the transport industry
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify workplace products and services and their features
- Identify and correctly use equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

this unit and include demonstration of:

- locating, interpreting and applying relevant information
- identifying workplace structures, roles and responsibilities of the individual's authority system, and contacts
- explaining the workplace procedures and ethical requirements relevant to the job role
- explaining workplace operating principles, products and services relating to the job role
- explaining the purpose and requirements of the customers' needs and the impact of that relationship to industry
- using workplace colloquial and technical language, and communication technologies in the workplace context
- conveying information in written and oral form
- maintaining basic workplace documentation and records
- explaining the contract arrangements for different job roles
- showing evidence of application of relevant legislation as it applies to the job role
- showing evidence of application of relevant guidelines relating to the use of equipment as it applies to the job role
- showing evidence of application of emergency procedures as it applies to the job role
- identifying processes to report any workplace incidents and/or problems in accordance with regulations

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment,
EVIDENCE GUIDE

and

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational structures may include:

- peak bodies/professional associations
- depots, their locations and typical operating procedures
- regulatory and licensing bodies
- owner status and relationships
- operator status and relationships

Equipment and technology may include:

- small, medium, large semi-trailers in differing configurations
- taxicab and associated equipment
- GPS and other electronic devices that are part of the day-to-day operations of the job role
- street directory
- mobile phone

Operations may be conducted:

- by day or night
- in enclosed spaces
- in exposed conditions
- in controlled or open environments

Legislative and regulatory requirements may include:

- Transport Act and transport regulations, and specific regulations applicable to some types of transport (i.e. taxicabs)
RANGE STATEMENT

- road safety legislation and regulations
- OH&S legislation and regulations
- equal opportunity/anti-discrimination legislation and requirements
- fatigue management requirements
- state WorkCover requirements
- various contract arrangements
- ABN, GST and BAS requirements
- obligations of a driver as part of the public transport system or the wider community

Policies and procedures may include:

- workplace procedures, checklists and instructions
- relevant guidelines relating to the use of equipment
- operations manuals
- induction documentation
- competency standards and training materials
- relevant legislation, regulations and related documentation
- emergency procedures

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL3002A Undertake employee payroll activities

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to undertake employee payroll activities in accordance with workplace requirements, including compiling and verifying payroll data, recording payroll data, and organising the payment of wages and salaries. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with workplace requirements concerning the completion of employee payroll requirements.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and relevant regulatory requirements to employee payroll activities in the stevedoring, transport, distribution and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Compile and verify payroll data | 1.1 Pay sheets are compiled and checked for accuracy and compliance with organisational requirements  
1.2 All earnings are authorised and calculated in accordance with defined remuneration polices and workplace procedures  
1.3 Records of leave entitlements, leave taken, loadings and allowances are maintained |
| 2 Record payroll data | 2.1 Gross pay and deductions are accurately calculated from information contained in relevant documents  
2.2 Payments due to employees are calculated within workplace timelines  
2.3 Details of pay identifying gross and net amounts, deductions and other details are prepared for employees  
2.4 Tax is calculated in accordance with Australian Taxation Office (ATO) procedures  
2.5 Periodic deductions are forwarded to nominated creditors within designated timelines |
| 3 Organise payment of wages and salaries | 3.1 Methods of payment are arranged in accordance with workplace policies and procedures  
3.2 Wages are prepared and issued within designated timelines  
3.3 Records are kept and maintained in accordance with statutory requirements  
3.4 Security procedures are followed and confidentiality and security of information are maintained |

# Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to payroll activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for carrying out employee payroll activities
- Focus of operation of work systems, equipment, management and site operating systems for payroll activities
- Documentation requirements when carrying out employee payroll activities
REQUIRED KNOWLEDGE AND SKILLS

- Problems that may occur when carrying out employee payroll activities and appropriate action that can be taken to resolve the problems
- Relationship of loading/unloading plans and sequence sheets and pay records of individuals
- Workplace grading systems
- Workplace leave and roster systems

Required skills:

- Communicate effectively with others when completing employee payroll activities
- Read and interpret instructions, procedures, information and employee records relevant to employee payroll activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing employee payroll activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when completing employee payroll activities in accordance with regulatory requirements and workplace procedures
- Apply legislative and regulatory requirements relevant to employee payroll activities
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when carrying out employee payroll activities
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external
RANGE STATEMENT

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Payroll activities may include the processing of information on:
- attendance
- payment details
- overtime allowances
- loadings
- leave records
- tax
- superannuation

Payroll and other details may be:
- manually or computer generated

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personal protective equipment needed in the work area may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Consultative processes may involve:
- staff members
- management
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Information/documents may include:

- workplace procedures and policies for payroll activities
- employees work records
- award, enterprise bargaining agreement, and/or other industrial arrangements
- workers conditions of service
- workers compensation and superannuation regulations
- operations manuals, job specifications and induction documentation
- Australian and international codes of practice and regulations relevant to workplace activities
- manufacturers specifications for relevant office and computer equipment
- relevant Australian standards and certification requirements
- OH&S procedures and policies
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the payroll operations
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- privacy legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL3003A Conduct induction process

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to conduct an induction process to introduce a new employee to a workplace, including outlining the relationship between the employee and the company, establishing and explaining the requirements of position, and completing relevant workplace documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work involves the planning, coordination and conduct of an induction program to prepare workers to enter and participate in the work activities of a workplace. Orientation/induction activities are in accordance with relevant regulatory requirements and operational policies and procedures for the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of basic routine coaching and instruction principles and procedures to conduct an induction program for new workers and trainees commencing employment in the workplace.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Outline the relationship between employee and the company | 1.1 Employee is greeted and introduced to key personnel and areas in the workplace  
1.2 Workplace objectives, operating systems and workplace structures are explained  
1.3 The relationship between the employee's position and the workplace structure and objectives is identified  
1.4 Required OH&S, workplace procedures and employment conditions are described  
1.5 Sources of information and assistance for the employee are identified  
1.6 Emergency procedures are explained |
| 2 Establish requirements of position | 2.1 Job role, responsibilities and reporting relationships are explained  
2.2 Immediate work colleagues are introduced  
2.3 Workplace facilities and layout are shown to the employee and flow of work/materials/goods and functions carried out in the areas are explained  
2.4 Initial training in relevant OH&S, equipment and work systems is provided in accordance with workplace procedures  
2.5 Employee rights and responsibilities in terms of equal employment opportunity, sexual harassment and anti-discrimination are explained  
2.6 Training opportunities are organised for the development of the individual's job role  
2.7 Workplace expectations of work functions and outputs are clarified  
2.8 Opportunities for the employee to clarify concerns and ask questions are provided |
| 3 Complete relevant workplace documentation | 3.1 Workplace personnel records are completed in accordance with workplace requirements  
3.2 Tax declaration and other relevant documentation are checked for compliance with requirements  
3.3 Employee is requested to provide any additional information needed and notes are taken of any additional actions required  
3.4 Workplace-specific documentation (if applicable) is submitted to appropriate personnel in accordance with workplace requirements  
3.5 Requirements of Territory/State/Commonwealth legislation on equal employment opportunity, sexual harassment and anti-discrimination are fulfilled |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Workplace induction procedures and documentation requirements
- Instructional methods and resources required to conduct an induction program
- Conditions of service of employees
- Workplace structures and the roles and responsibilities of employees
- Site or workplace layout
- Emergency procedures and related equipment
- Workplace documentation and record keeping procedures and requirements
- Customer service standards and procedures
- Workplace hazards and related hazard minimisation procedures
- Personal protective equipment and instructions for its use

Required skills:

- Communicate effectively with others when conducting an induction process for relevant personnel
- Read and interpret instructions, procedures, information and signs relevant to the conduct of an induction process for relevant personnel
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of an induction process
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting an induction process for relevant personnel
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when conducting an induction process for employees and contractors in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of an induction process
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use instruction equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work will involve:
- basic routine induction training in a variety of relevant work contexts

Customers may be:
- internal or external

Operations may be conducted:
- by day or night
- in enclosed spaces
- in exposed conditions
- in controlled or open environments

Instruction methods may include:
- explanation
- demonstration
- guided site/workplace inspection
- provision of program notes and materials
- presentation using an overhead slide projector, computer-driven projector or video player/monitor
- written and practical assignments and exercises

Hazards may include:
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

Consultative processes may involve:
- clients
- managers
- supervisors/team leaders
- workplace personnel
RANGE STATEMENT

- visitors
- contractors
- official representatives
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
- local government authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Information/documentation may include:

- workplace induction procedures and related instruction materials
- operations manuals
- induction/orientation documentation
- competency standards and training materials
- job specification, site/workplace map and details of organisation structure
- conditions of service, relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- relevant codes of practice including the national standards for manual handling and the industry safety code
- supplier and/or client instructions
- manifests, bar codes, goods and container identification
- goods identification numbers and codes
- manufacturers specifications
- material safety data sheets
- relevant Australian standards and certification
RANGE STATEMENT

requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- licensing requirements for driving and carrying particular classes of goods
- workplace relations legislation
- workers compensation legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL3035A Allocate motive power

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to allocate motive power in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes identifying train operating requirements, establishing motive power requirements and availability, allocating individual motive power units, and adjusting motive power allocation in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually and skills are required to work within a team environment. It involves the application of routine operational principles and procedures to allocate motive power across a variety of operational contexts in the Australian rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1   Identify train operating requirements</td>
<td>1.1 Train timetables, shunting requirements and track conditions for each line or service are identified and records kept up to date</td>
</tr>
<tr>
<td></td>
<td>1.2 Tonnage of individual trains is identified to enable planning of suitable motive power</td>
</tr>
<tr>
<td></td>
<td>1.3 Routine usage of motive power units is established to provide an initial allocation framework</td>
</tr>
<tr>
<td></td>
<td>1.4 Contingency plans covering operational problems are developed and their impact on motive power requirements taken into account</td>
</tr>
<tr>
<td>2   Establish motive power requirements and availability</td>
<td>2.1 Availability of all motive power units is determined including location, operational status, special and routine maintenance requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Motive power required to haul tonnage is determined for each train/service and support activity consistent with track geography, gauge, train weight and conditions is identified</td>
</tr>
<tr>
<td>3   Allocate individual motive power units</td>
<td>3.1 Motive power units, including railcar and locomotive types, are allocated to ensure train and support activities are serviced</td>
</tr>
<tr>
<td></td>
<td>3.2 Allocations are documented and communicated to operations personnel and feedback sought to ensure suitability of units planned</td>
</tr>
<tr>
<td></td>
<td>3.3 Relevant OH&amp;S requirements are identified and included in the allocation considerations</td>
</tr>
<tr>
<td></td>
<td>3.4 Documentation authorising the use of allocated motive power for the train service is completed and processed</td>
</tr>
<tr>
<td>4   Monitor and adjust motive power allocation</td>
<td>4.1 Use and requirements for motive power are monitored and possible allocation changes determined to maintain efficient use of resources</td>
</tr>
<tr>
<td></td>
<td>4.2 Contingency plans for unexpected non-availability of specific motive power units or operational non-performance are implemented</td>
</tr>
<tr>
<td></td>
<td>4.3 Changes to allocation are negotiated with operational personnel and motive power maintenance personnel to achieve suitable outcomes</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice
- Workplace procedures and policies for allocating motive power
- Motive power units and specifications, capabilities and capacity
- Crew requirements and working patterns
- Allocation and maintenance schedules of motive power units
- Track specifications and limitations
- Gauges, distance, gradients and tonnages for relevant track area
- Communication requirements
- Load types
- Timetables and train details
- Emergency procedures
- Relevant industrial awards and agreements
- Equipment, and materials used when allocating motive power, and procedures that should be followed in their use
- Problems that may occur when allocating motive power and appropriate action that can be taken to resolve the problems
- Communication and negotiation requirements when allocating motive power
- Documentation and record requirements

**Required skills:**
- Communicate and negotiate effectively with others when allocating motive power
- Read and interpret instructions, procedures and information relevant to the allocation of motive power
- Read and interpret train graphs and diagrams
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the allocation of motive power
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when allocating motive power
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that are identified when allocating motive power in accordance with regulatory requirements and workplace procedures
Required skills:

- Implement contingency plans for unanticipated situations that may arise when allocating motive power
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computing and communications equipment and materials when allocating motive power
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be:

- conducted by day or night
- in all relevant weather conditions

Motive power allocated may include:

- locomotives and self propelled railcars
- steam locomotives
- diesel and electric types

Resources may include:

- timetables
- track and shunting requirements
- motive power units
- relevant workplace policy
- authorisation documentation

Trains/services for which allocations are made may include:

- short distance freight
- long distance passenger service
- work trains
- special trains
- long distance freight
- urban passenger service
RANGE STATEMENT

Establishing motive power requirements and availability may take into consideration:

- train service motive power requirements
- support activities such as shunting
- operating policies
- track specifications and limitations
- distances
- communication requirements
- tonnages
- double ended locomotives
- coupling requirements
- available motive power units
- gauges
- crew requirements
- gradients
- load types
- configuration

Contingency processes may involve:

- non-availability of specified motive power
- equipment failure
- operational breakdowns
- communications difficulties

Consultative processes may involve:

- workplace personnel including supervisors and managers
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- workplace rules and operating procedures
- train graphs
- timetables
- printouts from office machines
- displays on computer monitors
- hard copy documentation
- computer based data systems
- verbal and written information from relevant staff and
RANGE STATEMENT

management
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable procedures and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL3039A Assist with train operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to assist with train operations as a driver assistant or second-person, in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes assisting with preparations for train operation, assisting with the operation of the train, assisting with loading and unloading operations, and handing over or stabling the train in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the assisting with train operations across a variety of operational workplace contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| 1  Assist with preparing for train operation | 1.1 Planning documentation is accessed and interpreted to determine the purpose of the journey, constraints, loading information and characteristics and is confirmed with the driver  
1.2 Visual inspections of equipment is carried out and identified faults or defects are appropriately reported in accordance with workplace procedures and manufacturers specifications  
1.3 Assistance is provided with the pre-operational checking and testing of equipment in accordance with workplace polices and procedures |
| 2  Assist with train operation | 2.1 Motive power unit is monitored in conjunction with the driver, in accordance with workplace procedures  
2.2 Guidance is provided to the driver while stopping and starting to ensure safety of personnel and equipment  
2.3 Train running schedules are monitored and recorded to assist with 'on-time' running  
2.4 Performance of equipment and rolling stock is monitored en route to identify faults or defects and appropriate action is taken as required in accordance with workplace procedures  
2.5 Security of loading and all other aspects of the train are monitored en route and any abnormalities are dealt with in accordance with workplace procedures  
2.6 Signals and track/road is monitored en route in accordance with workplace procedures |
| 3  Stable or hand over train | 3.1 Appropriate assistance is provided when train is stabled in accordance with safeworking system requirements, operational instructions and workplace procedures  
3.2 Safety devices are activated or put in position in accordance with operational instructions and workplace procedures to ensure the safety of personnel and equipment  
3.3 Prior to hand-over, documentation relevant to the train and activities undertaken en route is updated, provided to relief crew and/or forwarded to appropriate personnel in accordance with workplace policies and procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Procedures for assisting a driver in monitoring train operations and performance
- Procedures for fixed and hand signalling and voice communication
- Protocols for use of electronic communications equipment
- Procedures for completing required documentation
- Procedures for coupling/uncoupling motive power units and rolling stock
- Train characteristics
- Track or road characteristics
- Route knowledge
- Motive power unit and rolling stock systems
- Safeworking systems and requirements
- Documentation required during and following train operations
- Procedures to be followed in the event of emergencies
- Procedures for identifying equipment defects and assessing for appropriate action
- Local procedures and operating requirements
- Problems that can occur when assisting with train operations and action that should be taken

Required skills:

- Communicate effectively with others when assisting with train operations
- Read and interpret instructions, procedures and information relevant to train operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to train operations
- Document train journey and incidents
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when assisting with train operations
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when assisting with train operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when assisting with train operations
- Monitor and anticipate operational hazards and take appropriate action
- Monitor journey schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Assist driver in monitoring train performance and, if applicable, security of load
- Select and use relevant equipment and materials when assisting in train operations
- Assist in stabling and securing train
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - assisting with the preparation of a number of trains prior to operation
  - identifying possible faults and defects that could occur and appropriate responses
  - correctly monitoring the operation of different train types in normal operation
  - conducting hand over and stabling activities correctly

Context of and specific resources

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
**EVIDENCE GUIDE**

**for assessment**

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

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**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Operations may be conducted: by day or night, in all weather conditions
- Work may be conducted in: exposed conditions, controlled or open environments
- Work may involve exposure to: chemicals, dangerous or hazardous substances, movements of equipment, goods and vehicles
- Equipment tests may include: brake testing, air continuity test, ancillary equipment, stretch tests
RANGE STATEMENT

Stabling procedure can include:
- arranging for refuelling and servicing
- securing motive power unit
- securing train

Safety devices can include:
- power, hand brakes and lock-out equipment to prevent motive power unit/train from moving

Relevant personnel who may be consulted may include:
- train controllers
- maintenance personnel
- yard and other operational personnel
- train examiners
- other members of train crew
- signal controllers
- other train crews

Visual inspections include:
- wheels and braking equipment for signs of wear or damage
- flexible connections and fittings for signs of wear or damage
- couplings for signs of wear or damage
- fuel, oil and water
- air leakage
- motive power unit equipment end of train monitoring device
- rolling stock for defects

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and job specification
- motive power unit log book
- maintenance notices and records
- train running sheets
- passenger train timetables
- requests
- train consist forms
- loading information
- train register books
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes
RANGE STATEMENT

and/or guidelines
• relevant state/territory regulations, codes of practice and
  safeworking system requirements
• relevant Australian Standards
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL3045A Organise services for special events

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to organise services for special events in accordance with workplace requirements, including determining the transport requirements, planning and preparing for the special event, and implementing the established transport plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant regulations.

Work is performed individually, and skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when organising services for special events as part of workplace activities in the transport and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Determine transport requirements | 1.1 Information about the event is gathered from the relevant people and the impact of the special event on the transport system is analysed and defined  
1.2 Resources required to maintain the required level of service during the special event are estimated  
1.3 Costs to provide additional resources are calculated and a quotation provided and submitted for approval, if required, according to workplace policies and procedures |
| **2** Plan and prepare for the special event | 2.1 The availability of transport units are checked and the necessary permits are obtained to ensure that the planning parameters are realistic  
2.2 Transport units are planned to meet service demand, restrictions and anticipated traffic  
2.3 Hiring agreements are prepared in accordance with workplace policies and procedures to provide service requirements  
2.4 Personnel are rostered to ensure that staff requirements are met  
2.5 Workplace details about the service are communicated to relevant people in an appropriate format |
| **3** Implement transport plan | 3.1 Correct signage is organised at the interchange points for special event departure/arrival points  
3.2 Modifications to transport plan are made to accommodate conditions impacting on the special event  
3.3 Special announcements are made to communicate details of the services provided  
3.4 The success of the plan is monitored and evaluated and reported in accordance with workplace procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations and codes of practice relevant when organising services for special events
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for organising services for special events
- Overview of the local transport industry
REQUIRED KNOWLEDGE AND SKILLS

- Workplace products and services
- Relevant insurance and public liability
- Relevant consumer law and trade practice requirements
- Transport system fare structure
- Transport system schedules
- Health regulations
- Bookings, reservation and cancellation processes
- Data file systems
- Quotation processes
- Amendment penalties
- Equipment, and materials used when organising services for special events, and procedures that should be followed in their use
- Problems that may occur when organising services for special events and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when organising services for special events

**Required skills:**

- Communicate and negotiate effectively with others when organising services for special events
- Read and interpret instructions, procedures, information and signs relevant to the organisation of services for special events
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the organisation of services for special events
- Operate electronic communication equipment to required protocol
- Research and analyse information relevant to organising services for special events
- Provide leadership and work collaboratively with others when organising services for special events
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when organising services for special events in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising services for special events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant office and communications equipment and materials when organising services for special events
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- in a range of work environments
- by night or day

Work may be conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Special events can include:  
- accidents
- derailments
- special community events/need
- dangerous goods spillage
- act of nature
- group hire
- sporting events
- commercial activity
- advertising campaigns
- other disruptions to services

Equipment may include:  
- computers
- signage
- public address systems

Resources may include:  
- staff
RANGE STATEMENT

Consultative processes may involve:
- transport units
- consumables
- transport units including rolling stock and carriages
- internal and external customers
- staff
- community representatives
- other workplace personnel
- supervisors and managers
- representatives of other transport organisations

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- face-to-face discussions and memos
- signed communications and forms

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for organising services for special events
- work instructions, job description and induction materials
- itineraries
- staff instructions
- schedules
- public notices
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures
- relevant codes and regulations pertaining to the organising of services for special events
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal
RANGE STATEMENT

- opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field          L - Resource Management
TLIL3052A Plan urban passenger train consists

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan urban passenger train consists in accordance with regulatory and workplace requirements, including identifying passenger requirements and resources; planning connections with other passenger services; and planning consists for urban passenger trains. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under general supervision. It involves applying basic principles, routine procedures and regulatory requirements to plan urban passenger train consists.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify urban passenger requirements and resources</td>
</tr>
<tr>
<td></td>
<td>1.1 Passenger usage patterns, specific bookings and external events likely to influence passenger numbers are monitored and applied to urban passenger train consist planning</td>
</tr>
<tr>
<td></td>
<td>1.2 Requirements for carriages and motive power units for urban passenger trains are adjusted in light of passenger demand</td>
</tr>
<tr>
<td></td>
<td>1.3 Train crewing needs and/or constraints are identified to ensure consists are compatible with available resources</td>
</tr>
<tr>
<td></td>
<td>1.4 Passenger usage patterns are monitored and train configurations are adjusted in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.5 Shunting and marshalling requirements are identified for planned consists in accordance with timetable requirements</td>
</tr>
<tr>
<td>2</td>
<td>Plan connections with other passenger services</td>
</tr>
<tr>
<td></td>
<td>2.1 Train timetables are compared with timetables from other passenger services for coordination purposes</td>
</tr>
<tr>
<td></td>
<td>2.2 Passenger flow patterns for related services are checked to ensure smooth flow patterns</td>
</tr>
<tr>
<td></td>
<td>2.3 Modifications to existing timetables are made to ensure mutually supporting passenger services are achieved where possible</td>
</tr>
<tr>
<td></td>
<td>2.4 Plan identifies and includes suitable passenger transit holding areas between services</td>
</tr>
<tr>
<td></td>
<td>2.5 Timetable reviews and passenger flow issues are discussed with the appropriate external passenger service providers</td>
</tr>
<tr>
<td>3</td>
<td>Plan consists for urban passenger trains</td>
</tr>
<tr>
<td></td>
<td>3.1 Consists are planned, taking into account the need to move passengers efficiently within constraints of carriage availability, motive power availability, personnel availability, track layout, track condition, gauge and weight</td>
</tr>
<tr>
<td></td>
<td>3.2 Details of urban train consists are forwarded to yard and terminal operations for planning purposes</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the planning of urban passenger train consists
- Focus of operation of work systems, equipment, management and site operating systems for the planning of urban passenger train consists
- Appropriate urban passenger train consists and types of passenger trains
- Platform and station details
- Signalling equipment used at the stations or platforms
- Shunting and marshalling requirements
- Maximum urban passenger train lengths
- Problems that may occur when planning urban passenger train consists and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the planning of urban passenger train consists

Required skills:

- Read and interpret instructions, procedures and information relevant to the planning of urban passenger train consists
- Interpret timetables, and time graphs and diagrams
- Complete documentation related to the planning of urban passenger train consists
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning urban passenger train consists
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning urban passenger train consists in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when planning urban passenger train consists
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan passenger support services including transit arrangements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select the most cost effective motive power units and carriages to provide required urban passenger train services
- Adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment,
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments, spaces and weather conditions
- by day or night.

Passenger resources may include:
- resources required at embarkation
- resources required at disembarkation
- resources required during transit

Urban passenger train stopping and loading patterns may include:
- urban trains frequently stopping at urban stations and for short duration
- express urban trains stopping infrequently and only at specific stations

Other passenger services may include:
- those provided by own organisation
- other private and public transport providers using train, tram, bus, ferry, ship, air or road vehicular travel services

Train details include:
- running times of urban trains
- factors affecting passenger load capacity for all relevant urban train services provided

Consultative processes may involve:
- other employees
- supervisors and managers
- customers

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

Information and documents may include:

- high visibility clothing
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines relevant to urban passenger train movements
- workplace procedures and policies related to the planning of urban passenger train consists
- all forms of documentation used by the workplace for planning train support activities, including passenger booking and follow-up documentation
- operations manuals, job specifications and induction documentation
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Applicable legislation, regulations and codes may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL3053A Plan rural passenger train consists

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan rural passenger train consists in accordance with regulatory and workplace requirements, including identifying passenger requirements and resources; planning connections with other passenger services; and planning consists for rural passenger trains. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under general supervision. It involves applying basic principles, routine procedures and regulatory requirements to plan rural passenger train consists.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Identify passenger requirements and resources | 1.1 Passenger usage patterns, specific bookings and external events likely to influence passenger numbers are monitored and applied to rural passenger train consist planning  
1.2 Requirements for carriages and motive power units for rural passenger trains are adjusted in light of passenger demand  
1.3 Train crewing needs and/or constraints are identified to ensure consists are compatible with available resources  
1.4 Passenger usage patterns are monitored and train configurations are adjusted in accordance with workplace procedures  
1.5 Shunting and marshalling requirements are identified for planned rural passenger train consists in accordance with timetable requirements

2 Plan connections with other passenger services | 2.1 Rural passenger train timetables are compared with timetables from other passenger services for coordination purposes  
2.2 Passenger flow patterns for related services are checked to ensure smooth flow patterns  
2.3 Modifications to existing timetables are planned to ensure mutually supporting passenger services are achieved where possible  
2.4 Plan identifies and includes suitable passenger transit holding areas between services  
2.5 Timetable reviews and passenger flow issues are discussed with the appropriate external passenger service providers

3 Plan consists for rural passenger trains | 3.1 Consists are planned, taking into account the need to move passengers efficiently within constraints of carriage availability, motive power availability, personnel availability, track layout, track condition, gauge and weight  
3.2 Details of rural passenger train consists are forwarded to yard and terminal operations for planning purposes

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the planning of rural passenger train consists
- Focus of operation of work systems, equipment, management and site operating systems for the planning of rural passenger train consists
- Appropriate rural passenger train consists and types of rural passenger trains
- Platform and station details
- Signalling equipment used at the stations or platforms
- Shunting and marshalling requirements
- Track knowledge including speeds and maximum rural passenger train lengths for all sections of track to be used for the rail service offered by the organisation
- Problems that may occur when planning rural passenger train consists and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the planning of rural passenger train consists

Required skills:

- Read and interpret instructions, procedures and information relevant to the planning of rural passenger train consists
- Interpret timetables, and time graphs and diagrams
- Complete documentation related to the planning of rural passenger train consists
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning rural passenger train consists
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning rural passenger train consists in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when planning rural passenger train consists
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan passenger support services including transit arrangements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select the most cost effective motive power units or locomotive(s) and carriages to provide required rural passenger train services
- Adapt to differences in equipment in accordance with standard operating procedures
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments, spaces and weather conditions
- by day or night

Passenger resources may include:
- resources required at embarkation
- resources required at disembarkation
- resources required during transit

Other passenger services may include:
- those provided by own organisation
- other private and public transport providers using train, tram, bus, ferry, ship, air or road vehicular travel services

Train details include:
- running times
- factors affecting passenger load capacity for all relevant train services provide

Consultative processes may involve:
- other employees
- supervisors and managers
- customers

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace
- company procedures
- enterprise procedures
- organisational procedures
RANGE STATEMENT
procedures may include:
- established procedures

Information and documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines relevant to rural passenger train movements
- workplace procedures and policies related to the planning of rural passenger train consists
- all forms of documentation used by the workplace for planning train support activities, including passenger booking and follow-up documentation
- operations manuals, job specifications and induction documentation
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- all forms of documentation used by the workplace for planning train support activities, including passenger booking and follow-up documentation
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Applicable legislation, regulations and codes may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL3054A Plan freight train consists

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan freight train consists in accordance with regulatory and workplace requirements, including identifying freight requirements and resources; and planning consists and loads for freight trains. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under general supervision. It involves applying basic principles, routine procedures and regulatory requirements to plan freight train consists.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify freight requirements and resources</td>
</tr>
<tr>
<td>1.1</td>
<td>Regular bookings for account customers for normal rail services are confirmed and details are forwarded to operations control</td>
</tr>
<tr>
<td>1.2</td>
<td>Additional bookings for non-account customers are clarified with the customer and confirmation of bookings and freight train details are provided to the customer</td>
</tr>
<tr>
<td>1.3</td>
<td>Details of regular and additional rail services, including planned running times, rolling stock and capacities, are confirmed</td>
</tr>
<tr>
<td>1.4</td>
<td>After a period of non-contact, radio or other electronic contact is checked to ensure effective operation in accordance with standard operating procedures</td>
</tr>
<tr>
<td>2</td>
<td>Plan consists and loads for freight trains</td>
</tr>
<tr>
<td>2.1</td>
<td>Consists are planned, taking into account the need to move freight efficiently within constraints of wagon availability, motive power availability, personnel availability, track layout, track condition, gauge and weight</td>
</tr>
<tr>
<td>2.2</td>
<td>Confirmed loads are allocated to suitable wagons and located within freight train consist to suit priorities</td>
</tr>
<tr>
<td>2.3</td>
<td>Dangerous goods are identified for labelling and are located within the freight train consist as required under appropriate legislation and operational requirements</td>
</tr>
<tr>
<td>2.4</td>
<td>Consists are planned to meet all requirements during planned movement of freight within and across the boundaries controlled by other organisations</td>
</tr>
<tr>
<td>2.5</td>
<td>Details of freight train consists are forwarded to yard/terminal operations for freight loading planning purposes</td>
</tr>
<tr>
<td>2.6</td>
<td>Maximum tonnage and freight train is identified and details forwarded for motive power allocation</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the planning of freight train consists
- Focus of operation of work systems, equipment, management and site operating systems for
REQUIRED KNOWLEDGE AND SKILLS

the planning of freight train consists

- Appropriate freight train consists and classes of freight trains
- Platform and station details
- Signalling equipment used at the stations or platforms
- Shunting and marshalling requirements
- Track knowledge including gradients, speeds, maximum freight train lengths, height and width, for all sections of track to be used for the rail service offered by the organisation
- Capacities of motive power units to haul loads
- Problems that may occur when planning freight train consists and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the planning of freight train consists

Required skills:

- Read and interpret instructions, procedures and information relevant to planning freight train consists
- Interpret timetables, and time graphs and diagrams
- Complete documentation related to the planning of freight train consists
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning freight train consists
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning freight train consists in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when planning freight train consists
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan freight support services including transit arrangements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select the most cost effective motive power units or locomotive(s) and wagons to provide required freight train services
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments, spaces and weather conditions
- by day or night.

Freight rail services include:
- normal or standard rail freight services
- special freight services offered to key account customers
- rail freight services integrated with other freight handling and delivery services

Freight train details include:
- running times
- factors affecting load capacity for all relevant freight train services provided

Consultative processes may involve:
- other employees
- supervisors and managers
- customers

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines relevant to freight train movements
- workplace procedures and policies related to the planning of freight train consists
- all forms of documentation used by the workplace for planning freight train support activities, including freight
RANGE STATEMENT

- booking and follow-up documentation
- operations manuals, job specifications and induction documentation
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL3065B Implement a track occupancy authority

Modification History
New release. This unit replaces and is equivalent to TLIL3065A.

Unit Descriptor
This unit involves the skills and knowledge required to apply Track Occupancy Authority (TOA) Protection for infrastructure and/or work groups on a rail network during rail work activities using an electronic or manual documentation system, in accordance with Access Provider, legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection. All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare for track occupancy authority

1.1 Site safety plan is sourced and read for the terms of the track occupancy authority
1.2 Network control officer is notified of intention to use a TOA
1.3 Work group supervisor is advised of network control officer's decision

2 Issue a track occupancy authority

2.1 Permission for a TOA is requested from network control officer
2.2 Permission for a TOA is documented in accordance with access provider's and/or organisational requirements
2.3 Work group supervisor is advised that occupancy has been issued
2.4 Alterations to the TOA are negotiated with network control officer, if applicable
2.5 Multiple worksites are protected in accordance with rules and procedures and/or organisational requirements
2.6 Work group supervisor is advised that the TOA has been issued

3 Cancel or fulfil the track occupancy authority

3.1 Communication is maintained with work group supervisor to confirm completion of work activity and track is safe for rail traffic
3.2 Network control officer is informed that track occupancy authority has been cancelled of fulfilled
3.3 Fulfilment of the TOA is documented in accordance with Access Provider's requirements

4 Manage unsafe situations or emergencies

4.1 Unsafe situations and/or emergencies are identified
4.2 Work group is instructed to move to a safe place
4.3 Appropriate action is taken to minimise risk and/or injury in accordance with workplace procedures
4.4 Emergencies and/or incidents are recorded and reported to relevant personnel in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols in the event of identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures
- Access Provider rules and procedures for working around electrical infrastructure
- Operational communication protocols and systems
- Rail terminology as defined by the applicable Access Provider
- Worksite protection plan
- Types of track protection

Required skills:

- Communicate effectively with individuals and work groups
- Complete track occupancy authority documentation
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Use required personal protective equipment conforming to Access Provider requirements
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - notifying network control officer of intention to use a TOA
  - completing permission for TOA in accordance with Access Provider requirements
  - complying with the application requirements for a TOA

### Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology will be:
- as defined by the applicable track safeworking system and operating procedures

Work may occur:
- by day or night
- under varied weather conditions and situations

Network control officer may be:
- network controller
- train controller
- area controller
- signaller

Communications may include:
- receive and pass on verbal messages/information
- report unsafe situations and respond to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand and audible signals
- radios
- telephones/mobile phones
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- railway track signals
- demarcation barriers
- lights, flags and signs
- electronic devices
- blocking facilities

Information and documents may include:
- workplace rules and procedures
- worksite safety plan
- emergency plan
- pre-work briefing
- worksite protection plan
Complexity of work activity may include:
- type of work to be undertaken
- hand tools to be used
- track vehicles/track machines
- machinery
- multiple work groups
- rail traffic within or between worksite/s

Characteristics of worksite may include:
- location
- cuttings and embankments
- speed and density of adjacent traffic
- parallel networks
- electrified network
- track circuits
- level and pedestrian crossings
- limits of worksite
- visibility
- the work will affect track under the control of other access providers
- multiple work activities

Worksite protection plans may include:
- defining the limits of the worksite
- identifying safe places
- identifying level and pedestrian crossings
- identifying fixed rail infrastructure including:
  - signals
  - overhead structures
  - bridges/tunnels
  - turn outs

Track occupancy authority documentation may include:
- electronic or manual types
- standard form
- track occupancy authority unique identifier
- date
- times
- location
- description of work
- limits of authority
- network control officer's details
- protection officer's details

**Unit Sector(s)**
Not applicable.
Competency Field
L – Resource Management
TLIL3071A Control and coordinate local rail traffic movement

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to control local rail traffic movement in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes monitoring the status of the current train area plan, implementing the daily working timetable, controlling rail traffic movement, implementing contingency plans for planned events and system faults and failures, and updating traffic movement documentation in accordance with workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
The unit involves the application of operational principles; regulations; and safeworking codes, protocols and procedures to the controlling of local rail traffic movement as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Monitor status of local conditions and timetable | 1.1 Local rail traffic movements and associated activities are analysed to establish current situation  
1.2 Proposed rail traffic movements and associated activities are identified to establish status of local conditions and timetable in accordance with organisational procedures and policies  
1.3 Train notices are checked for conflicts and adjustments are made to local timetable as required  
1.4 Identified anomalies are reported in accordance with organisational procedures and policies |
| **2** Control local rail traffic movement | 2.1 Local rail traffic movements are coordinated with other relevant personnel in accordance with organisational policies and procedures  
2.2 Signalling systems are operated and monitored to ensure safe movement of rail traffic  
2.3 Irregularities that may affect the timetable are reported and recorded in accordance with organisational procedures and policies |
| **3** Communicate with rail safety workers and other relevant personnel | 3.1 Communication with relevant rail safety workers is undertaken to ensure that they are informed of local rail traffic movements, in accordance with organisational policies and procedures  
3.2 Communication with other relevant personnel is undertaken to ensure that they are informed of local rail traffic movements, in accordance with organisational policies and procedures |
| **4** Implement contingency plans when instructed | 4.1 When instructed, contingency plan to suit the disruption, system failure or fault is actioned in accordance with organisational policies and procedures  
4.2 Where required, resources to respond to the contingency are arranged in accordance with relevant organisational policies and procedures  
4.3 Local rail traffic movements are adjusted in accordance with organisational and local operational requirements  
4.4 Communications with train controller and other relevant personnel are established and maintained as |
5 Update local rail traffic movement documentation

5.1 Local rail traffic movement documentation is amended, compiled and recorded in accordance with organisational policies and procedures.

5.2 Local rail traffic movement information and documentation are handed over when relieved, and/or at the completion of shift in accordance with organisational policies and procedures.
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- Organisational procedures for the control and coordination of local rail traffic operations
- Signalling and control systems and operations
- Specific local conditions and restrictions
- Use of local area communication systems
- Organisational surveillance and alarm systems
- Problems that may occur when controlling local rail traffic and related action that should be taken
- Relevant documentation requirements

Required skills:

- Communicate effectively with others
- Read, interpret and follow instructions, procedures and information relating to the control of local rail traffic
- Complete documentation and enter data relating to the control of local rail traffic
- Operate communication systems in line with required protocol
- Report problems, faults and malfunctions identified when controlling local rail traffic in accordance with organisational procedures
- Monitor work activities in terms of planned schedule
- Use appropriate numeric functions when implementing contingency plans
- Modify activities depending on differing operational contingencies, risk situations and environments
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Control of local rail traffic movements may require the use of:
- manual signalling systems
- written and verbal authority systems
- token systems

Associated activities are those that may affect the movement of rail traffic and may include:
- track maintenance
- signal maintenance
- defective electrical systems
- diversion or alternative routing of rail traffic
- track inspection

Anomalies with local conditions and timetable may include:
- conflicting schedules
- incorrect run/train number
- incorrect routing/timetable plan

Events triggering the need for implementing contingency plans may include:
- train breakdowns and/or delays
- signalling faults
- hazardous materials spills
- track damage
- adverse environmental events
- collisions
- injuries and fatalities
- fires
- electrical system faults
- derailments

Communication systems may include:
- radios
- telephones, including mobile phones
- fax machines
- electronic, including email and intranet

Rail safety workers may include:
- train crew
- track workers
- contractors
- train controllers
- other signallers
- safeworking inspectors

Other relevant personnel may include:
- customer service attendants
- station supervisors
- other network owners

Traffic movement
- train timetables
documentation may include:  
• track possessions and work notices  
• incident and unplanned event reports  
• signal and overhead diagrams  
• train notices, including special train notices  
• weekly notices  
• safeworking documentation  

Applicable procedures and codes may include:  
• relevant state or territory codes of practice and safeworking system requirements  
• relevant state or territory OH&S legislation  

Unit Sector(s)  
Not applicable.

Competency Field  
L – Resource Management
TLIL3072A Operate signal panel or equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate a signal panel and/or equipment in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for operation, controlling local rail traffic movement, implementing contingency plans for planned events and for system faults and failures, updating traffic movement documentation, and handing over or relieving the signaller in accordance with workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements, including acts and regulations from the applicable state, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
The unit involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the operation of a signal panel and/or equipment as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

## ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare to operate signal control location</td>
<td>1.1 Reporting for duty is undertaken in accordance with OH&amp;S requirements and organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Appropriate network control officer is contacted where required in accordance with organisational policies and procedures</td>
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<tr>
<td></td>
<td>1.3 Documentation is checked for local activities and/or rail traffic movements that may affect rail traffic operations in accordance with organisational procedures and policies</td>
</tr>
<tr>
<td></td>
<td>1.4 If required, signalling equipment is switched in for use</td>
</tr>
<tr>
<td></td>
<td>1.5 Operation of equipment is tested in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>2 Control local rail traffic movements</td>
<td>2.1 Local rail traffic movements are coordinated with other relevant personnel in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Signalling systems are operated and monitored to ensure safe movement of rail traffic</td>
</tr>
<tr>
<td></td>
<td>2.3 Activities that may affect operations are reported and recorded in accordance with organisational procedures and policies</td>
</tr>
<tr>
<td>3 Communicate with rail safety workers and other relevant personnel</td>
<td>3.1 Communication with relevant rail safety workers is undertaken to ensure that they are informed of local rail traffic movements, in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Communication with other relevant personnel is undertaken to ensure that they are informed of local rail traffic movements, in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>4 Monitor and respond to system alarms</td>
<td>4.1 System alarms are monitored as required by organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>4.2 Activated alarms are responded to appropriately and reported to appropriate personnel in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>4.3 Identified faults are reported to appropriate personnel in accordance with organisational policies and procedures</td>
</tr>
</tbody>
</table>
5 Implement contingency plans when instructed

5.1 When instructed, contingency plan to suit the disruption, system failure or fault is actioned in accordance with organisational policies and procedures

5.2 Local rail traffic movements are adjusted in accordance with organisational and/or local operational requirements

5.3 Communications with train controller and other relevant personnel are established and maintained as required

6 Update local rail traffic movement documentation

6.1 Local rail traffic movement documentation is amended, compiled and recorded in accordance with organisational policies and procedures

6.2 Local rail traffic movement information and documentation are handed over when relieved and/or at the completion of shift in accordance with organisational policies and procedures

7 Hand over control to relieving signaller

7.1 Relieving signaller is informed of operational status and any ongoing issues in accordance with organisational policies and procedures

7.2 Documentation is checked to ensure it is up-to-date and is then endorsed in accordance with organisational policies and procedures

8 Take over control from signaller

8.1 Information on operational status and any ongoing issues is received from signaller in accordance with organisational policies and procedures

8.2 Documentation is checked to ensure it corresponds to operational status and is then endorsed in accordance with organisational policies and procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of legislated rail safety requirements, including acts and regulations from the applicable state, together with any nationally approved compliance codes and/or guidelines
- Organisational procedures for the control and coordination of local rail traffic operations
- Signalling and control systems and operations
- Specific local conditions and restrictions
- Types of communication systems available
- Types of surveillance and alarm systems in use
- Problems that may occur when operating signal panel or equipment, and action that should be taken to resolve them
- Relevant documentation requirements

Required skills:

- Communicate effectively with others
- Read, interpret and follow instructions, procedures and information relating to the control of local rail traffic
- Accurately complete documentation and enter data relating to the control of local rail traffic
- Use appropriate numeric functions when controlling rail traffic movement
- Operate communication systems to required protocol
- Report and rectify within limits of own role problems, faults and malfunctions identified when controlling local rail traffic in accordance with organisational procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Control of local rail traffic movements may require the use of:
- manual signalling systems
- working timetables
- network plans
- written and verbal authority systems
- token systems

Activities that may affect the movement of rail traffic may include:
- track maintenance
- signal maintenance
- defective electrical systems
- diversion or alternative routing of rail traffic
- track inspection

Anomalies with local conditions and timetable may include:
- conflicting schedules
- incorrect run/train number
- incorrect routing/timetable plan

Events triggering the need for implementing contingency plans may include:
- train breakdowns and/or delays
- signalling faults
- hazardous materials spills
- track damage
- adverse environmental events
- collisions
- injuries and fatalities
- floods
- fires
- electrical system faults
- derailments

Communication systems may include:
- radios
- telephones, including mobile phones
- fax machines
- electronic, including email and intranet

Rail safety workers may include:
- train crew
- track workers
- contractors
- train controllers
- other signallers
- safeworking inspectors
- rail safety regulation officers
Other relevant personnel may include:
- customer service attendants
- station supervisors
- other network owners

Traffic movement documentation may include:
- train timetables
- track possessions and work notices
- incident and unplanned event reports
- signal and overhead diagrams
- train notices, including special train notices
- weekly notices
- safeworking documentation

Applicable procedures and codes may include:
- relevant state codes of practice and safeworking system requirements
- relevant state and territory OH&S legislation

Documentation may include:
- log books
- train registers
- safeworking forms and notices
- timetables
- train graphs

Operational status may include:
- track possessions
- blocked sections
- signalling equipment maintenance
- emergency situations
- extreme weather conditions
- contingency plans

Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL3082A Implement absolute signal blocking

Modification History
Release 1 - New unit of competency
This unit replaces and is equivalent to TLIL3069A Implement track blocking protection.

Unit Descriptor
This unit involves the skills and knowledge required to apply absolute signal blocking (ASB) protection for the infrastructure and work group on a rail network during rail work activities by utilising a signal system managed by a network control officer, in accordance with Access Provider, legislative and regulatory requirements.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines.
The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection.
All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

1. **Prepare for absolute signal blocking protection**
   - 1.1 Worksite protection plan is sourced and read for the terms of ASB protection
   - 1.2 Network control officer is notified of intention to use ASB protection
   - 1.3 Protection officer is advised of network control officer’s decision

2. **Apply absolute signal blocking protection**
   - 2.1 Permission to apply ASB is requested from network control officer
   - 2.2 Permission to apply ASB is documented in accordance with Access Provider and/or organisational requirements
   - 2.3 Protection officer is advised that ASB has been applied

3. **Ending absolute signal blocking protection**
   - 3.1 Communication is maintained with the network control officer to confirm completion of work activity and track is safe for rail traffic
   - 3.2 Permission to remove ASB protection is documented in accordance with Access Provider and/or organisational requirements
   - 3.3 Network control officer is informed of completion of work

4. **Manage unsafe situations or emergencies**
   - 4.1 Unsafe situations and/or emergencies are identified
   - 4.2 Work group is instructed to move to a safe place
   - 4.3 Appropriate action is taken to minimise risk and/or injury in accordance with workplace procedures
   - 4.4 Emergencies and/or incidents are recorded and reported to relevant personnel in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures
- Access Provider rules and procedures for working around electrical infrastructure
- Operational communication protocols and systems
- Rail terminology as defined by the applicable Access Provider
- Worksite protection plan

Required skills:

- Communicate effectively with individuals and work groups
- Complete track blocking documentation
- Follow workplace policies, procedures and protocols
- Implement worksite protection plans
- Identify unsafe situations and emergencies
- Recognise the difference between permissive and absolute signals
- Use appropriate personal protective equipment conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - explaining and demonstrating how to implement site safety plan
  - requesting ASB protection from a network control officer
  - explaining how to end the use of ASB protection

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
- platforms/buildings
- structures

Terminology will be:
- as defined by the applicable track safeworking system and operating procedures

Work may occur:
- by day or night, under varied weather conditions and situations

Safety assessments will be:
- as defined within the workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching rail traffic
  - speed of approaching rail traffic
  - safe place
  - changed local conditions

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Network control officer may be:
- network controller
- train controller
- area controller
- signaller

Communications equipment and systems may include:
- radios
- telephones/mobile phones
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals
- demarcation barriers
- lights and flags
Information and documents may include:

- electronic devices
- workplace procedures, policies and work instructions
- emergency plan
- pre-work briefing
- worksite protection plan

Characteristics of track worksite may include:

- location
- cuttings and embankments
- speed and density of adjacent traffic
- parallel networks (adjacent access providers, shared corridor)
- electrified network
- track circuits
- level and pedestrian crossings
- limits of worksite
- visibility
- work affecting track under the control of other access providers
- multiple work activities

Worksite protection plans may include:

- defining the limits of the worksite
- identifying safe places
- identifying level and pedestrian crossings
- identifying fixed rail infrastructure including:
  - signals
  - overhead structures
  - bridges/tunnels
  - turn outs
- minimum sighting distances
- parallel lines

**Unit Sector(s)**

Not applicable.

**Competency Field**

L – Resource Management
TLIL3083A Implement a track work authority and manage rail traffic through worksites

Modification History
Release 1 - New unit of competency
This unit replaces and is equivalent to TLIL3066A Control operational rail traffic through worksites.

Unit Descriptor
This unit describes the skills and knowledge required to implement a track work authority (TWA) and manage rail traffic through worksites in accordance with Access Provider rules, procedures and protocols for rail safety.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines.
The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection.
All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Prepare for track work authority</th>
<th></th>
<th>Issue a track work authority</th>
<th></th>
<th>Manage rail traffic</th>
<th></th>
<th>Fulfil the track work authority</th>
<th></th>
<th>Manage unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.1 Worksite protection plan is sourced and read for TWA terms</td>
<td>1.2 Network control officer is notified of the intention to use a TWA</td>
<td>1.3 Responsibilities of protection officer for worksite protection are identified from the worksite protection plan</td>
<td>2.1 Permission to issue a TWA is requested from network control officer</td>
<td>2.2 Permission to use a TWA is documented in accordance with Access Provider requirements</td>
<td>2.3 Equipment required for TWA protection is identified and checked for functional condition</td>
<td>2.4 Protection is placed in accordance with the worksite protection plan</td>
<td>2.5 Work group supervisor is advised that protection is in place</td>
<td>3.1 Vigilance is maintained and protection officer is alerted to approaching rail traffic in accordance with workplace rules and procedures</td>
</tr>
</tbody>
</table>
5.2 Work group is instructed to move to a safe place
5.3 Appropriate action is taken to minimise risk and/or injury in accordance with workplace procedures
5.4 Emergencies and/or incidents are recorded and reported to relevant personnel in accordance with workplace procedures

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures
- Access Provider rules and procedures for working around electrical infrastructure
- Audible warning equipment and its use
- Equipment available for worksite protection
- Hand, light and flag signals and signs used by day or night
- Operational communication protocols and systems
- Positioning requirements for hand signallers
- Rail terminology as defined by the applicable Access Provider
- Track work authorities
- Worksite protection plans

Required skills:

- Apply procedures for the use of railway track signals when applicable
- Communicate effectively with individuals and work groups
- Effectively place protection
- Follow workplace policies, procedures and protocols
- Identify, respond to and/or report unsafe situations and emergencies
- Operate electronic communication equipment to required protocol
- Use required personal protective equipment conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - reading and interpreting responsibilities for worksite protection from worksite safety plan
  - identifying appropriate resources for worksite protection
  - conducting pre-start briefing for work group
  - determining and setting out protection
  - coordinating protection as rail traffic travels through worksite
  - explaining how to manage unsafe situations and emergencies

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and
  - in an appropriate range of situations in the workplace
TLIL3083A Implement a track work authority and manage rail traffic through worksites

Date this document was generated: 16 August 2014
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology used will be:
- as defined by the applicable track safeworking system and operating procedures

Work may occur:
- under varied visibility conditions

Safety assessment will be:
- as defined within the workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching rail traffic
  - speed of approaching rail traffic
  - safety place
  - changed local conditions

Communications equipment and systems may include:
- hand and audible signals
- two-way radio
- telephone/mobile phone
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals
- demarcation barriers
- lights and flags
- electronic devices

Network control officer may be:
- network controller
- train controller
- area controller
- signaller

Information and documents may include:
- workplace procedures, policies and work instructions
include:
- worksite safety plan
- emergency plan
- pre-work briefing
- worksite protection plan

Unsafe situations may include:
- risks to the individual
- risks to other workers
- risks to the public
- risks to rail traffic
- risks to network physical assets

Audible warning equipment may include:
- horn
- whistle

Communication protocols may include:
- general safety
- transmitting and receiving messages:
  - identification
  - standard radio terms
  - phonetic alphabet
  - testing communications equipment
- emergency messages

Worksite protection plans may include:
- defining the limits of the worksite
- identifying safe places
- identifying positions for inner/outer handsignaller and lookouts
- identifying level and pedestrian crossings
- identifying fixed rail infrastructure including:
  - signals
  - overhead structures
  - bridges/tunnels
  - turn outs
  - minimum sighting distances
  - parallel lines

Considerations for TWA placement may include:
- meaning of:
  - inner protection
  - outer protection
  - intermediate
  - hand signals
  - train speeds
  - line of sight
  - location conditions
  - worksite characteristics
  - multiple work activities
• type of work activity

Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL3084A Implement a local possession authority

Modification History
Release 1 - New unit of competency
This unit replaces and is equivalent to TLIL3067A Implement planned track possession protection.

Unit Descriptor
This unit involves the skills and knowledge required to apply Local Possession Authority (LPA) protection for the infrastructure and/or work groups on a rail network during rail work activities using an electronic or manual documentation system, in accordance with Access Provider, legislative and regulatory requirements.
Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines.
The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection.
All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Plan for local possession authority

1.1 Worksite protection plan is developed to determine LPA worksite protection arrangements

1.2 Work group supervisor is advised of advertised approval

1.3 Resources are organised to provide adequate protection for the infrastructure and work group during rail work activity

### 2 Issue local possession authority

2.1 Permission to issue the LPA is requested from network control officer

2.2 Resources to provide protection for the LPA are deployed in accordance with the worksite protection plan

2.3 Work group supervisor is advised that the LPA has been issued

2.4 Adjustments to the LPA are negotiated with network control officer, if required

2.5 Each worksite within the LPA is provided with a protection officer while work is being performed

2.6 Multiple worksites are protected in accordance with the worksite protection plan

2.7 Rail traffic movements between worksites and within the LPA limits are coordinated

2.8 Authorisation is given to rail traffic entering the LPA

### 3 Fulfil local possession authority

3.1 Confirmation is obtained from work group supervisor that work activity is completed and track is safe for rail traffic

3.2 Resources used to provide protection are removed in accordance with the advertised approval

3.3 LPA is fulfilled for the entire portion of track included within the LPA or is fulfilled progressively for one or more portions of track included in the LPA

3.4 Where required, arrangements are made for work to continue under another work on track authority

### 4 Manage unsafe situations or emergencies

4.1 Unsafe situations and/or emergencies are identified

4.2 Work group is instructed to move to a safe place

4.3 Appropriate action is taken to minimise risk and/or injury in accordance with workplace procedures

4.4 Emergencies and/or incidents are recorded and reported to relevant personnel in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and, procedures
- Access Provider rules and procedures for working around electrical infrastructure
- Operational communication protocols and systems
- Rail terminology as defined by the applicable Access Provider
- Track possession documentation
- Types of track protection
- Worksite protection plan

Required skills:

- Communicate effectively with individuals and work groups
- Complete track possession documentation
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Implement worksite protection plans
- Use required personal protective equipment conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - managing worksite protection plans
  - deploying resources to provide protection for the LPA in accordance with the worksite protection plan
  - requesting permission for LPA from network control officer
  - negotiating adjustments to LPA with network control officer
  - explaining how to fulfil an LPA

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology will be:
- as defined by the applicable track safeworking system and operating procedures

Work may occur:
- by day or night, under varied weather conditions and situations

Safety assessment will be:
- as defined within workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching trains
  - speed of approaching trains
  - position of safety
  - changed local conditions

Network control officer may also be known as:
- network controller
- train controller
- area controller
- signaller

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand and audible signals
- radios
- telephones/mobile phones
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals
- demarcation barriers
include:
- lights, flags and signs
- electronic devices
- blocking facilities

Information and documents may include:
- workplace procedures, policies and work instructions
- safeworking rules and procedures emergency plan
- pre-work briefing
- worksite protection plan

Complexity of work activity may involve:
- type of work to be undertaken
- hand tools to be used
- track vehicles
- machinery
- multiple work groups
- rail traffic within or between worksite

Characteristics of track worksite may include:
- location
- cuttings and embankments
- speed and density of adjacent traffic
- parallel networks (adjacent access providers, shared corridor)
- electrified network
- track circuits
- level and pedestrian crossings
- limits of worksite
- visibility
- work affecting track under the control of other access providers
- multiple work activities

Types of track protection may include:
- lookout working
- track occupancy authority
- track work authority
- local possession authority
- absolute signal blocking

Worksite protection plans may include:
- defining the limits
- identifying safe places
- identifying level and pedestrian crossings
- identifying fixed rail infrastructure including:
  - signals
  - overhead structures
  - bridges/tunnels
  - turn outs
- minimum sighting distances

LPA documentation may include:
- train notice
include:

- LPA worksite permits
- train register book
- forms
- extending time
- varying location

Adjustments to local possession authority may include:

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management
TLIL4005A Apply conflict/grievance resolution strategies

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to apply conflict resolution strategies to resolve grievances that may occur in the course of work, including identifying potential conflict situations, implementing appropriate conflict resolution strategies, and using effective interpersonal skills. Grievances and conflict situations may include those between employees in the workplace, between employees and managers, as well as grievances that might be raised by customers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work involves discretion and judgement for self and others in management and resolution of conflicts and grievances both internal and external to the workplace.

Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves application of conflict/grievance resolution strategies in conflict situations that may arise amongst personnel both internal to and external to the workplace.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Identify potential conflict situations | 1.1 Signs, stages and possible causes of conflict/grievance are identified
2 Implement conflict resolution strategies | 2.1 Factors and issues relevant to conflict/grievance are clarified
 | 2.2 Strategies for dealing with conflict/grievance situations are developed
 | 2.3 Options for resolution of the conflict/grievance are identified which allow for constructive responses to be negotiated and enable established relationships to continue
 | 2.4 Strategies are implemented for the resolution of the source of conflict
 | 2.5 Outcomes of the process are monitored to ensure objectives continue to be met
3 Use effective interpersonal skills | 3.1 Effective verbal and non-verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection
 | 3.2 Feedback is given assertively and received non-defensively during negotiations

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the identification and resolution of conflicts/grievances
- Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality
- Signs, stages and possible causes of conflict in the workplace
- Options for constructive responses to typical conflict/grievance situations
- Typical problems that can occur when applying conflict/grievance resolution strategies and related appropriate action that can be taken

**Required skills:**
Required skills:
- Communicate effectively with others when applying conflict and grievance resolution strategies
- Negotiate effectively with others when applying conflict and grievance resolution strategies
- Read and interpret instructions, procedures, information and signs relevant to the application of conflict and grievance resolution strategies
- Interpret and follow operational instructions and prioritise work
- Gather, record and convey simple and routine work-related information
- Complete documentation related to the application of conflict and grievance resolution strategies
- Operate electronic communication equipment to required protocol
- Identify existing and potential conflicts/grievances
- Participate in small informal work groups
- Apply interpersonal skills
- Work collaboratively with others when applying conflict and grievance resolution strategies
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when applying conflict and grievance resolution strategies in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Work systematically with required attention to detail

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace
RANGE STATEMENT

Operations involve:

- internal and external customer contact and coordination

Conflicts/grievances may arise at all levels of the organisation in a range of possible situations including:

- amongst internal personnel
- between internal personnel and external personnel such as customers, suppliers, contractors, equipment manufacturers, etc.
- between external personnel and the organisation
- between internal personnel and management

Consultative processes may involve:

- other employees and supervisors
- management
- customers/clients
- suppliers of goods/materials
- manufacturers of equipment
- contractors
- relevant authorities
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:

- face-to-face conversations and meetings
- telephone
- fax
- email
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- workplace procedures for the resolution of conflicts/grievances
- records of action to resolve conflicts/grievances and documentation of agreements reached
- job specifications
- conditions of service, relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, workers compensation, and other industrial arrangements
- relevant codes of practice including the national standards for manual handling and the industry safety code
- supplier and/or client instructions
- manifests, bar codes, goods and container identification
- goods identification numbers and codes
RANGE STATEMENT

- manufacturers specifications
- material safety data sheets
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4009A Manage personal work priorities and professional development

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to manage personal work priorities and own professional development, including managing own qualities, goals, plans and performance; setting and meeting own work priorities; and developing and maintaining own professional competence. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement in managing personal work priorities and professional development.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Manage self | 1.1 Personal qualities and performance serve as a role model in the workplace  
1.2 Personal goals and plans reflect the organisation's plans and personal roles, responsibilities and accountabilities  
1.3 Action is taken to achieve and extend personal goals beyond those planned  
1.4 Consistent personal performance is maintained in varying work conditions and work contexts |
| 2 Set and meet own work priorities | 2.1 Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives  
2.2 Technology is used efficiently and effectively to manage work priorities and commitments |
| 3 Develop and maintain professional competence | 3.1 Personal knowledge and skills are assessed against competency standards to determine development needs and priorities  
3.2 Feedback from clients and colleagues is used to identify and develop ways to improve competence  
3.3 Management development opportunities suitable to personal learning style(s) are selected and used to develop competence  
3.4 Participation in professional networks and associations enhances personal knowledge, skills and relationships  
3.5 New skills are identified and developed to achieve and maintain a competitive edge |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the management of personal work priorities and professional development
- Competencies required to increase participation in the planning and development of the organisation
- Appropriate learning methods to maintain current competence or develop new competencies
- Resource availability including the competencies of individuals in the team/group
REQUIRED KNOWLEDGE AND SKILLS

- Coaching and mentoring approaches to support team members to share knowledge and skills
- Workplace business policies and plans including procedures for undertaking professional development
- Typical problems that can occur when managing personal work priorities and professional development and related action that can be taken

Required skills:

- Communicate effectively with others when managing personal work priorities and professional development
- Read and interpret instructions, procedures, information and signs relevant to the management of personal work priorities and professional development
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of personal work priorities and professional development
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing personal work priorities and professional development
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when managing personal work priorities and professional development in accordance with workplace procedures
- Plan work activities, including predicting consequences and identifying improvements
- Take advantage of learning opportunities both in the workplace and within training programs and workshops
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Operations involve:
- internal and external customer/supplier contact and coordination

Work priorities and professional development are:
- directed at maximising achievement of the individual in accordance with the enterprise's objectives and strategic plans

Professional development activities may include:
- attendance at formal education/training programs
- completion of internal short training programs
- attendance at relevant conferences, seminars and workshops
- reading of relevant journals and literature
- networking with other technical, managerial and professional staff
- coaching/mentoring on the job
- workplace training projects

Consultative processes may involve:
- customers/clients
- other employees and supervisors
- supplier representatives
- manufacturers representatives
- trainers
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:
- face-to-face conversation, meetings and workshops
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
RANGE STATEMENT

plans/procedures may include:
- established plans/procedures

Information/documentation may include:
- workplace procedures and policies
- job specifications
- training notes and materials
- journals and work-related literature
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures
- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable
Competency Field

Competency Field L - Resource Management
TLIL4010A Assess and confirm customer transport requirements

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for the assessing and confirming customer freight transport requirements and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Assess goods/stock to be transported | 1.1 Customer service parameters are followed in accordance with workplace procedures  
1.2 In consultation with customer key characteristics of the goods/stock to be transported are determined  
1.3 Regulatory and/or specific requirements for load shipment are identified  
1.4 Specific load handling characteristics/requirements are identified  
1.5 Task requirements are matched to workplace capability and operational focus |
| 2 Determine transit requirements | 2.1 Applicable transportation modes are matched for customers geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements  
2.2 Required pick-up and destination point(s) are identified and assessed for safe access and operation  
2.3 Specified transit times and routes are identified and agreed with customer  
2.4 Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness  
2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures |
| 3 Complete documentation      | 3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority  
3.2 Parameters of service requirements for the workplace and customer are documented  
3.3 Quotations for services/specifications are itemised and documented  
3.4 Legislative, insurance or specific conditions for load transport are recorded |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Relevant and regulatory and code requirements including mass and load regulations
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the assessing and confirming customer transport requirements
- Strategies to implement continuous improvement processes
- Focus of operation of customer service and quotation/specification systems and resources
- Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken

Required skills:

- Communicate effectively with others when assessing and confirming customer transport requirements
- Negotiate with others when assessing and confirming customer transport requirements
- Read and interpret instructions, procedures, information and signs relevant to the assessment and confirmation of customer transport requirements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the assessment and confirmation of customer transport requirements
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Work collaboratively with others when assessing and confirming customer transport requirements
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when assessing and confirming customer transport requirements in accordance with regulatory requirements and workplace procedures
- Plan work activities, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer contact and coordination

Consignments may be:

- single and multi-site locations
- palletised
- containerised
- packaged or loose
- in gas, liquid or solid form

Special freight transport requirements may involve:

- single and multi-site locations
- temperature controlled stock
- live stock
- dangerous goods
- hazardous substances
- specific security arrangements
- oversized/overmassed loads
- undertaken within scope of authority

Decision to provide service to customer is:

- undertaken within scope of authority

Decisions should reflect:

- the scope of the organisation to undertake the task
- and/or to outsource some or all of the task

Key characteristics of the goods/stock to be transported may include:

- type of goods to be transported
- load characteristics including perishability, spoilage, fragility, compatibility
- packing and stowing requirements for load
- aggregate size and capacity of load to be transported

Consultative processes may involve:

- existing and potential customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
**RANGE STATEMENT**

Communications systems may involve:
- other maintenance, professional or technical staff
- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:
- workplace procedures and policies
- customer service standards and procedures
- supplier and/or client instructions
- workplace products and services information
- quality assurance standards and procedures
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- Dangerous Goods Codes and related regulations and documentation including material safety data sheets
- relevant agreements, codes of practice including the national standards for services and operations
- reports of accidents and incidents
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to workplace operations
- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL4021A Coordinate the erection and dismantling of temporary storage facilities

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to coordinate the erection and dismantling of temporary storage facilities in accordance with workplace procedures, including planning for the erection of temporary storage facilities, erecting temporary storage facilities as planned, and dismantling the temporary storage facilities after outloading. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to the erection and dismantling of temporary grain storage facilities.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when coordinating the erection and dismantling of temporary storage facilities as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Plan for erection of temporary storage facility | 1.1 Plans, storage specifications, assembly details and erection sequence are obtained and examined for accuracy to meet intended storage requirements  
1.2 Engineering drawings, computations and instructions are obtained from qualified persons where required  
1.3 Local and state authority approvals for the construction of the storage facility are obtained  
1.4 Labour and equipment requirements for the construction of the storage facility are organised and scheduled in accordance with erection sequence |
| 2 Erect temporary storage facility | 2.1 Foundations and earth-works for temporary storage are prepared to workplace instructions and specification  
2.2 Structural and storage components are assembled and placed to workplace instructions and specifications  
2.3 Protective sheeting (floor and wall) is placed and sealed/sewn to workplace specifications  
2.4 Material is placed into the temporary storage facility to specification and in accordance with site procedures  
2.5 Grain protection measures are implemented in accordance with workplace requirements  
2.6 Labour and equipment is coordinated for timely and efficient completion of work |
| 3 Dismantle temporary storage facility after outloading | 3.1 Procedures for the dismantling of temporary storage facility, including sequencing of process, are confirmed with qualified personnel  
3.2 Labour and equipment requirements for the dismantling of the temporary storage facility is organised and scheduled  
3.3 Material is removed from storage to workplace procedures  
3.4 Protective sheeting (floor and wall) is dismantled and folded for future use or disposed of in accordance with workplace procedures  
3.5 Structural components are disassembled, transported and stacked to workplace instructions  
3.6 Labour and equipment is coordinated for timely and efficient completion of work |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the erection and dismantling of temporary grain storage facilities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the coordination of the erection and dismantling of temporary grain storage facilities
- Problems that may occur when coordinating the erection and dismantling of temporary grain storage facilities and appropriate action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- The range of construction methods used in the erection of temporary storage facilities
- Identifying characteristics of commodity types, varieties and grades
- Grain protection measures
- Emergency response procedures
- Storage and safe handling procedures
- Procedures for environmental control and disposal activities
- Site layout and obstacles

Required skills:

- Communicate effectively with others when coordinating the erection and dismantling of temporary grain storage facilities
- Read and interpret instructions, procedures, information and plans relevant to the erection and dismantling of temporary grain storage facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when coordinating the erection and dismantling of temporary grain storage facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when coordinating the erection and dismantling of temporary grain storage facilities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when coordinating the erection and dismantling of temporary grain storage facilities
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the erection and dismantling of temporary grain storage facilities
- Plan own work including predicting consequences and identifying improvements
Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and efficiently and effectively use equipment needed when coordinating the erection and dismantling of temporary grain storage facilities
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Work involves:
- individuals coordinating and organising the construction and dismantling of temporary storage facilities from working drawings and erection specifications

Types of temporary storage facilities may include:
- concrete side wall sites
- earth wall sites
- two-way sites
- timber and/or steel prefabricated wall sites
- concrete floors
- compacted earth or fill floors
- sites segregated for different commodities
RANGE STATEMENT

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Requirements for work may include:

- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- emergency procedures

Hazards in the work area may include:

- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures
RANGE STATEMENT

Information/documents may include:

- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications and instructions
- materials safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4030A Control a furniture warehouse

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to control a furniture warehouse in accordance with workplace requirements, including determining site functions and operations, receiving and despatching furniture, maintaining warehouse inventory, maintaining warehouse security, monitoring storage operations, and completing required records and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the control of a furniture warehouse.

Work is performed under limited supervision. It involves the application of discretion and judgement and an understanding of relevant regulatory requirements and workplace procedures to the control of a furniture warehouse.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine site functions and operations | 1.1 Layout of furniture storage facilities, work flow and activities undertaken in each zone are identified  
1.2 Type of storage facilities, their purpose and (any) associated risk factors are identified  
1.3 Inventory lists are accessed through record management system  
1.4 Storage separations and co-storage applications are identified |
| 2 Receive and despatch furniture | 2.1 Furniture for storage is received and transferred to allocated storage space in accordance with workplace procedures  
2.2 Furniture and effects are transferred from storage area to the loading dock and despatched in accordance with workplace procedures and customer requirements  
2.3 Records of received and despatched furniture and effects are completed in accordance with workplace procedures |
| 3 Maintain inventory | 3.1 Inventory is updated through entry of data on furniture movements into, out of, and within storage areas  
3.2 Inventory data is confirmed to match furniture and effects for available storage and applicable storage requirements  
3.3 Audits and stocktakes of storage areas are used to verify inventory records |
| 4 Maintain warehouse security | 4.1 Security of warehouse and storage areas is maintained in accordance with workplace procedures in conjunction with security personnel and with the aid of appropriate security technology  
4.2 Appropriate action(s) is taken in response to breaches of operational and security procedures or to an emergency/incident  
4.3 Operational actions and investigative outcomes are documented in accordance with workplace procedures |
| 5 Monitor storage operations | 5.1 Storage areas are supervised to ensure movement of personnel and furniture items are in accordance with workplace procedures  
5.2 Storage facilities are checked to ensure appropriate operational capacity  
5.3 Integrity of furniture and effects is monitored to ensure appropriate condition is maintained  
5.4 Any deterioration in condition of furniture and effects is recorded, investigated and reported for appropriate action  
5.5 Discrepancies/changes to storage requirements and/or inventory lists are noted and appropriate action is initiated in accordance with workplace procedures |
| 6 Complete records | 6.1 Records of warehouse operations are completed in accordance
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian codes and regulations/permit/licence requirements relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the control of a furniture warehouse
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of furniture and effects including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Types of storage areas and related equipment appropriate for different types of furniture and effects
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Documentation requirements, including reports and records related to damaged furniture and effects, emergencies and security breaches
- Problems that may occur when controlling a furniture warehouse and appropriate action that can be taken
- Site layout
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when controlling a furniture warehouse
- Read and interpret instructions, procedures, information and signs relevant to the control of a furniture warehouse
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the control of a furniture warehouse
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when controlling a furniture warehouse
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

interactions with others

- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when controlling a furniture warehouse in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when controlling a furniture warehouse
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities dependant on differing workplace contexts, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant communications, computing and office equipment when controlling a furniture warehouse
- Use inventory information to determine, plan and organise the control of a furniture warehouse
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Requirements for work may include:
- restricted spaces
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident/breakdown procedures
RANGE STATEMENT

- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- environments involving the movement of equipment, goods, materials and/or vehicular traffic

Furniture and effects may require:
- special handling
- location
- storage and/or
- packaging requirements

Modes of transfer may be:
- manual or motorised

Storage types may include but are not limited to:
- marked floor space
- containers
- racks and racking systems
- block/stacks
- pallets

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Stored furniture and effects may include but are not limited to:
- fridges, freezers and washing machines
- bed-ends, mattresses and bases
- lamps and lamp shades
- pendulum clocks
- carpets, tables and chairs
- television sets, stereo and audio equipment
- computing and office equipment and furniture
- upright pianos, organs and grand pianos
- lounges and armchairs
- tools and equipment

Consultative processes may involve:
- other employees and supervisors
- customers
- relevant authorities and institutions
- management
- union representatives
RANGE STATEMENT

Labelling systems may include but are not limited to:
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff
- bar code
- identification numbering systems
- serial numbers
- labels

Hazards in the work area may include:
- heavy and/or awkward furniture and loads
- noise, light, energy sources
- stationary and moving machinery, parts or components
- dust/vapours
- a fire or explosion
- damaged furniture or pallets
- broken glass/mirrors
- debris on floor
- faulty racking
- poorly stacked pallets/furniture
- faulty equipment
- oil or water on floor

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Information/documents may include:
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
RANGE STATEMENT

- identification numbers, codes and labels
- manifests, furniture transfers, bar codes, and container identification/serial number
- insurance documentation
- codes of practice and regulations relevant to workplace operations
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- security and safety incident procedures and reporting requirements
- inventory listings
- codes and regulations relevant to the storage of furniture and effects
- Australian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances
- insurance legislation and regulations
- relevant state/territory OH&S and environmental protection legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4032A Implement equal employment equity strategies

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to implement equal employment equity strategies in accordance with regulatory and workplace requirements, including identifying and communicating agreed employment equity direction, responding to enquiries regarding employment equity, implementing employment equity strategies, contributing to policy development, and evaluating and reporting on the implementation of equal employment opportunity strategies in the workplace. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the regulatory and workplace requirements relevant to the implementation of equal employment equity strategies in the workplace.

Work is performed individually, but the ability to work within a team environment may be required.

Work involves the application of workplace procedures and relevant regulatory requirements to the implementation of equal employment equity strategies as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Identify and communicate agreed employment equity direction** | 1.1 Employment equity information and policy requirements are identified for the workplace  
1.2 Employment equity information is disseminated to ensure relevant requirements are considered in decisions made within the workplace  
1.3 Advice is provided to assist with consistent interpretation of employment equity information  
1.4 Negotiations are undertaken with management to ensure equity principles are incorporated throughout the workplace  
1.5 Interpretation and advice are provided on legislative requirements, workplace objectives and constraints, and human resource management practices |
| **2 Respond to enquiries regarding employment equity** | 2.1 Arrangements are made to ensure advise on employment equity can be provided to personnel within necessary timeframes  
2.2 Enquiries are analysed to identify necessary information required to respond sufficiently  
2.3 Sources of information are identified and accessed to formulate response  
2.4 Responses are communicated clearly and appropriately and understanding of the response is checked |
| **3 Implement employment equity strategies** | 3.1 Strategies are developed to implement policies and objectives  
3.2 Measures are identified which reflect the success of strategies developed and suitable data collected |
| **4 Contribute to policy development** | 4.1 Consultation is regularly undertaken with stakeholders on policy development  
4.2 Advice is provided concerning the employment equity implications of policy |
| **5 Evaluate and report** | 5.1 Data used to measure employment equity policy performance is collected and statistically analysed  
5.2 Annual and other reports are produced on employment equity policy performance  
5.3 Results of employment equity strategies and performances are conveyed in a timely and appropriate way to relevant individuals and groups |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to equal employment equity
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the implementation of equal employment equity strategies
- Focus of operation of work systems, equipment, management and site operating systems for the implementation of equal employment equity strategies
- Elements of workplace operations relevant to the implementation of equal employment equity strategies, including: training and social justice policies and procedures, workplace organisational structure, workplace human resource policies and practices, job description and specifications, referral processes, workplace standards and delegations, quality management, work area business plans, and industrial awards and enterprise agreements
- Problems that may occur when implementing equal employment equity strategies and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the implementation of equal employment equity strategies

Required skills:

- Communicate effectively with others when implementing equal employment equity strategies
- Counsel and negotiate with employees on employment equity matters
- Read and interpret instructions, procedures, employment equity policies, conditions of employment and industrial agreements and awards relevant the implementation of equal employment equity strategies
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the implementation of equal employment equity strategies
- Work collaboratively with others when implementing equal employment equity strategies
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when implementing equal employment equity strategies in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Select and use relevant computer, communication and office equipment required when implementing equal employment equity strategies
- Operate and adapt to differences in equipment in accordance with standard operating
Required skills:
procedures

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
  - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
  - Practical assessment must occur:
    - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Recording mechanisms/systems may include:
- paper-based systems
- electronic systems

Work organisation procedures and practices may include:
- security procedures
- payroll systems
- industrial relations policies and agreements
- superannuation procedures
- dispatching and collecting procedures
- employment policies

Consultative processes may involve:
- employees
- supervisors and managers
- official representatives
- relevant authorities and institutions
- union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Information/documents may include:

- regulatory requirements relevant to employment equity
- workplace procedures and policies for the implementation of equal employment equity strategies
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- relevant state/territory privacy legislation
- freedom of information legislation
- relevant state/territory OH&S and environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4033A Promote effective workplace practice

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to promote effective workplace practice, including contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the well being of workplace team(s), and participating in competency development activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with the regulatory and workplace requirements relevant to the promotion of effective workplace practice.

Work is performed individually, but the ability to work within a team environment may be required. It involves the application of workplace procedures and relevant regulatory and code requirements to the promotion of effective workplace practice as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| **1** Contribute positively to the work team environment | 1.1 Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members  
1.2 Communications with associated personnel and/or work team members are effectively established  
1.3 Disputes are resolved through effective negotiation with the relevant individuals or groups  
1.4 Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities |
| **2** Observe and promote work safety procedures | 2.1 Relevant statutory and workplace requirements for Occupational Health and Safety are communicated to all personnel and implemented at all worksites  
2.2 Accidents and injuries are reported and investigated in accordance with workplace policy  
2.3 Potential hazards and safety risks are identified, investigated and recommendations for preventative action referred to appropriate authorities  
2.4 Training in programs of Occupational Health and Safety and First Aid are implemented |
| **3** Maintain and promote well being of team | 3.1 Prescribed medical and physical fitness criteria are promoted and maintained within the work environment  
3.2 Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved |
| **4** Participate in competency development | 4.1 Competencies required for work are identified, attained and maintained  
4.2 Personal development and other competency development programs are accessed and undertaken  
4.3 Competency deficiencies in personnel are identified and remedial action, including counselling, is initiated where necessary  
4.4 Workplace trainer and assessor requirements are identified and satisfied |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and codes of practice relevant to the workplace practices
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the promotion of effective work practices
- Focus of operation of work systems, equipment, management and site operating systems
- Elements of workplace operations relevant to effective work practice, including: workplace corporate plans, goals and objectives and industrial relations, communication and negotiation techniques and the benefits, advantages and disadvantages associated with them, group work practices and group dynamics, corporate customer service objectives, workplace procedures related to recording of customer enquiries and actions, dispute settlement processes, workplace OH&S and physical fitness requirements and related first-aid policies, and competencies and skills required for workplace career path levels,
- Problems that may occur during work activities and appropriate action that can be taken to resolve the problems,
- Documentation and reporting requirements in the workplace

Required skills:

- Communicate effectively with customers, associated personnel and all work team members when completing work activities
- Read and interpret instructions, procedures, information and workplace publications relevant to work activities
- Interpret statistics related to workloads and quality assurance measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Lead and coordinate the activities of multi-disciplinary work teams or specialist work groups
- Apply principles of time management
- Counsel personnel on work related issues
- Settle disputes through face-to-face and group-based negotiation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
Required skills:

- Monitor work activities in terms of planned schedule
- Coordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work at heights or in confined spaces as required by the job
- Maintain the required level of physical fitness in team members
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Work environment may be:
- in a depot, a worksite or a store, either as an individual, a team leader or a coordinator

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicular traffic

Equipment may include:
- customer information
- workplace procedures
- quality assurance policy
- relevant OH&S guidelines
- relevant competency guidelines

Consultative processes may involve:
- employees, supervisors and managers
- customers
RANGE STATEMENT

Communication in the work area may include:
- suppliers and contractors
- industrial relations and OH&S specialists
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- regulatory and/or code requirements relevant to workplace activities
- workplace procedures and policies
- workplace objectives
- customer enquiries, responses and records
- quality assurance measures relevant to workplace activities
- training materials
- competency guidelines
- operations manuals, job specifications and induction documentation
- manufacturers specifications for workplace equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- Australian standards and certification requirements relevant to workplace activities
- emergency procedures
- federal and state/territory regulations and codes of practice relevant to workplace activities
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and
RANGE STATEMENT

- affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field  L - Resource Management
TLIL4034A Arrange alternative passenger transport

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to arrange alternative passenger transport in accordance with workplace requirements, including identifying and confirming transport requirements, arranging alternative transport, and monitoring and updating transport arrangements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually, and skills are required to work within a team environment.

Work involves the application of regulatory and code requirements and workplace procedures when arranging alternative passenger transport as part of workplace activities in the rail transport and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and confirm transport requirements | 1.1 Need for alternative passenger transport is identified with minimal actual disruption to services  
1.2 Period for which alternative transport is required is determined from situation and services  
1.3 Timetables, passenger loadings and luggage quantities are determined from workplace information systems  
1.4 Requirements to cater for disabled passengers or others with special needs are determined |
| 2 Arrange alternative transport | 2.1 Type and number of transport units required is determined to provide cost effective movement within workplace guidelines for minimal disruption  
2.2 Alternative transport is arranged within workplace policies and procedures to meet anticipated need  
2.3 Arrangements are made to provide assistance for passengers with special needs  
2.4 Relevant OH&S requirements are identified and included in transport planning considerations |
| 3 Monitor and update transport arrangements | 3.1 Passengers are informed of alterations to services as quickly as possible  
3.2 Relevant details of incidents are collected and recorded in accordance with workplace policies and procedures for future reference, analysis and investigation purposes  
3.3 Irregularities outside own area of responsibility are referred to nominated person or section  
3.4 Alternative transport arrangements and related financial transactions are documented to meet operational requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for arranging alternative passenger transport
REQUIRED KNOWLEDGE AND SKILLS

- Contact arrangements for other transport organisations available to provide alternative transportation
- Protocols for contacting other transport organisations
- Train timetables
- Alternative transport options
- Road transport service planning processes
- Equipment, and materials used when arranging alternative passenger transport, and procedures that should be followed in their use
- Problems that may occur when arranging alternative passenger transport and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when arranging alternative passenger transport

Required skills:

- Communicate and negotiate effectively with others when arranging alternative passenger transport
- Read and interpret instructions, procedures, information and signs relevant to the arrangement of alternative passenger transport
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the arrangement of alternative passenger transport
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when arranging alternative passenger transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when arranging alternative passenger transport in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when arranging alternative passenger transport
- Analyse contingency situations for their impact on services
- Schedule and monitor work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the arrangement of alternative passenger transport
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant office and communications equipment and materials when arranging alternative passenger transport
Required skills:

- Adapt to differences in transport situations in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

- environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
- a range of work environments
- by night or day

Situations creating a need for alternative transport may include:
- planned track shut down
- unplanned track shut down
- out-of-schedule running which affects connecting services

Types of alternative transport can include:
- buses
- taxis
- air services

Train timetables considered in planning arrangements include:
- all services offered by the organisation potentially affected by the contingency situation

Alternative transport may include:
- buses
- trams
- taxis
- hire cars
- ferries

Alternative transport information requirements may be obtained from:
- timetables
- passenger loading information
- workplace instructions and guidelines
- plans incorporating track shutdowns
- relevant staff and management providing information on unplanned track shutdowns
- incident details

Consultative processes may involve:
- customers
- other workplace personnel
- supervisors and managers
- representatives of other transport organisations
- official representatives
RANGE STATEMENT

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- workplace plans incorporating track shutdowns
- timetables
- passenger loading information
- contingency incident details and/or information on unplanned track shutdowns
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations
Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL4036A Develop rosters

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to develop rosters in accordance with regulatory and workplace requirements, including identifying operating requirements, identifying tasks and responsibilities and work requirements, and establishing and finalising work rosters. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the development of rosters.

Work is under minimal supervision, generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the development of rosters as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 **Identify operating requirements** | 1.1 Transport timetables and running times for each line or service are identified and kept updated within roster operations
1.2 Transport running times are identified for each line or service to ensure all crewing requirements are planned
1.3 Set working or work tasks to be performed are identified for each transport service
1.4 Contingency plans covering operational problems are identified and impact on crewing needs analysed

2 **Identify tasks and responsibilities and work requirements** | 2.1 Support activities, where required to facilitate transport arrival and activities, are identified to ensure all crewing requirements are planned
2.2 Set workings or required work tasks in support activities are identified

3 **Establish work rosters** | 3.1 Rosters are developed to cover all work requirements with regard to relevant industrial/workplace conditions, absenteeism levels and planned leave
3.2 Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented
3.3 Rosters are circulated in accordance with workplace policies and procedures for review by affected personnel
3.4 Relevant OH&S requirements are identified and addressed in the rosters developed
3.5 Relevant safeworking systems and requirements are identified and addressed in the rosters developed

4 **Finalise work rosters** | 4.1 Feedback from personnel associated with rosters is addressed and acceptable modifications agreed
4.2 Final rosters are documented and distributed to ensure work requirements are accurately communicated

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Regulations, safeworking systems and codes of practice relevant to the development of rosters
- Relevant OH&S and environmental protection procedures and guidelines
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures and policies for development of rosters
- Focus of operation of work systems, equipment, management and site operating systems for the development of rosters
- Elements of operations relevant to the development of rosters, including: embarkation and disembarkation requirements; equipment capacities and limitations; passenger service needs; personnel capabilities; requirements for absentee coverage; safeworking systems and requirements; station, interchange and terminal operations; support services; and transport services offered by the organisation
- Problems that may occur when developing rosters and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the developing of rosters, including computer-based systems

Required skills:

- Communicate effectively with others when developing rosters
- Read and interpret instructions, procedures and information relevant to the development of rosters
- Interpret set workings and combined set workings
- Interpret transport timetables and service details
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the development of rosters
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when developing rosters
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when developing rosters in accordance with workplace procedures
- Interpret conditions of employment and industrial agreements and awards
- Prepare roster documentation in line with workplace format
- Allocate suitably qualified personnel to tasks
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/office equipment required when developing rosters
- Adapt to differences in equipment in accordance with standard operating procedures
Required skills:
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
• in a range of work environments
• by day or night

Work rosters may cover:
• long distance passenger services
• urban passenger services
• long distance freight services
• short distance freight services
• maintenance vehicle operations

Staff covered by work rosters may include:
• driving and driving support crews
• shunting and marshalling crews
• terminal personnel
• freight handling personnel
• station personnel
• interchange personnel
• transit officers
• security officers
• revenue collection officers
• passenger assist/customer service personnel
• yard support personnel
• crew transport personnel
• transport control centre personnel
• traffic officers

Changes to planned services may include:
• changes in demand
• response to emergencies

Real time issues may include:
• absenteeism
• additional support services due to injury
• emergencies

Support activities may include:
• shunting and marshalling
• freight loading and unloading
• luggage loading and unloading
RANGE STATEMENT

- vehicle loading and unloading
- station support activities
- interchange support activities
- crew transport
- training personnel
- revenue processing
- operations control

Contingency plans may include:
- non-availability of rolling stock
- additional services
- non-availability of personnel
- non-availability of material handling equipment
- non-availability of freight handling equipment
- late arrival or cancellation of services

Work outcomes or set workings may apply to:
- transport crews
- personnel required for support activities
- transport control personnel
- transport planning personnel

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- regulatory and/or code requirements relevant to the development of rosters
- workplace procedures and policies for the development of rosters
- work rosters
- transport graphs
- hard copy documentation
RANGE STATEMENT

- safe working forms
- dangerous goods manifest
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations, safeworking systems and codes of practice relevant to the development of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network
- relevant state/territory privacy legislation
- relevant state/territory OH&S and environmental protection legislation
- state, federal or Territory award legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4037A Apply and amend rosters

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to apply and amend rosters in accordance with regulatory and workplace requirements, including identifying changes to timetables, planned activities and support activities; confirming changes to planned activities; confirming personnel availability; re-allocating personnel; and amending rosters. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the application and amendment of rosters.

Work is under minimal supervision, generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the application and amendment of rosters as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT | PERFORMANCE CRITERIA
---|---
1 Identify changes to timetables, planned activities and support activities | 1.1 Changes to transport timetables are identified and their effect on operation and support areas is assessed  
| | 1.2 New work requirements or revised set workings are identified and communicated to appropriate personnel  
| | 1.3 Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas  
| | 1.4 Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures  
2 Confirm changes to planned activities | 2.1 Changes to planned services are identified and confirmed and impact on support activities is assessed  
| | 2.2 Support activities required to achieve amended service are assessed and necessary resources are identified and allocated  
| | 2.3 Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation  
3 Confirm personnel availability | 3.1 Amended rosters and work requirements are confirmed and distributed to appropriate work areas  
| | 3.2 Personnel on amended rosters who are required to achieve new work outcomes are notified of changes  
| | 3.3 Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within workplace policies and procedures  
| | 3.4 Agreed work area changes to rostered work or amended work outcomes are communicated to central roster operations and the appropriate personnel records area  
4 Re-allocate personnel and amend rosters | 4.1 Agreed changes to rosters are confirmed with appropriate personnel  
| | 4.2 Appropriate arrangements are made for the implementation of amended rosters  
| | 4.3 Personnel are re-allocated to achieve agreed work outcomes or amended set workings  
| | 4.4 Final amendments to rosters are made to achieve agreed work outcomes or set workings  
| | 4.5 Appropriate documents are updated to reflect changes made and ensure their recognition  

### Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for application and amendment of rosters
- Focus of operation of work systems, equipment, management and site operating systems for the application and amendment of rosters
- Embarkation and disembarkation requirements
- Equipment capacities and limitations
- Passenger service needs
- Personnel capabilities
- Requirements for absentee coverage
- Safeworking systems and requirements
- Station, interchange and terminal operations
- Support activities
- Transport services offered by the organisation
- Problems that may occur when amending rosters and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the amending rosters, including computer-based systems

Required skills:

- Communicate effectively with others when applying and amending rosters
- Read and interpret instructions, procedures and information and signs relevant to the application and amendment of rosters
- Interpret set workings and combined set workings
- Interpret conditions of employment and industrial agreements and awards
- Interpret transport timetables and service details
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the application and amendment of rosters
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying and amending rosters
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when applying and
Required skills:

- amending rosters in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when applying and amending rosters
- Allocate suitably qualified personnel to tasks
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/office equipment required when applying and amending rosters
- Adapt to differences in roster requirements in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
- in a range of work environments
- by day or night

Staff covered by work rosters may include:
- driving and driving support crews
- shunting and marshalling crews
- terminal personnel
- freight handling personnel
- station personnel
- interchange personnel
- transit officers
- security officers
- revenue collection officers
- passenger assist/customer service personnel
- yard support personnel
- crew transport personnel
- transport control centre personnel
- traffic officers

Changes to planned services may be:
- changes in demand
- response to emergencies
RANGE STATEMENT
include:

Real time issues may include:
- absenteeism
- additional support services due to injury
- emergencies

Work outcomes or set workings may apply to:
- transport crews
- personnel required for support activities
- transport control personnel
- transport planning personnel

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- regulatory and/or code requirements relevant to the application and amendment of rosters
- workplace procedures and policies for the application and amendment of rosters
- work rosters
- transport graphs
- hard copy documentation
- safe working forms
- dangerous goods manifest
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- emergency procedures
- relevant state/territory regulations, saferworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network
- relevant state/territory privacy legislation
- relevant state/territory OH&S and environmental protection legislation
- state, federal or territory award legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4038A Organise marshalling and shunting operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to organise
marshalling and shunting operations in accordance with workplace
procedures and the requirements of relevant safeworking
regulations and codes of practice. It includes identifying
marshalling and shunting requirements, identifying required rolling
stock movements, and planning rolling stock movements in
accordance with workplace requirements. Licensing, legislative,
regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the
applicable legislated rail safety requirements including acts and
regulations from each state and territory together with any
nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a
team environment.

It involves the application of routine operational principles and
procedures to marshalling and shunting operations across a variety
of operational workplace contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT**  | **PERFORMANCE CRITERIA**
--- | ---
1 Identify marshalling and shunting requirements | 1.1 Track and siding requirements are established, based on customer needs and safe work practices  
1.2 Dangerous goods or other special transportation requirements are established  
1.3 Destinations, arrival times and departure times are established that are consistent with timetable requirements  
1.4 Relevant safe working systems are identified
2 Identify required rolling stock movements | 2.1 Rolling stock types required are determined from available documentation  
2.2 Rolling stock locations are identified and track and siding availabilities are established to facilitate the marshalling and shunting operation  
2.3 Rolling stock priorities and sequences are sorted in accordance with workplace procedures
3 Plan rolling stock movements | 3.1 Marshalling strategy is identified to achieve safe and efficient loading and unloading  
3.2 Resources required to carry out the marshalling strategy are identified  
3.3 Appropriate motive power is determined to enable completion of shunting operations  
3.4 Track and siding access and options for wagon movements are identified from the marshalling strategy  
3.5 Contingency strategy for unplanned events is identified or prepared  
3.6 Shunting and marshalling plan and train consist is documented, filed, and distributed in accordance with operational requirements

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for
REQUIRED KNOWLEDGE AND SKILLS

- manual handling
- Dangerous Goods Codes and regulations
- Marshalling plan and instructions
- Procedures for loading and unloading rolling stock
- Procedures for getting on and off rolling stock in an appropriate manner
- Procedures for coupling and uncoupling rolling stock
- Procedures for operating points and signals
- Procedures for managing hazardous situations
- Radio communication protocol
- Rostering procedures
- Characteristics and features of wagons and other rolling stock
- Loading and unloading facilities
- Yard features and operation
- Principles of operation of protective devices, air brakes, handbrakes, derailleurs
- Location of signals and points
- Local track and signal layouts
- Draw gear capacities and related operating procedures
- Safeworking systems and requirements
- Shunting signals and commands and communication systems
- Timetables and destination information
- Relevant documentation requirements

Required skills:

- Communicate and negotiate effectively with others when organising marshalling and shunting operations
- Read and interpret instructions, procedures and information relevant to the organisation of marshalling and shunting operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of marshalling and shunting operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when organising marshalling and shunting operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when organising marshalling and shunting operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising
Required skills:

- marshalling and shunting operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during marshalling and shunting operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computing and communications and other relevant equipment and materials when organising marshalling and shunting operations
- Adapt to differences in rolling stock and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- all relevant weather conditions

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Resources may include:

- motor vehicles
- fixed signals
- draw gear motive power units
- rail tractors rolling stock
- communication equipment
- switching equipment
- freight handling equipment
- turntables
RANGE STATEMENT

Safety requirements may include:
- high visibility clothing
- sunscreen
- insect repellent
- safety mask
- portable radios
- gloves
- sun glasses
- safety headwear
- safety footwear
- hearing protection

Unplanned events may involve:
- derailments
- breakdowns
- injuries and fatalities
- hazardous materials, spills, fires and leaks
- track damage
- powerline damage

Consultative processes may involve:
- workplace personnel including supervisors and managers
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- order books
- cards/deck sheets
- noticeboards
- special train notices
- yard orders
- periodical circulars
- transport authority rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
RANGE STATEMENT

- drivers advice
- train register book
- safeworking forms
- dangerous goods manifests/declarations
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling/shunting operations are carried out on that network
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4040A Plan and control daily train operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to plan and control daily train operations in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes developing a daily train plan, implementing daily train movements, monitoring the daily train plan, and maintaining all required documentation and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the planning and control of daily train operations across a variety of operational workplace contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Develop daily train plan | 1.1 The status of current daily train plan is established based on the proposed track movements, and possessions  
1.2 The current plan is amended if appropriate, to accommodate planned transportation movements priorities  
1.3 Contingency plans are developed to cater for unplanned events following company procedures  
1.4 Information relating to transportation movement within the area of movement is collated and analysed  
1.5 Safeworking standards, circulars, faxes and special train notices are checked for application according to workplace procedures  
1.6 Resource availability to accommodate planned transportation movements in daily plan and contingency plan is identified and resources are allocated according to workplace procedures  
1.7 Workplaces operational management system information is reviewed against observed status stock in accordance with workplace procedures |
| 2 Implement daily train movements | 2.1 Required authorities and instructions are prepared and issued in accordance with plan  
2.2 Traffic movements are directed to ensure optimum running according to train plan and workplace procedures  
2.3 Resource movements are coordinated according to train plan and workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for the planning and control of train operations, including: office and customer service, rostering, radio communication, completing relevant documentation, and procedures to be followed in the event of an emergency
- Train control diagrams and graphing
REQUIRED KNOWLEDGE AND SKILLS

- Timetabling principles
- System limitations
- Safeworking systems and requirements
- Rail system geography
- Yards, depots and station workings
- Restrictions relating to loads and conditions
- Draw gear capacities
- Operations coordination system
- Track characteristics and limitations
- Train journey requirements
- Relevant documentation requirements

Required skills:

- Communicate effectively with others when planning and controlling daily train operations
- Read and interpret instructions, procedures, information and signs relevant to the planning and control of daily train operations
- Interpret and follow operational instructions and prioritise work
- Document train operations and incidents
- Complete documentation or enter data related to the planning and control of daily train operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning and controlling daily train operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when planning and controlling daily train operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when planning and controlling daily train operations
- Implement safeworking systems when controlling train operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor journey schedule
- Monitor work activities in terms of planned schedule
- Monitor and anticipate operational hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and diagrams when planning and controlling daily train operations
- Meet agreed workplace tolerances for train operations
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night
- in all relevant weather conditions

Work may be conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

The control of train operations within the defined rail network of the workplace embraces:
- the movement of trains
- related operating personnel
- track machines
- alternate transport arrangements

Unplanned events may include:  
- derailment
- rail damage
- illness
- dangerous goods spillage
- major equipment failure
- fire
- injury and fatality
- earthworks
- collisions
- bomb threat
- accidents
- acts of nature
RANGE STATEMENT

- overhead line damage
- out-of-course running
- energy disruptions
- flood
- obstructions
- bridge damage
- explosions

Resources may include:
- motive power units
- train crews
- alternative forms of transport
- rolling stock
- fueling and servicing locations

Internal customers may include:
- train crews
- resource controllers
- area controllers/signallers
- workplace’s emergency services
- yard and station staff
- crew transport service
- engineering groups
- train crewing personnel
- adjacent control areas
- business groups within the workplace

External customers may include:
- business groups
- private rail operators
- contracted companies
- general public
- public emergency services
- interstate rail groups.

Communication forms may include:
- telephones
- radio network
- designated software and computer systems
- facsimile
- written notices
- oral and signed communications and forms

Authorisations may include:
- safe working and track possession authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- daily running records
- incident reports
- track possession information
- electronic management systems
- two-way radio operation procedures
- local instructions
- emergency procedures manual
- equipment operations manuals
- isolation and lock out procedures
- track speed, length and load limitations information
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian Standards
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field               L - Resource Management
TLIL4042A Control rail traffic movement

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to control rail traffic movement in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes monitoring the status of the current train area plan; implementing the daily working timetable; controlling rail traffic movement; implementing contingency plans for system faults and failures and for planned events; and updating traffic movement documentation in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the controlling of rail traffic movement as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Monitor status of current train area plan | 1.1 Actual train movements and associated activities are analysed to establish current situation  
1.2 Proposed train movements and associated activities are identified to establish status of area plan in accordance with workplace procedures and policies  
1.3 Circulars, telegrams and special train notices are checked for accuracy and adjustments made as required  
1.4 Operational management system information is reviewed against observed status and inconsistencies corrected |
| **2** Implement the daily working timetable | 2.1 Train movements are prioritised and directed in accordance with authorisations to ensure optimum and consistent running to timetable  
2.2 Relevant information is communicated to internal and external customers to minimise the effect of changes  
2.3 Planned train movements, circulars and special train notices are implemented using safeworking systems and requirements to ensure safety |
| **3** Control rail traffic movement | 3.1 Layout, characteristics and condition of track section of responsibility is assessed for its effect on train running  
3.2 Train movements are coordinated with other relevant personnel in accordance with safeworking systems and requirements and workplace policies and practices  
3.3 Surveillance and alarm systems are monitored to identify emergency situations  
3.4 Signalling system is operated to ensure track section of responsibility is open or closed to train pathways as required  
3.5 Signalling systems are operated and monitored to ensure safe movement of traffic |
| **4** Implement contingency plans for system faults and failures, and for planned events | 4.1 Contingency plan to suit the event or system failure or fault is identified and reviewed as necessary  
4.2 Resources to cover the contingency are deployed in coordination with relevant personnel  
4.3 Communications with event site are established  
4.4 Train plan is adjusted in accordance with safeworking systems and requirements and in coordination with relevant personnel to minimise interruptions and provide alternative services  
4.5 Arrangements are made to maintain communications with internal and external customers where possible  
4.6 Operational management system information is updated to reflect changes resulting from plan implementation |
### ELEMENT

| 5 | Update traffic movement documentation |

#### PERFORMANCE CRITERIA

- 5.1 Traffic movement documentation is receipted, compiled and recorded to provide accurate basis for train movement
- 5.2 Traffic movement documentation is endorsed at the completion of shift in accordance with workplace requirements to ensure accurate hand-over

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### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for the planning and control of train operations, including: workplace management, train movement documentation, radio communication protocol, completing relevant documentation, and procedures to be followed in the event of an emergency
- Train movement principles
- Timetabling principles
- Signalling and control systems and operations
- Track layout, characteristics and conditions
- Track maintenance and work procedures
- Restrictions relating to loads and conditions
- Draw gear capacities
- Communication systems
- Surveillance and alarm systems
- Problems that may occur when controlling rail traffic and related action that should be taken
- Relevant documentation requirements

**Required skills:**

- Communicate effectively with others when controlling rail traffic
- Give clear instructions relevant to the control of rail traffic
- Read and interpret instructions, procedures and information relevant to the control of rail traffic
Required skills:

- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the control of rail traffic
- Document train movements and incidents
- Operate electronic communication equipment to required protocol
- Work both individually and collaboratively with others when controlling rail traffic
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Monitor and anticipate operational problems and hazards and take appropriate action
- Promptly report and/or rectify any problems, faults or malfunctions identified when controlling rail traffic in accordance with regulatory requirements and workplace procedures
- Apply safeworking practices and regulations
- Implement contingency plans for unanticipated situations that may occur when controlling rail traffic
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Meet agreed workplace tolerances for train operations
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and materials when planning and controlling daily train operations
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

demonstrate competency in this unit

this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- in all relevant weather conditions

Work may be conducted in:

- restricted spaces
- exposed conditions
RANGE STATEMENT

Work may involve exposure to:
- controlled or open environments
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Control of rail traffic movements may require:
- the use of automated and manual signalling combined with centralised train control

Associated activities are those that may affect the movement of trains and include:
- track maintenance
- signal maintenance
- electrical wiring
- diversion/alternative routing of trains
- track inspection
- construction
- environmental work
- special events

Events triggering the need for implementing contingency plans may include:
- breakdowns
- hazardous materials spills
- track damage
- washaways
- collisions
- injuries and fatalities
- fires and leaks
- powerline damage
- derailments

Communication systems may include but are not limited to:
- radios
- telephones
- faxes
- computers
- email
- internet

Customers can be both internal and external, including:
- other members of a work group or team, crew, section or division of the workplace to whom a service is provided
- other work groups or teams, crews, sections or divisions of the workplace to whom a service is provided

Traffic movement documentation can include:
- train timetables
- track possessions notices
- unplanned event reports
- on-track movement

Depending on the type of organisation concerned and the
RANGE STATEMENT

local terminology used, workplace procedures may include:

- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- protocols for dealing with internal and external customers
- electronic management systems
- information on visual display monitors
- train movement graphs and charts
- two-way radio operation procedures
- emergency procedures manual
- ADG Code
- incident reports
- traffic control equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4043A Allocate freight

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to allocate freight in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes confirming a train consist, reviewing the freight load plan, and allocating freight to wagons in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures when allocating freight as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT | PERFORMANCE CRITERIA
--- | ---
1. **Confirm train consist** | 1.1 Train consist is checked against original planned consist and any variations are recorded for load planning purposes
   | 1.2 Rolling stock on train is confirmed as available and suitable for loading
   | 1.3 Further modifications to train consist are organised to achieve load plan following workplace procedures
2. **Review freight load plan** | 2.1 Freight load plan is reviewed to identify variations to contribute to development of revised load plan
   | 2.2 Priorities for freight are identified and accounted for in load plan
   | 2.3 New load plan is developed to ensure maximum efficiency for loading/unloading operations
   | 2.4 Freight classed as dangerous goods is identified and planned loading and movement is in accordance with required code of practice
3. **Allocate freight to wagons** | 3.1 Freight load plan is confirmed and freight is identified for loading on selected wagons
   | 3.2 Out-of-gauge freight is allocated to appropriate wagon and recorded on freight load plan
   | 3.3 Non-compatible loads are separated to avoid damage or contamination
   | 3.4 Unplanned restrictions relating to freight allocation are managed within the workplaces contingency plan
   | 3.5 Unresolved freight allocation difficulties/problems are referred to operations planning or other appropriate personnel
   | 3.6 Freight load plan documentation is completed and distributed to appropriate personnel

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for
REQUIRED KNOWLEDGE AND SKILLS

manual handling

- Workplace procedures for the allocation of freight, including: identifying rolling stock, interpreting load specifications and carrying out load calculations, radio communication protocol, completing relevant documentation, and procedures to be followed in the event of an emergency
- Types, characteristics, identification features and specifications of rolling stock
- Types of freight and any special loading or transport requirements
- Train consist documentation
- Load specifications and calculations
- Australian Dangerous Goods Code and associated regulations
- Out-of-gauge requirements
- Rolling stock identification and specifications
- Freight handling capacities
- Freight load plan system and documentation
- Typical problems that can occur when allocating freight and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when allocating freight
- Read and interpret instructions, procedures, information and signs relevant to the allocation of freight
- Interpret and follow operational instructions and prioritise work
- Complete documentation and data entry related to the allocation of freight
- Document freight allocation and incidents
- Operate electronic communication equipment to required protocol
- Calculate loads
- Work both individually and collaboratively with others when allocating freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions identified when allocating freight in accordance with regulatory requirements and workplace procedures
- Apply safeworking practices and regulations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Implement contingency plans for unanticipated situations that may arise when allocating freight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the allocation of freight
Required skills:

- Plan and organise activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and materials when allocating freight
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
  - by day or night
  - in all relevant weather conditions

Work may be conducted in:
  - restricted spaces
  - exposed conditions
  - controlled or open environments

Work may involve exposure to:
  - chemicals
  - dangerous or hazardous substances
  - movements of equipment, goods and vehicles

Freight may include:
  - all forms of freight as confirmed on freight booking system

Rolling stock may include:
  - all forms of freight carrying rolling stock in any configuration used by the workplace

Out-of-gauge freight includes:
  - all designated as not complying with the gauge template for the specified track

OH&S requirements are those necessary to meet applicable workplace, state/territory and national policies and procedures and may include the use of:
  - gloves
  - sunscreen, sunglasses and safety glasses
  - hearing protection
  - insect repellent
  - safety headwear and footwear
  - portable radios
  - high visibility clothing

Consultative processes may
  - other employees and supervisors
RANGE STATEMENT

involve:

- customers
- management
- other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- protocols for dealing with internal and external customers
- manifests, bar codes, goods and freight identification
- all forms of freight /train documentation used within a workplace
- statutory forms required for movement of specified freight including dangerous goods declarations where applicable
- ADG Code
- two-way radio operation procedures
- emergency procedures manual
- incident reports
- freight operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  L - Resource Management
TLIL4044A Organise freight yard movement

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to organise freight yard movement in accordance with regulatory and workplace requirements, including identifying loading/unloading requirements and priorities, and coordinating freight yard movement activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually, but the ability to work within a team environment may be required. It involves the application of workplace procedures and relevant regulatory and code requirements to the organising of freight yard movement as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information
Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Identify loading/unloading requirements and priorities | 1.1 Freight movement requirements are identified using the freight load plan
1.2 Freight movement priorities are established in accordance with freight movement documentation, workplace policies and procedures
1.3 Freight movement timings and the availability of loading/unloading equipment are established using appropriate freight movement documentation and train schedules
2 Coordinate freight yard movement activities | 2.1 Yard freight handling equipment is allocated to loading/unloading operations in line with identified priorities
2.2 Marshalling of rolling stock and movement of freight are coordinated to minimise time and potential damage in the freight transfer
2.3 Freight for delivery or collection is appropriately and clearly marked and placed in freight holding area according to workplace procedures

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organisation of freight yard movement
- Focus of operation of work systems, equipment, management and site operating systems for the organisation of freight yard movement
- Train consist documentation
- Load details and specifications
- Capacity of materials handling equipment
- Australian Dangerous Goods Code
- Workplace's freight tracking system
- Workplace operating policies and procedures
- Train timetables
REQUIRED KNOWLEDGE AND SKILLS

- Yard operating procedures for rail movements
- Marshalling constraints affecting loading/unloading
- Problems that may occur when organising freight yard movement and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the organisation of freight yard movement including computer based personnel recording systems

Required skills:

- Communicate effectively with others when organising freight yard movement
- Read and interpret instructions, procedures, information and signs relevant to the organisation of freight yard movement
- Interpret train consist documentation
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of freight yard movement
- Operate electronic communication equipment to required protocol
- Provide leadership when coordinating and controlling work teams
- Work collaboratively with others when organising freight yard movement
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when organising freight yard movement in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising freight yard movement
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the organisation of freight yard movement
- Plan freight yard movement
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/equipment required when organising freight yard movement
- Operate a freight tracking system
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Work conducted in: • restricted spaces • exposed conditions • controlled or open environments

Work may involve exposure to: • chemicals • dangerous or hazardous substances • movements of equipment, goods and vehicular traffic

Freight handling equipment may include: • all forms of freight handling equipment used by a rail organisation for the loading/unloading, lifting, moving or storage of freight, including mechanical lifting devices, forklifts and pallets

Freight may include: • packages • luggage • bicycles • animals

Consultative processes may involve: • other employees, supervisors and managers • customers and agents • official representatives • relevant authorities and institutions • management and union representatives • industrial relations and OH&S specialists

Communication in the work area may include: • phone • electronic data interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications

Personal protective equipment may include: • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing

Depending on the type of organisation concerned and the • company procedures • enterprise procedures
RANGE STATEMENT

local terminology used, workplace procedures may include:

- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and policies for the organisation of freight yard movements
- freight documentation including cartnotes, delivery notes, special clearances, consignment notes, dangerous goods certificates, authorised weighbridge certificates, list of contents
- operations manuals, job specifications and induction documentation
- manufacturers specifications and instructions for equipment use
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field: L - Resource Management
TLIL4047A Coordinate train movement activities

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to coordinate train movement activities in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes maintaining communications with drivers, communicating with staff and customers, and overseeing train disablement in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the coordination of train movement activities as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Communicate with drivers | 1.1 Communication with train drivers is undertaken to ensure they are informed of train movements, train arrival, position and departure in accordance with workplace policies and procedures
| | 1.2 Appropriate communication techniques are employed in the case of radio malfunction |
| 2 Communicate with staff and customers | 2.1 Communication with relevant railway personnel is undertaken to ensure that they are informed of train movements in accordance with workplace's policies and procedures
| | 2.2 Customers are informed of train movement details using appropriate communication technologies and following company procedures |
| 3 Oversee train disablement | 3.1 Disabled trains are secured and protected in accordance with company policies and procedures
| | 3.2 Full details about disablement process are communicated to staff and train control using appropriate communication technologies
| | 3.3 Customers are informed of progress of disablement process and, when required, evacuation procedures are clearly communicated to passengers
| | 3.4 Train disablement documentation is completed accurately in the required format |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for the coordination of train movement activities, including: train movement procedures, train movement documentation, train disablement process, communication methods and protocol, completing relevant documentation, and procedures to be followed in the event of an emergency, including evacuation procedures
- Train movement principles
REQUIRED KNOWLEDGE AND SKILLS

- Timetabling principles
- Communication systems and equipment
- Relevant documentation requirements
- Problems that may occur when coordinating train movement activities and action that should be taken to resolve the problems

Required skills:

- Communicate effectively with others when coordinating train movement activities
- Read and interpret instructions, procedures and information relevant to the coordination of train movement activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the coordination of train movement activities
- Operate electronic communication equipment to required protocol
- Work both individually and collaboratively with others when coordinating train movement activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when coordinating train movement activities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when coordinating train movement activities
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when coordinating train movement activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and materials when coordinating train movement activities
- Adapt to differences in equipment in accordance with standard operating procedures
- Meet agreed workplace tolerances for train operations
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Train movements may include:
- departures
- arrivals
- disablements
- shunting

Communication methods may include:
- signals
- hand signals and lamps
- loud speaker systems
- flags
- telephone
- public address

Consultative processes may involve:
- other employees and supervisors
- customers
- other professional and technical personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where train movements occur out on that network
- workplace procedures and job specification
- induction and training materials
- protocols for dealing with internal and external customers
- electronic information systems
- information on visual display monitors
RANGE STATEMENT

- verbally communicated train movement information
- schedules
- timetables
- operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where train movements are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4049A Develop train plans and schedules

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to develop train plans and schedules in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes analysing train requirements, establishing train specifications, establishing train section run times, and monitoring and updating train requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of regulatory requirements and operational principles and procedures to develop train plans and schedules as part of work activities across a variety of operational workplace contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 Analyse train requirements | 1.1 The customer is consulted to establish their rail service requirements  
1.2 Rail service provision is negotiated with the client, recorded and forwarded to operations control as per workplace procedures  
1.3 Resource requirements are identified, noting special requirements for dangerous goods
2 Establish train specifications | 2.1 Train consist is established to ensure efficient movement of freight or passengers  
2.2 Train configuration is established to provide for the efficient loading and unloading of freight and/or passengers, taking into account freight/passengers with special loading/unloading requirements  
2.3 The train specifications are checked to ensure that they meet special operating requirements and restrictions
3 Establish train section run times | 3.1 Train section run times are confirmed for normal operations  
3.2 Train section run times for specific trains are established and graphed on the appropriate train timetables  
3.3 Train section run times are negotiated with the appropriate rail authorities where required  
3.4 Alterations/cancellations affecting train running times are promptly communicated to the appropriate rail authorities as required
4 Monitor and update train requirements | 4.1 Additional requirements are identified and incorporated into existing trains where possible  
4.2 Additional requirements not able to be incorporated into existing trains are allocated to alternative trains  
4.3 Detailed information relating to updated trains and dangerous goods requirements are conveyed to appropriate personnel as required by the workplace

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Applicable legislated rail safety requirements including acts and regulations from each state
REQUIRED KNOWLEDGE AND SKILLS

and territory together with any nationally approved compliance codes and/or guidelines

- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for developing train plans and schedules, including: office and customer service procedures, communication protocols, and procedures for completing relevant records and documentation
- Rail services provided by the organisation
- Freight handling equipment used by the organisation
- Customer service policies and guidelines
- Details of wagons, carriages and locomotives used by the organisation
- Timetables
- Safe working systems and requirements
- Relevant external rail authorities' operating requirements
- Contractual arrangements with account customers
- Typical problems that can occur when developing train plans and schedules and appropriate action that can be taken to prevent or solve them
- Relevant documentation requirements

Required skills:

- Communicate and negotiate effectively with others when developing train plans and schedules
- Read and interpret instructions, procedures, information and signs relevant to the development of train plans and schedules
- Interpret train graphs and diagrams
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the development of train plans and schedules
- Operate electronic communication equipment to required protocol
- Carry out calculations related to loads and train data
- Work collaboratively with others when developing train plans and schedules
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when developing train plans and schedules in accordance with regulatory requirements and workplace procedures
- Plan train consists
- Implement safeworking systems when developing train plans and schedules
- Implement contingency plans for unanticipated situations that may arise when developing train plans and schedules
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate electronic computing equipment
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Equipment may include:
- all trains used within the rail system

Customers and passengers include:
- all current national, key and local account customers as well as all potential customers and internal customers

Rail services include:
- the rail services currently provided by the workplace as well as approved rail services for future operations

Commercial and financial arrangements include:
- all rates and fares appropriate to the range of rail services and customers/clients (including potential customers/clients) covered by workplace operations

Workplace policies and procedures include:
- all relevant documentation appropriate to dealing with customers/clients

Operations control includes:
- the planning functions across a workplace not necessarily located in one location

Resources include motive power for all forms of:
- locomotive or railcar power units
- wagons/carriages and personnel

Special operating requirements
- train length and gauge limits
RANGE STATEMENT

and restrictions include:
- track condition
- specific loading and unloading requirements for passengers or freight

Dangerous goods may include:
- all freight or cargo covered by ADG Code

Train timetables include:
- all published documentation applicable to the workplace's rail services provided

Rail authorities include:
- all authorities authorised to control section(s) of track within specified boundaries

Internal customers may include:
- train crews
- resource controllers
- area controllers/signallers
- workplace's emergency services
- yard and station staff
- crew transport service
- engineering groups
- train crewing personnel
- adjacent control areas
- business groups within the workplace

External customers may include:
- business groups
- private rail operators
- contracted companies
- general public
- public emergency services
- interstate rail groups

Communication forms may include:
- telephones
- radio network
- computer systems, email and internet
- fax
- written notices and memos
- oral and signed communications and forms

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
RANGE STATEMENT

- induction and training materials
- train timetables
- electronic management systems
- two-way radio operation procedures
- emergency procedures manual
- manufacturers specifications and instructions for equipment
- verbally communicated information and instructions
- operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- ADG Code and associated regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4050A Allocate rolling stock

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to allocate rolling stock in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes identifying train consists and passenger and/or freight requirements, establishing available rolling stock, allocating rolling stock to trains, and monitoring and amending rolling stock allocation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually and skills are required to work within a team environment. It involves the application of regulatory requirements and operational principles and procedures to allocate rolling stock as part of work activities across a variety of operational workplace contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify train consists and passenger and/or freight requirements</td>
</tr>
<tr>
<td></td>
<td>1.1 Details of train consist and passenger numbers acquired from train planning are evaluated against available resources in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Train running times and train details are identified to confirm timings in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Initial estimate of required rolling stock by numbers and types for each rail service is made</td>
</tr>
<tr>
<td>2</td>
<td>Establish available rolling stock</td>
</tr>
<tr>
<td></td>
<td>2.1 Passenger numbers and class of travel to be catered for with a passenger train are identified to ensure suitable carriages are provided</td>
</tr>
<tr>
<td></td>
<td>2.2 Types of freight train rolling stock required for the established freight loads and track dimensions are identified in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Passenger or freight train rolling stock locations are established using available tracking systems and procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Serviceability of the required rolling stock is confirmed using appropriate workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.5 Support rolling stock for passenger trains (such as dining cars) is located and assigned for each rail service</td>
</tr>
<tr>
<td></td>
<td>2.6 Rolling stock committed for the rail service is recorded as being required for use prior to positioning for service/loading operations</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUARED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice
- Workplace procedures and policies for allocating rolling stock
- Rolling stock and specifications, capabilities and capacity
- Allocation and maintenance schedules of rolling stock
- Track specifications and restrictions
- Gauges, distance, gradients and tonnages for relevant track area
REQUIRED KNOWLEDGE AND SKILLS

- Communication requirements
- Load types
- Load calculation and allocation requirements
- Load handling equipment use and capacities
- Shunting and marshalling requirements
- Equipment and materials used when allocating rolling stock, and procedures that should be followed in their use
- Problems that may occur when allocating rolling stock and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when allocating rolling stock

Required skills:

- Communicate effectively with others when allocating rolling stock
- Read and interpret instructions, procedures and information relevant to the allocation of rolling stock
- Interpret train movement graphs and diagrams
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the allocation of rolling stock
- Operate electronic communication equipment to required protocol
- Calculate load requirements
- Work collaboratively with others when allocating rolling stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when allocating rolling stock in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when allocating rolling stock
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the allocation of rolling stock
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be:
- by day or night
- in all relevant weather conditions

Support rolling stock may include:
- dining cars
- lounge cars
- observation decks
- conference cars
- bar cars

Rolling stock tracking systems may include:
- manual tracking systems
- computer-based tracking systems

Trains/services for which allocations are made may include:
- long distance passenger service
- urban passenger service
- short distance freight service
- long distance freight service
- work trains
- special freight trains

Factors involved in establishing rolling stock requirements and availability may include:
- operating policies
- available rolling stock
- track specifications and limitations
- gauges
- distances
- communication requirements
- tonnages (for freight trains)
- load types (for freight trains)
- configuration
- coupling requirements

Contingency plans may include:
- non-availability of specified rolling stock
- operational breakdowns
- equipment failure
- communications difficulties

Consultative processes may involve:
- workplace personnel including supervisors and managers
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace rules and operating procedures
- print-outs from office machines
- displays on computer monitors
- hard copy documentation
- computer-based data systems
- verbal and written information from relevant staff and management

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant codes and regulations pertaining to the carriage of dangerous and hazardous goods including the ADG Code
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL4058A Plan a career in logistics

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to undertake planning related to one's own career. It includes conducting self-assessment of skills and abilities; investigating possible career opportunities; developing and implementing a career plan; and monitoring progress against the plan. In practice, career planning may overlap with a range of other generalist or specialist work activities, such as gathering and analysing information, developing work plans, composing documents and so on. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to individuals who wish to develop their own career paths, at whatever level, within the industry.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1   Conduct self-assessment</td>
<td>1.1 Life and work experiences, current and potential abilities are identified and ranked in order of importance</td>
</tr>
<tr>
<td></td>
<td>1.2 Personal values and preferences relating to future careers are explored</td>
</tr>
<tr>
<td></td>
<td>1.3 A personal profile is prepared that identifies career related characteristics</td>
</tr>
<tr>
<td>2   Identify possible career opportunities</td>
<td>2.1 Careers are researched to identify those with continuing longevity, and their requirements are identified</td>
</tr>
<tr>
<td></td>
<td>2.2 Information sources are identified and explored for indicators, trends and information on potential career opportunities</td>
</tr>
<tr>
<td></td>
<td>2.3 Existing and emerging careers are assessed and their skill/qualification/experience requirements are identified</td>
</tr>
<tr>
<td></td>
<td>2.4 The nature of the workforce, future trends and opportunities are analysed and associated skill needs are identified</td>
</tr>
<tr>
<td>3   Develop and implement career plan</td>
<td>3.1 Preferred future career and associated skill requirements are identified and compared with current strengths</td>
</tr>
<tr>
<td></td>
<td>3.2 Gap analysis is undertaken to identify those skills that are common to both preferred future career and the organisation’s requirements</td>
</tr>
<tr>
<td></td>
<td>3.3 Career goals are established and a career plan is developed that identifies immediate priorities as well as a longer-term strategy for gaining experience and skills development</td>
</tr>
<tr>
<td></td>
<td>3.4 Career development activities are initiated in accordance with the career plan and organisational legislation, policy and procedures</td>
</tr>
<tr>
<td>4   Monitor progress</td>
<td>4.1 Acquisition of skills and experience is monitored and feedback is obtained on achievement of performance requirements</td>
</tr>
<tr>
<td></td>
<td>4.2 Feedback is considered and integrated as necessary into the career plan</td>
</tr>
<tr>
<td></td>
<td>4.3 The organisation's requirements are monitored and the career plan is adjusted to take account of new information, environment/culture</td>
</tr>
<tr>
<td></td>
<td>4.4 Preferred career requirements and progress towards career goals are monitored and adjusted as required</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislation, policies and procedures relating to career development including occupational health and safety and environment
- Strategic approach to career planning
- Methods of self-assessment used to identify values, preferences, etc.
- Performance management principles and strategies
- Career development options
- Succession planning principles, approaches and strategies
- Changing demographics and workforce skill needs and trends
- Organisational planning for human resources at a strategic level
- Principles of equal employment opportunity and diversity
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others

Required skills:

- Analyse strengths, weaknesses, opportunities, threats (SWOT)
- Undertake appropriate research and questioning related to career planning
- Reflect on own competencies and performance
- Develop strategies for the management of one's own career
- Manage personal change and planning
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE
guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Career development activities may include:

- accredited courses/other courses
- action learning
- career counselling
- coaching
- competency development processes
- education and training programs
- higher duties
- industry experience
- mentoring
- networking

Career plan may include:

- long-term goals
- objectives
- strategies
- timeframes
- job search tools/methods
- skills development in finding, applying for and winning positions
- skills development to meet particular job/career requirements

Sources of career information may include:

- social and political information
- workshops
- notice of vacancies
- Internet sites
- local, national and international publications
- statistical workforce data
- career expos
- personal networks
- word-of-mouth
- job search/personnel placement agencies
- graduate career counselling organisations
- media

Characteristics may include:

- strengths
- preferences
- gaps
- desires
- weaknesses
- the need to develop skills in job search, resume preparation/presentation, networking, and impression management

Depending on the organisation

- standard operating procedures (SOPs)
RANGE STATEMENT

Concerned, workplace procedures may be called:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:
- career planning proformas
- data on workforce trends in transport and logistics industry, and wider

Applicable legislation and regulations may include:
- relevant state/territory regulations and codes of practice
- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL4059A Implement asset management systems

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to implement asset management systems. It includes determining management control processes; implementing existing practices, procedures and systems; and reviewing service levels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams and have responsibility for the implementation and monitoring of asset management systems.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine management control process | 1.1 Roles and responsibilities of business units or departments are clarified to ensure effective management of assets in line with organisation policy and procedures  
1.2 Specific reporting and monitoring standards required by enterprise requirements are understood and complied with  
1.3 Information systems that provide the information necessary for effective and efficient asset management for all levels within the organisation are maintained  
1.4 Regular audits are arranged, where appropriate to the organisation, to establish a continuous improvement cycle |
| 2 Implement existing practices, procedures and systems | 2.1 Assessments of current status of asset management activities within business units or departments are conducted regularly in accordance with asset management plan  
2.2 Milestones and targets are adhered to by the groups responsible  
2.3 Areas of difficulty are identified and strategies are followed to overcome these difficulties |
| 3 Review service levels | 3.1 Current levels of service provided by asset stock are critically examined  
3.2 Areas of possible improvement in the effectiveness and efficiencies of owning and operating assets are identified in consultation with relevant personnel  
3.3 Appropriate benchmarking is undertaken to enable continuous improvement in asset management strategies and practices |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Code of practice for working collaboratively with others particularly with those involved in inputting data into asset management systems
- Requirements for completing relevant documentation including asset management reports
- Benchmarking practices
- Quality management principles and procedures
REQUIRED KNOWLEDGE AND SKILLS

- Organisational and industry functions
- Detail of different approaches to asset management, including theoretical knowledge
- Characteristics of different types of information systems used to provide and assist in asset management
- Procedures for operating electronic communications equipment
- Procedures for identifying equipment defects and assessing for appropriate action

Required skills:

- Communicate effectively with others when implementing asset management systems
- Consult and liaise as required when working with a team of staff
- Manage team and encourage team participation
- Use critical analysis in order to determine the best approach to asset management for the enterprise
- Use lateral thinking in order to solve problems as they arise, or to generate ideas
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities and convey reports to senior management
- Operate electronic communication equipment to required protocol
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Evidence Guide

EVIDENCE GUIDE

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Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
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  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Asset management activities may include:
- introduction of information systems
- data capture program
- studies

Areas of possible improvement may include:
- spot checks
- number of assets
- complexity of assets, including their sophistication and issues involved
- age of the asset base
- quality of the assets constructed
- levels of service provided or demanded
RANGE STATEMENT

Regular audits may include:
- internal
- external

Assets may include:
- equipment
- buildings
- employees
- enterprise relationships

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- reports of assets held and their status
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- emergency procedures
- technical instructions
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- relevant national, state/territory legislation, including OH&S and environmental protection requirements
- workplace relations regulations

Unit Sector(s)
Not Applicable
Competency Field
Competency Field  L - Resource Management
TLIL4069A Plan and coordinate protection for multiple worksites within limits of a work on track authority

Modification History

Release 1 - New unit of competency
This unit replaces and is equivalent to TLIL4068A Plan and coordinate track protection for multiple work groups.

Unit Descriptor

This unit involves the skills and knowledge required to plan and coordinate worksite protection for multiple worksites within the limits of a Work on Track Authority. The track protection requirements may involve long-term planning and consultation with a number of stakeholders. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection. All activities are performed under established rules and procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1</th>
<th>Identify protection requirements for multiple worksites</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Nature and complexity of work to be performed within multiple worksites are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Worksite safety plan is developed in accordance with rules and procedures</td>
</tr>
<tr>
<td>1.3</td>
<td>Personnel and other resources required to undertake protection activities are identified according to worksite protection plan</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Establish protection of multiple worksites</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Detailed information on protection arrangements is provided to appropriate personnel and any issues raised are clarified and/or confirmed</td>
</tr>
<tr>
<td>2.2</td>
<td>Worksite protection plan is maintained to ensure protection is implemented correctly</td>
</tr>
<tr>
<td>2.3</td>
<td>Communication links with appropriate personnel are maintained</td>
</tr>
<tr>
<td>2.4</td>
<td>Rail movements through multiple work areas are coordinated</td>
</tr>
<tr>
<td>2.5</td>
<td>Establishment and removal of worksites is coordinated within Work on Track Authority limits</td>
</tr>
<tr>
<td>2.6</td>
<td>Worksite protection is deployed and removed in accordance with rules and procedures</td>
</tr>
<tr>
<td>2.7</td>
<td>Documentation is completed and maintained for worksite protection for the duration of the Work on Track Authority</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Remove protection arrangements for multiple work groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Notification of completed works and assurance that track is safe for passage of rail traffic is received from all protection officers in accordance with workplace procedures</td>
</tr>
<tr>
<td>3.2</td>
<td>Protection arrangements are removed in accordance with workplace procedures</td>
</tr>
<tr>
<td>3.3</td>
<td>Actions are documented in accordance with workplace procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge
This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures
- Access Provider rules and procedures for working around electrical infrastructure
- Operational communication protocols and systems
- Rail terminology as defined by the applicable Access Provider
- Track possession documentation
- Types of track protection
- Worksite protection plans

Required skills:

- Analyse track work activities for complexity
- Communicate effectively with individuals and work groups
- Complete Work on Track Authority documentation
- Develop worksite protection plans
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Use appropriate personal protective equipment conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - analysing nature and complexity of a work program
  - demonstrating developing a worksite protection plan
  - explaining plan to stakeholders
  - managing a worksite plan with multiple worksites
  - explaining variations to plan that may need to be negotiated
  - demonstrating fulfilling worksite permits

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Worksites may include:
- rail corridor
- danger zone:
  - running line
  - parallel networks (adjacent access providers, shared corridor)
  - adjacent lines
  - sidings/yards
  - platforms/buildings
  - structures

Terminology will be:
- as defined by the applicable track safeworking system and operating procedures

Work may occur:
- by day or night, under varied weather conditions and situations

Safety assessment will be:
- as defined within the workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching rail traffic
  - speed of approaching rail traffic
  - safety places
  - changed local conditions

Network control officer may be:
- network controller
- train controller
- area controller
- signaller

Communications may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communications equipment and systems may include:
- hand and audible signals
- radios
- telephones/mobile phones
- signage

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Where applicable, worksite protection equipment may include:
- warning devices, whistles and sirens
- railway track signals
- demarcation barriers
TLIL4069A Plan and coordinate protection for multiple worksites within limits of a work on track authority

include:
- lights, flags and signs
- electronic devices
- blocking facilities

Information and documents may include:
- workplace procedures, policies and work instructions
- emergency plan
- pre-work briefing
- worksite protection plan
- worksite permit

Work activity complexity may include:
- type of work to be undertaken
- hand tools to be used
- track vehicles
- machinery
- multiple worksites
- rail traffic within or between worksite

Characteristics of track worksite may include:
- location
- cuttings and embankments
- speed and density of adjacent traffic
- parallel networks
- electrified network
- track circuits
- level and pedestrian crossings
- limits of worksite
- visibility
- work affecting track under the control of other access providers
- multiple work activities

Types of track protection may include:
- track occupancy authority
- rail traffic control
- planned track possession
- blocking protection

Worksite protection plans may include:
- defining the limits
- identifying safe places
- identifying positions for inner/outer handsignaller and lookouts
- identifying level and pedestrian crossings
- identifying fixed rail infrastructure including:
  - signals
  - overhead structures
  - bridges/tunnels
  - turn outs
- minimum sighting distances
Work on track authority documentation may include:
- train notice
- work permits
- train register book
- forms

Multiple work teams may include:
- track workers
- overhead workers
- signalling workers
- outside contractors
- electrical workers
- mechanised plant operators
- plant train operators

Stakeholders may include:
- protection officers
- possession protection officers
- work group supervisors
- engineers
- management
- outside contractors

**Unit Sector(s)**
Not applicable.

**Competency Field**
L – Resource Management
TLIL4070A Work effectively in the transport and logistics industry

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to work effectively in the transport and logistics industry. The unit outcomes focus on the identification of current industry practices and emerging issues which underpins the identification and performance of work in the industry. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

Individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgment, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Determine transport mode requirements for freight | 1.1 Transport modes and their features are investigated  
1.2 The infrastructure required to support transport modes is determined  
1.3 Impact of current and emerging technologies relevant to transport modes is evaluated  
1.4 Regulatory requirements that may impact on the operation of the transport services are identified |
| **2** Determine the operational environment of the business | 2.1 Major forms and purposes of warehousing and distribution systems are identified  
2.2 Links and relationships between transportation systems and distribution and warehousing systems are evaluated  
2.3 Regulatory requirements that may impact on the operation of the warehouse are identified  
2.4 Factors that impact on the growth areas for the sector are identified  
2.5 Future challenges and projections for the business are researched |
| **3** Determine external services required by the business | 3.1 The range of services offered by service providers connected to the business is confirmed  
3.2 Relevant regulatory requirements that may impact on the operation of the service providers are identified  
3.3 The importance of service providers and their impact on the supplier, operation of the business and its customers is evaluated |
| **4** Review role and responsibilities | 4.1 The organisational structure and own role in the organisation are identified  
4.2 Area of responsibility is established according to own job role and standard operating procedures  
4.3 Own performance standards are determined according to job role and standard operating procedures  
4.4 Work processes are adapted to meet unplanned occurrences according to standard operating procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:
- Relevant sections of national and state or territory legislation, regulatory requirements, and codes of practice/or guidelines as they relate to the level and type of transport and logistics industry operations within own areas of responsibility
- Relevant OH&S and environmental procedures and guidelines
- Organisational policies and procedures, including those pertaining own area of responsibility and performance standards
- Local and national trends in the transport and logistics industry, including focus on emerging industry practices and needs
- Current and emerging issues impacting on the transport and logistics industry, including infrastructure needs, technological changes, and future challenges

Required skills:
- Communicate effectively with others when working in the transport and logistics industry
- Read and interpret relevant work requirements, policies, procedures and other information relevant to working in the transport and logistics industry
- Complete documentation related to transport and logistics industry operations
- Work collaboratively with others, and adapt appropriately to cultural differences in the workplace
- Promptly report and/or rectify any identified problems that may occur when working in the transport and logistics industry in accordance with applicable regulatory requirements and workplace procedures
- Identify and anticipate operational problems, hazards and risks, and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Monitor work activities in terms of planned schedule
- Interpret and apply relevant regulations and instructions
- Adapt own competence in response to any changes in activities, and legislative and organisational requirements when working in the transport and logistics industry
- Identify and correctly use equipment required when working in the transport and logistics industry

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
**EVIDENCE GUIDE**

guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

**Context of and specific resources for assessment**

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Transport modes may include:**

- road
- rail
- air
- sea
RANGE STATEMENT

Current and emerging technologies may include:
- global tracking systems
- on-board computers
- speed limiting technology
- communication systems
- Warehouse Management System
- Enterprise Resource Planning
- Electronic Data Interchange

Distribution and warehousing systems may include:
- facility layout and support systems
- inventory systems
- layout techniques - process/flow charts, flow diagrams
- work design, cost efficiencies
- storage, location, despatch, transportation
- productive/non-productive facilities
- product/process layouts
- coding systems, including bar codes
- human/machine systems
- technology, robotics, computers
- OH&S considerations/impact
- supply and demand

Applicable legislation and regulations may include:
- licensing
- OH&S
- environmental sustainability
- transport configuration
- load limitations
- signage
- permits/documentation
- time/day constraints

Future challenges may include:
- ageing workforce
- retraining
- globalisation/trade agreements
- environmental impacts
- climate change
- technical
- fuel costs/availability
- client demands and expectations
- quality assurance
- infrastructure

Service providers may include:
- logistic service provider
- information technology
- cleaning
RANGE STATEMENT

- recruitment/HR functions
- pallets and unit loading devices
- shipping
- transport
- security
- legal

Standard operating procedures may include:
- punctuality
- personal presentation
- communication protocols
- reporting procedures
- standard operating procedures (SOPs)
- key performance indicators (KPIs)
- safe work procedures

Unplanned occurrences may include:
- staff shortages
- equipment failure
- climatic impacts
- changes in supply and demand

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  L - Resource Management
TLIL4073A Apply asset management system

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to apply asset management systems. This includes identifying and classifying assets, recording assets and their condition, and maintaining an asset management system.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry. The unit generally applies to those who provide leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Identify designated area of responsibility</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Designated area of responsibility is identified in accordance with organisational requirements</td>
</tr>
<tr>
<td></td>
<td>1.2 Contribution is made to the maintenance of the asset register on the basis of current and ongoing needs and in accordance with organisational requirements</td>
</tr>
<tr>
<td></td>
<td>1.3 Assets to be recorded in the asset register are identified in accordance with organisational requirements</td>
</tr>
<tr>
<td>2</td>
<td><strong>Record assets and their condition</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Specified details of all material assets are identified and recorded in accordance with the asset management policies and procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Condition of each asset is determined and corrective maintenance tasks are recorded in accordance with manufacturer specifications, relevant Australian standards and organisational requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 If applicable, the useful/residual life of each asset is determined in accordance with manufacturer specifications and organisational requirements</td>
</tr>
<tr>
<td>3</td>
<td><strong>Maintain records within asset management system</strong></td>
</tr>
<tr>
<td></td>
<td>3.1 Records of asset management activities are updated in accordance with organisational requirements</td>
</tr>
<tr>
<td></td>
<td>3.2 Periodic audits are conducted to ensure accuracy of asset register in accordance with organisational requirements</td>
</tr>
<tr>
<td></td>
<td>3.3 Contribution is made to any review of the asset management system to ensure it is supporting business needs in accordance with organisational requirements</td>
</tr>
<tr>
<td></td>
<td>3.4 Guidance is provided in accordance with organisational requirements to support effective management and maintenance of the asset register</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national, state and territory regulatory requirements
- Relevant OH&S and environmental procedures and regulations
- Different types of asset management systems used within the organisation
- Organisation’s asset management processes, procedures and standards
- Requirements for completing relevant documentation
- Different types of rail assets applicable to own area

Required skills:

- Apply the organisation’s asset management processes, procedures and standards
- Determine the condition of a range of assets
- Complete documentation relating to the management of assets
- Modify activities depending on differing operational contingencies, risk situations and environments
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Area of responsibility and assets may include:

- track and components
- structures and components
- right of way and components
- plant and equipment
- signalling and electrical components
- buildings
- assets in the process of being transferred
- land
- office equipment and furniture
- vehicles
- facilities

Management activities may include:

- maintenance
- repairs
- purchases
- loss
- damage
- disposal
- installation

Depending on the organisation concerned, organisational procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Documentation and records may include:

- lists of assets and asset registers
- organisational standards, policies, regulations and codes of practice
- manufacturer specifications and procedures
- maintenance schedules
- asset management documentation and record systems
- relevant Australian standards and certification requirements
- relevant federal, state and territory legislation

Unit Sector(s)
Not applicable.

**Competency Field**

L – Resource Management
TLIL4074A Control and coordinate rail traffic movement

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to control rail traffic movement in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes monitoring the status of the current train area plan, implementing the daily working timetable, controlling rail traffic movement, implementing contingency plans for planned events and system faults and failures, and updating traffic movement documentation in accordance with workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
The unit involves the application of operational principles; regulations; and safeworking codes, protocols and procedures to the controlling of rail traffic movement as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>1</th>
<th>Monitor status of current train plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Train movements and associated activities are analysed to establish current situation</td>
</tr>
<tr>
<td>1.2</td>
<td>Proposed train movements and associated activities are identified to establish status of train plan in accordance with organisational procedures and policies</td>
</tr>
<tr>
<td>1.3</td>
<td>Train notices are checked for accuracy and adjustments made as required</td>
</tr>
<tr>
<td>1.4</td>
<td>Operational management system information is reviewed against observed status, and inconsistencies are corrected</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Implement the daily working timetable</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Train movements are prioritised and coordinated in accordance with organisational policies and procedures to ensure optimum and consistent running to schedules</td>
</tr>
<tr>
<td>2.2</td>
<td>Relevant information is communicated to internal and external customers</td>
</tr>
<tr>
<td>2.3</td>
<td>Planned and where applicable unplanned train movements and train notices are implemented in accordance with organisational policies and procedures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Control rail traffic movement</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Train movements are coordinated with other relevant personnel in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>3.2</td>
<td>Where applicable, surveillance and alarm systems are monitored to identify emergency situations</td>
</tr>
<tr>
<td>3.3</td>
<td>Signalling systems are operated and monitored to ensure safe movement of rail traffic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th>Communicate with rail safety workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Communication with relevant rail safety workers is undertaken to ensure that they are informed of train movements, in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>4.2</td>
<td>Alternative methods of communication are identified and used in the case of normal communication system malfunction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5</th>
<th>Communicate with stakeholders and customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Communication with relevant stakeholders and customers is undertaken to ensure that they are informed of train movements, in accordance with organisational policies and procedures</td>
</tr>
</tbody>
</table>
6 Implement contingency plans

6.1 Contingency plan to suit unplanned track works, disruption, system failure or fault is identified and implemented in accordance with organisational policies and procedures

6.2 Resources to respond to the contingency are arranged in accordance with relevant organisational policies and procedures

6.3 Required communications are established

6.4 Train plan or schedule is reviewed and adjusted in accordance with organisational requirements

6.5 Communication with internal and external customers is established and maintained as required

6.6 Operational management systems are updated to reflect changes resulting from the contingency

7 Update rail traffic movement documentation

7.1 Rail traffic movement documentation is compiled and recorded in accordance with organisational policies and procedures

7.2 Rail traffic movement documentation is handed over when relieved and/or at the completion of shift in accordance with organisational policies and procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- Organisational procedures for the control and coordination of train operations
- Signalling and control systems and operations
- Local area knowledge
- Restrictions relating to loads and conditions
- Communication systems
- Surveillance and alarm systems
- Problems that may occur when controlling and coordinating rail traffic and related action that should be taken
- Relevant documentation requirements

Required skills:

- Communicate effectively with others
- Read, interpret and follow instructions, procedures and information relating to the control and coordination of rail traffic
- Complete documentation and enter data relating to the control and coordination of rail traffic
- Operate communication systems to required protocol
- Use appropriate numeric functions when implementing the daily working timetable
- Report and rectify within limits of own role problems, faults and malfunctions identified when controlling rail traffic in accordance with organisational procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Control of rail traffic movements may require the use of:**
- automated signalling systems
- manual signalling systems
- centralised train control (CTC)
- written authority systems
- token systems

**Associated activities are those that may affect the movement of trains and may include:**
- track maintenance
- signal maintenance
- defective electrical systems
- diversion and/or alternative routing of trains
- track inspection

**Events triggering the need for implementing contingency plans may include:**
- breakdowns
- hazardous materials spills
- track damage
- adverse environmental events
- collisions
- injuries and fatalities
- fires
- electrical system faults
- derailments

**Communication systems may include:**
- radios
- telephones
- fax machines
- computers
- electronic, including email, intranet and internet

**Rail safety workers may include:**
- train crew
- track workers
- contractors
- other network controllers
- signallers
- network access supervisors
- safeworking inspectors

**Stakeholders and customers may include:**
- regulators
- third-party operators
- contractors
- emergency services
- passengers
• customer services
• media unit
• state government
• train timetables
• track possessions and work notices
• incident and/or unplanned event reports
• train graphs and/or diagrams
• train notices
• special train notices
• weekly notices
• safeworking documentation

Aplicable procedures and codes may include:
• relevant state or territory codes of practice and safeworking system requirements
• relevant state and territory legislation relating to:
  • environmental protection legislation
  • OH&S legislation
• relevant Australian standards
• relevant sections of Australian Dangerous Goods (ADG) Code and regulations

Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL4075A Implement and amend daily train plan

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to control daily train operations in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes implementing daily train movements, monitoring and making amendments to the daily train plan as required, and maintaining required documentation.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work involves the application of routine operational principles and procedures to the planning and implementation of daily train operations across a variety of operational workplace contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Implement daily train plan</td>
</tr>
<tr>
<td></td>
<td>1.1 Rail traffic movements are checked to ensure they are achievable according to daily train plan and organisational procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Where applicable, required resources are confirmed according to daily train plan and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Required train notices and instructions are prepared and issued in accordance with daily train plan</td>
</tr>
<tr>
<td>2</td>
<td>Amend daily train plan</td>
</tr>
<tr>
<td></td>
<td>2.1 Status of daily train plan is determined based on the proposed rail traffic movements and track possessions/works</td>
</tr>
<tr>
<td></td>
<td>2.2 Daily train plan is amended if appropriate, to accommodate other rail traffic movement priorities</td>
</tr>
<tr>
<td></td>
<td>2.3 Contingency plans are developed to cater for unplanned events in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Information relating to rail traffic movement within the area of control is obtained and analysed</td>
</tr>
<tr>
<td></td>
<td>2.5 Faxes and train notices are validated and applied in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>2.6 Where applicable, availability of resources to implement planned rail traffic movements and contingency plan is identified and resources are allocated in accordance with organisational requirements</td>
</tr>
<tr>
<td>3</td>
<td>Complete documentation</td>
</tr>
<tr>
<td></td>
<td>3.1 Documentation is amended, compiled and recorded in accordance with organisational policies and procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Organisational procedures for the planning and control of train operations
- Train control diagrams and graphing
- Timetabling protocols
- System geography and limitations
- Safeworking and where applicable signalling system requirements
- Familiarity with yards, depots and, where applicable, station workings
- Restrictions relating to loads and conditions

Required skills:

- Communicate with others when developing and implementing daily train plans
- Read and interpret instructions, procedures, and information relevant to implementing and amending daily train plans
- Work collaboratively with others when implementing and amending daily train plans
- Use appropriate numeric functions when amending daily train plan
- Work systematically with required attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Resources may include:
- motive power units
- train crews
- alternative forms of transport
- rolling stock
- fuelling and servicing locations
- signallers

Traffic movement documentation may include:
- train timetables
- track possessions and/or work notices
- incident and/or unplanned event reports
- train graphs and/or diagrams
- train notices and/or special train notices
- weekly notices
- safeworking documentation

Information and documents may include:
- daily running records
- track possession information
- electronic management systems
- local instructions
- track speed, length and load limitations information
- conditions of service, legislation and industrial agreements, including workplace agreements and awards

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management
TLIL4076A Coordinate resources

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to determine, acquire and allocate resources and deal with contingencies in accordance with organisational requirements. Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
This unit applies to individuals who require a broad knowledge of business resources to ensure adequate resources are available to perform the work of the organisation. They may be responsible for providing guidance or delegating aspects of these tasks to others.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Establish resource requirements | 1.1 Resource requirements are determined in accordance with business and operational plans, and organisational requirements  
1.2 Opportunities are provided to individuals and work groups to contribute to the identification of resource requirements  
1.3 Processes are followed that ensure resource expenditure is realistic and makes efficient use of available resources in accordance with organisational procedures  
1.4 Recommendations for resource requirements are presented to appropriate personnel in accordance with organisational procedures |
| **2** Acquire and allocate resources | 2.1 Resources are acquired in accordance with organisational requirements  
2.2 Resources are checked to ensure quality and quantity in accordance with organisational requirements  
2.3 Resources are allocated to enable achievement of work group objectives  
2.4 Individuals and teams are consulted in a participative manner using appropriate interpersonal skills regarding allocation of resources |
| **3** Deal with contingencies | 3.1 Actions are taken to manage identified shortfalls and/or surpluses  
3.2 Appropriate actions to manage non-conforming resources are implemented in accordance with organisational procedures  
3.3 Activities are reviewed against timelines and adjusted where appropriate to ensure timely completion of activities  
3.4 Where required, time extensions or reductions are implemented in accordance with organisational procedures |
| **4** Measure effectiveness of resource coordination and maintain records | 4.1 Effectiveness of resource coordination activities is measured against actual delivery  
4.2 Records concerning resource coordination activities are maintained in accordance with organisational requirements |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Quality procedures for organisational resource and service requirements
- Functions of resources, equipment and services
- Organisational policies, plans and procedures for resource coordination
- Record management processes and techniques relating to resource coordination

Required skills:

- Communication skills to request advice, receive feedback and work with a team
- Literacy skills to draft reports and display logical information on resource use
- Use appropriate numeric functions when allocating resources
- Planning skills to schedule and track resource use and availability
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Resources may include:
- human resources
- location and/or premises
- OH&S resources
- plant and machinery
- raw materials
- refurbishment
- staff amenities
- stock and supplies
- storage space
- technological software and hardware
- services

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management
TLIL4077A Develop out-of-course rail traffic plans and schedules

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to develop out-of-course rail traffic plans and schedules in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes analysing service and/or business requirements, establishing rail traffic requirements, and communicating altered or additional rail traffic movement requirements.

Licensing, legislative or certification requirements may be applicable to this unit.

Application of the Unit
Work is performed under some supervision, generally in a team environment.
This unit is intended for persons who are required to develop out-of-course rail traffic plans and schedules as part of work activities.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Analyse service and business requirements | 1.1 Customer is consulted and requirements outside normal operations are identified to establish additional or altered rail service requirements  
1.2 Altered or additional rail service provision is recorded according to organisational procedures  
1.3 Where applicable, additional resource requirements are identified |
| 2 Establish rail traffic requirements | 2.1 Rail traffic requirement is established to ensure efficient management of the network  
2.2 Rail traffic specifications are confirmed to ensure that they meet network operating requirements and restrictions  
2.3 Train section run times for rail traffic are established and plotted on the appropriate train graphs and/or diagrams |
| 3 Communicate altered or additional rail traffic movement | 3.1 Documentation relating to the altered or additional rail traffic movement is issued in accordance with organisational procedures  
3.2 Alterations and cancellations affecting rail traffic running times are communicated to the appropriate customer, network manager and/or rail operator as required  
3.3 Documentation relating to the altered or additional rail traffic movement is stored in accordance with organisational procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- Workplace procedures for developing train plans and schedules, including office and customer service procedures, communication protocols, and procedures for completing relevant records and documentation
- Rail traffic services provided by the organisation
- Details of approved rail traffic on the network
- Timetables
- Safe working systems and requirements
- Relevant network interface agreements
- Issues or problems that can occur when developing rail traffic plans and schedules and how they may be addressed
- Relevant documentation requirements

Required skills:

- Communicate and negotiate effectively with others when developing train plans and schedules
- Read and interpret instructions, procedures and information relating to the development of rail traffic plans and schedules
- Interpret train control diagrams and graphs
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data relating to developing rail traffic plans and schedules
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when developing train plans and schedules
- Rectify issues or problems that may occur when developing train plans and schedules in accordance with regulatory requirements and workplace procedures
- Operate technology
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Rail traffic may include:**
- all rail vehicles approved to operate on the network

**Organisational policies and procedures include:**
- all relevant documentation appropriate to developing rail traffic plans and schedules

**Special operating requirements and restrictions may include:**
- train consist
- out of gauge loading restrictions
- track condition
- specific loading and unloading requirements for passengers or freight
- track maintenance vehicles

**Internal customers may include:**
- resource controllers
- area controllers and/or signallers
- workplace’s emergency services
- yard and station staff
- crew transport service
- engineering groups
- train crewing personnel
- adjacent control areas
- business groups within the workplace

**External customers may include:**
- business groups
- rail operators
- contracted companies
- interface network managers

**Communication systems may include:**
- telephones
- radio network
- electronic, including email, intranet and internet
- fax machines
- written notices and memos
- oral and signed communications and forms

**Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:**
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

**Information and documents**
- workplace procedures and job specification
- train timetables
may include:

- electronic management systems
- operation manuals
- conditions of service, legislation and industrial agreements, including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements, including acts and regulations from each applicable state or territory, together with any nationally approved compliance codes and/or guidelines
- relevant state and territory codes of practice and safeworking system requirements
- relevant Australian standards and related requirements
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management
TLIL4078A Coordinate fleet control logistics

Modification History
Not applicable.

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to coordinate fleet control logistics, including carrying out fleet control functions, preparing for contingencies, communicating with customers and drivers, coordinating scheduling of operational tasks, and completing documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work involves discretion and judgement for self and others in coordinating fleet control logistics. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of fleet control systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives.

Work involves the application of logistics principles and procedures to coordination of fleet control in transport, warehousing, distribution and/or storage organisations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Carry out fleet control functions | 1.1 Equipment and drivers are allocated following workplace procedures and in consideration of pick-up and delivery requirements  
1.2 The movement of documentation is tracked in accordance with workplace procedures  
1.3 Opportunities for improvement of fleet control logistics are identified and appropriate action is taken to recommend or implement the identified initiatives |
| 2 Prepare for contingencies | 2.1 Contingency plans are implemented in accordance with workplace procedures and scope of authority  
2.2 Routine problems are identified, clarified and appropriately resolved following workplace procedures |
| 3 Communicate with customers and drivers | 3.1 Customer and driver enquiries are answered appropriately and following workplace procedures  
3.2 Communication systems are accessed and used to communicate with drivers and customers in the completion of fleet management tasks |
| 4 Coordinate scheduling of operational tasks | 4.1 Computerised scheduling system is accessed and used for processing the delivery of freight in accordance with workplace procedures  
4.2 Critical transport factors are taken into account when planning and implementing delivery schedules in accordance with relevant regulations, workplace policy and procedures and operational plans |
| 5 Complete documentation | 5.1 Fleet management information is recorded either in hard copy or on computer in accordance with workplace requirements  
5.2 Completed documentation is despatched, processed and/or filed in accordance with workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
REQUIRED KNOWLEDGE AND SKILLS

- Workplace protocols and procedures for the coordination of fleet control logistics
- Computerised fleet management and scheduling system(s) and guidelines for their use
- Factors affecting scheduling in the road transport industry
- Focus of operation of transport logistic systems, resources, management and workplace operating systems
- Problems that may occur when coordinating fleet control logistics and appropriate action that can be taken to minimise or respond to them
- Focus of operation of marketing systems and resources

Required skills:

- Communicate and negotiate effectively with others when coordinating fleet control logistics
- Read and interpret instructions, procedures and information relevant to the coordination of fleet control logistics
- Interpret and respond to customer requirements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the coordination of fleet control logistics
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when coordinating fleet control logistics
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when coordinating fleet control logistics in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when coordinating fleet control logistics
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the coordination of fleet control logistics
- Apply relevant statutory requirements, codes of practice and local government by-laws
- Plan work activities, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Ensure the application of fatigue management knowledge and techniques by drivers
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:
standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer contact and coordination

Consignments may be:

- palletised
- containerised
- packaged or loose
- in gas, liquid or solid form
- single or multi-modal

Transport may be:

- road
- rail
- air
- sea

Modes of domestic transport may include:

- driver fatigue
- customer requirement
- road and weather conditions
- OH&S requirements
- industrial award conditions
- government regulations

Critical transport factors when scheduling fleet operations may include:

- radio
- mobile phone (portable or in the cabin)
- paging devices
- satellite tracking systems
- on-board computer

Communication equipment may include:

- customers/clients
- other employees and supervisors

Consultative processes may
RANGE STATEMENT

involve:
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:
- workplace fleet control procedures and policies
- information on equipment allocation, driver allocation, pick-up and delivery requirements
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- supplier and/or client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- material safety data sheets
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to workplace operations

Applicable regulations and legislation may include:
- regulations, standards and codes of practice relevant to workplace operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL4079A Manage the recovery process

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to participate in an emergency response in the event of a dangerous goods incident.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit
This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Prepare and respond to incident</td>
</tr>
<tr>
<td>1.1</td>
<td>Equipment is checked, serviced and confirmed as being operationally ready for use</td>
</tr>
<tr>
<td>1.2</td>
<td>Incident and task information is obtained and assessed for the type of recovery</td>
</tr>
<tr>
<td>1.3</td>
<td>Personal protective equipment (PPE) is selected relevant to the nature of the recovery operation</td>
</tr>
<tr>
<td>1.4</td>
<td>Any further details of the nature of the incident are received en route</td>
</tr>
<tr>
<td>1.5</td>
<td>Briefings are participated in and assessed to ensure issues and objectives are identified</td>
</tr>
<tr>
<td>2</td>
<td>Conduct job safety analysis</td>
</tr>
<tr>
<td>2.1</td>
<td>Operation and task information is obtained through command structure at the incident site</td>
</tr>
<tr>
<td>2.2</td>
<td>Scene reconnaissance is promptly conducted and results are reported</td>
</tr>
<tr>
<td>2.3</td>
<td>Hazards and environmental conditions are assessed and minimised or controlled</td>
</tr>
<tr>
<td>2.4</td>
<td>Communication with others is maintained using appropriate techniques and terminology</td>
</tr>
<tr>
<td>2.5</td>
<td>Health, safety and security procedures are followed in accordance with organisational policy and relevant legislation</td>
</tr>
<tr>
<td>2.6</td>
<td>Personal capabilities and limitations are recognised and referred to supervisor</td>
</tr>
<tr>
<td>2.7</td>
<td>Need for additional personnel and/or specialist equipment is reported to supervisor</td>
</tr>
</tbody>
</table>
3 Develop a recovery plan

3.1 Extent of operational area and objectives are identified
3.2 Recovery strategies are identified and assessed as appropriate to type and scale of incident
3.3 Risk assessment of hazards is undertaken and precautions to be observed are proposed
3.4 Electrical and other utilities are assessed to ensure they are rendered safe and identified hazards are mitigated
3.5 Building risks are assessed to ensure they are identified, communicated to relevant personnel and mitigated where possible
3.6 Environmental risks are identified and mitigated where possible
3.7 Impact of recovery operations on the work and safety of others is identified
3.8 Controls are selected to achieve objectives with minimum damage to people and the environment

4 Recover casualty vehicle

4.1 Amount of working area required to work safely and complete recovery operation is determined
4.2 Boundaries of the working area are established and secured
4.3 Access to the casualty vehicle is gained using techniques and equipment in accordance with organisational procedures
4.4 Recovery techniques are used to exercise control over the lift and descent of the casualty vehicle to minimise further damage
4.5 Incident scene is constantly monitored for potential or developing risks to prevent injury to self and others and risk analysis is revised accordingly
4.6 Contact is maintained at all times with other incident workers to keep them briefed on the recovery process and the incident controller is alerted to any issues
4.7 Implementation of the recovery plan is monitored for effectiveness and adequacy
4.8 Casualty vehicle is removed and extricated safely using recovery techniques and procedures

5 Conclude recovery operations

5.1 Recovery vehicle and equipment are recovered, cleaned and serviced in accordance with organisational procedures and manufacturer’s guidelines prior to standing down from the operation
5.2 Operational documentation is completed in accordance with organisational procedures
5.3 Operational debrief is conducted and appropriate contributions are made
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state and territory roads and traffic authority
- OH&S legislation
- Fatigue management regulations
- Job safety analysis
- Procedures for using communications systems effectively
- Workplace documentation
- Manufacturers’ operational manuals
- Guidelines pertaining to incidents and hazards
- Methods relating to basic recovery calculations
- Methods of resistance and winch pull
- Capacities and weight load limit (WLL) of recovery equipment

Required skills:

- Work collaboratively with others when operating heavy recovery vehicle
- Implement contingency plans for unexpected events when performing a heavy vehicle recovery
- Apply precautions and required actions to minimise, control or eliminate hazards that may exist during the recovery process
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required PPE, conforming to industry and OH&S standards
- Service heavy recovery vehicle equipment in terms of maintenance schedule and standard operating procedures
- Demonstrate practical ability to use winch, chains and snatch blocks
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - using communication equipment in the recovery industry
  - correctly positioning vehicle at a recovery incident
  - using PPE as it applies to the recovery industry
  - identifying persons of authority and methods of communication as they apply to heavy vehicle recovery
  - performing a risk assessment of a hazard as it applies to the recovery task
  - identifying equipment requirements for a recovery task
  - securing site and work zones
  - recognising and having an understanding of appropriate licences and permits
  - fundamental understanding of resistance and line pull and effects on recovery operations
  - understanding of working load limits of chains, cables, slings and snatch blocks
  - understanding of the principle of levers and mechanical advantage
  - knowledge of failsafe systems on a heavy recovery vehicle
  - understanding of environmental issues as they apply to the recovery process
  - recognising and producing appropriate manufacturer’s handbooks

Context of and specific resources for assessment

- Assessment must ensure access to:
  - tools, equipment and PPE currently used in the recovery industry
  - relevant regulatory and equipment documentation that impacts on work activities

Method of assessment

- Practical assessment must occur:
• through activities in an appropriately simulated environment consistent with current industry practice, and/or
• in an appropriate range of situations in the workplace
• Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
• In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
• Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed
• Performance is demonstrated consistently over a period of time and in a range of contexts expected as part of the job function
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Equipment includes:

- uplift and recovery boom
- winches
- fire extinguishers
- hand tools
- socket sets
- shovels
- crow bars
- sledge hammers
- wood saws
- hacksaws
- hydraulic jacks
- forklifts
- road train dolly
- air bags and cushions
- catch equipment
- bog mats
- track mats
- pumps
- snatch blocks
- cribbing
- chains
- lifting slings and strops
- cutting equipment
- chain saws
- PPE

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- regulatory procedures
- site inductions
- state and territory heavy vehicle driving licence or permit requirements
- state and territory road rules
- incident and hazard logs

Documentation and records may include:

- site inductions
- state and territory heavy vehicle driving licence or permit requirements
- state and territory road rules
- incident and hazard logs
• tow authority permit
• job safety analysis (JSA) and work method statements
• workplace driving instructions and procedures
• vehicle manufacturer’s instructions, specifications and recommended driving procedures, including pre-operational checks of vehicle
• emergency procedures
• vehicle work diaries or record books

Applicable procedures and codes may include:

• relevant state and territory:
  • roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads
  • road rules
  • OH&S legislation
  • fatigue management regulations

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management
TLIL4081A Ensure competency of rail safety workers

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to ensure the competency of rail safety workers. It includes identifying, implementing and monitoring requirements for managing the competency of rail safety workers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant Australian regulations, organisational and/or network standards and codes of practice. The unit generally applies to those with responsibility for resource coordination and allocation, and for providing leadership to others, individually or in teams.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify or confirm re/certification requirements for rail safety workers

   1.1 Rail safety worker activities/tasks being undertaken within the organisation are identified
   1.2 Task analysis is conducted in accordance with organisational policies and procedures
   1.3 Safety task analysis is conducted to identify the skills and knowledge required to carry out rail safety work
   1.4 Existing competency standards are identified and validated against rail safety work to be carried out
   1.5 Where no competency standards currently exist methods by which they can be developed or alternative methods for determining competency are identified

2 Implement, manage and monitor rail safety worker systems

   2.1 Competency training and assessment plans are identified, developed and/or implemented for all activities being carried out by rail safety workers
   2.2 Appropriate training and assessment providers are identified and delivery plans are developed to meet organisational and regulatory requirements
   2.3 Rail safety worker register is developed and maintained in accordance with regulatory requirements
   2.4 Training and assessment records are captured and maintained in accordance with regulatory and organisational requirements
   2.5 Individual rail safety worker identification system is developed and/or implemented in accordance with regulatory and organisational requirements
   2.6 Rail safety worker information system is monitored and amended where required
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Components of a rail safety worker competency system
- Procedures and tools for monitoring and reviewing an organisation’s rail safety worker competency system and related policy and procedures, and for reporting outcomes
- Processes and resources for assessing employee competence
- Relevant legislation, regulations, permit and licence requirements related to rail safety worker competency
- Responsibilities of organisation and employees for implementing rail safety worker competency regulations and policies, including requirements of suppliers and sub-contractors in the supply chain of the organisation’s services and products
- Sources of information on rail safety worker competence
- Task analysis methodologies for rail safety worker competence

Required skills:

- Adapt to any changes in legislation and regulations as they may relate to rail safety worker competency
- Communicate effectively with others when implementing the organisation’s rail safety worker competency system
- Facilitate systems that assist employees to identify their own learning needs on matters related to rail safety worker competency
- Modify activities and take appropriate initiatives to manage the implementation of organisation’s rail safety worker competency system depending on differing contexts, risk situations and environments
- Organise monitoring and reviewing of organisation’s rail safety worker competency system
- Read and interpret documentation on rail safety worker competency legislation
- Recognise breaches of rail safety worker competency requirements and take appropriate action in accordance with organisation’s rail safety worker competency system
- Work collaboratively with employees and management to implement the organisation’s rail safety worker competency system
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying rail safety workers within a rail organisation
  - developing a system to manage rail safety worker competency
  - reviewing a rail safety worker competency system

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components of a rail safety worker competency system may include:
- competency standards under the Australian Qualifications Framework (AQF)
- endorsed training components
- organisational assessment requirements
- registered training organisations
- training records and reporting systems
- individual identification systems
- notification requirements

Regulatory requirements may include:
- acts
- regulations
- guidelines
- industry standards
- codes of practice

Depending on the business, organisational procedures may be known as:
- standard operating procedures
- company procedures
- enterprise procedures
- established procedures

Information and documents may include:
- commonwealth and state/territory regulations and guidelines concerning rail safety worker competency
- rail safety worker competency system documents
- workplace instructions and procedures on rail safety worker competency
- reports of audits of rail safety worker competency systems
- error and safety incident reports
- relevant occupational health and safety (OH&S) regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures

Unit Sector(s)

Not applicable.
Competency Field
L – Resource Management
TLIL4082A Coordinate rail interface agreements

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to coordinate rail safety interface agreements in accordance with legislative, regulatory and organisational requirements. It includes identifying requirements and establishing, monitoring and conducting audits of rail safety interface agreements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit refers to the coordination of rail safety interface agreements between rail/rail (operations of one rail operator or rail infrastructure manager in relation to the operations of another) and rail/road (roads crossing rail tracks or rail crossing roads).

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Identify or confirm regulatory and organisational requirements and responsibilities

1.1 Regulatory and organisational requirements for establishing rail safety interface agreements and their ongoing monitoring are identified and accessed.

1.2 Types of interfaces for which agreements are to be established and/or monitored are identified and confirmed as requiring an interface agreement in accordance with regulatory and organisational requirements.

1.3 Organisational responsibilities in relation to establishing rail safety interface agreements and their ongoing monitoring are identified.

1.4 Parties to be included in each rail safety interface agreement are identified and confirmed.

1.5 Communications are established with identified parties and regulators, and respective roles and responsibilities are established and agreed.

### 2 Establish and monitor rail safety interface agreements

2.1 Documentation to be implemented as part of the rail safety interface agreement is identified and accessed.

2.2 Risk assessments are carried out to identify potential risks arising from the rail safety interface.

2.3 Measures to manage identified risks and timeframes for implementation are established in accordance with regulatory requirements and organisational policies and procedures.

2.4 Approval of the rail safety interface agreement is sought from all parties involved, in accordance with regulatory requirements and organisational policies and procedures.

2.5 Rail safety interface agreement is implemented and monitored in accordance with regulatory requirements and organisational policies and procedures.

2.6 Register of all rail safety interface agreements is established and maintained in accordance with regulatory requirements and organisational policies and procedures.

2.7 Relevant parties who require access to rail safety interface agreements register are identified and access is provided in accordance with regulatory requirements and organisational policies and procedures.

### 3 Conduct rail safety agreement audits

3.1 Periodic rail safety interface agreement audits are conducted in accordance with regulatory requirements and organisational policies.

3.2 Identified non-compliance and/or variations to the rail safety interface agreement are identified and communicated to appropriate...
parties for resolution
3.3 Audit reports are compiled and transmitted to appropriate parties

**Required Skills and Knowledge**

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Components of a rail safety interface system
- Procedures for auditing and reviewing an organisation’s rail safety interface and related policy and procedures, and for reporting audit outcomes
- Relevant legislation and regulations relating to rail safety interfaces
- Responsibilities of an organisation and employees for implementing rail safety interface agreements

**Required skills:**

- Communicate effectively with others
- Negotiate effectively
- Organise audits and reviews of an organisation’s rail safety interface agreements
- Read and interpret rail safety interface agreement legislation documentation
- Work collaboratively with employees and management
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying rail interface agreement requirements for an organisation
  - developing rail interface agreement documentation
  - reviewing a rail interface agreement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Regulatory requirements may include:
- acts
- regulations
- guidelines
- industry standards
- codes of practice

Types of interfaces may include:
- rail/rail including:
  - rail operator and another rail operator
  - rail infrastructure manager and another rail infrastructure manager
  - rail operator and rail infrastructure manager
  - rail operator and maintenance provider
  - rail infrastructure manager and maintenance provider
- rail/road including:
  - road/rail crossing/level crossing
  - footpath over a railway or tramway
  - footbridge over a railway
  - bridge carrying a road over a railway
  - bridge carrying a railway over a road

Parties to a rail safety interface agreement may include:
- rail transport operator
- rolling stock operator
- rail infrastructure manager (RIM)
- tourist and heritage operator
- state road managers
- local councils
- private road owners
- the Crown
- rolling stock maintainer
- infrastructure maintainer
- private sidings owners/operators

Documentation may include:
- arrangements for loading and unloading of rolling stock
- tests for fitness of purpose of rolling stock
- route knowledge obligations (demonstration of and currency of)
- rail safety worker competencies
- adherence to minimum operating standards
- compatibility and suitability of communications equipment
- environmental controls
- incident response management processes
- emergency management capacity and responsibilities
- security sensitive dangerous goods/dangerous goods
- train consist information advice
- network rules and procedures
- safety management systems
- access agreements
- asset register

Measures may include:
- risk assessment
- schedules
- standards

Monitoring may include:
- audits
- site inspections
- incident reviews
- observations
- consultations

Applicable legislation, regulations and codes may include:
- relevant commonwealth and state/territory regulations and codes
- relevant state/territory road rules
- relevant rail industry safeworking codes and regulations
- relevant state/territory permit regulations and requirements

Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL4083A Assist with train operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to assist with train operations as a driver assistant or second-person, in accordance with organisational procedures, and relevant safe working regulations and codes of practice. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit covers assisting with train preparations and train operation when loading, loading, taking charge of or handing over and/or stabling a train.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Assist with preparing for train operation and train handover

1.1 Documentation/information is obtained and interpreted to confirm consist information and constraints or characteristics of load in accordance with organisational policies and procedures

1.2 Visual inspection of equipment is carried out and identified faults or defects are appropriately reported in accordance with manufacturer specifications and organisational policies and procedures

1.3 Assistance is provided with pre-operational checking and testing of equipment in accordance with organisational policies and procedures

2 Assist with train operation in transit

2.1 Motive power unit is monitored in conjunction with driver, in accordance with organisational policies and procedures

2.2 Guidance is provided to driver while stopping and starting to ensure safety of personnel and equipment

2.3 Train running is monitored and recorded to assist with on-time running in accordance with organisational policies and procedures

2.4 Performance of equipment and rolling stock is monitored to identify faults or defects and appropriate action is taken in accordance with organisational policies and procedures

2.5 Security of load is monitored and identified abnormalities are dealt with in accordance with organisational policies and procedures

2.6 Signals and track/road are monitored and confirmed in accordance with organisational policies and procedures

3 Assist with handing over or stablign train

3.1 Appropriate assistance is provided when train is stabled in accordance with safe working system requirements, operational instructions and organisational policies and procedures

3.2 Safety devices are activated or put in position in accordance with organisational policies and procedures

3.3 During handing over or stabling a train, documentation relevant to train and activities undertaken in transit is updated and provided to relief crew or is completed and forwarded to appropriate personnel in accordance with organisational policies and procedures

3.4 Relevant housekeeping activities are completed prior to handover/stabling in accordance with organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Appropriate motive power unit and rolling stock systems
- Compiling and confirming required documentation
- Emergency procedures
- Problems that can occur when assisting with train operations and action that should be taken
- Procedures for fixed and hand signalling, and communication protocols
- Relevant environmental protection legislation, regulations, codes, policies and procedures
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant work health and safety (WHS) occupational health and safety (OHS) legislation, regulations, codes, policies and procedures
- Safe working systems and requirements
- Stabling procedures:
  - arranging for refuelling and servicing
  - securing motive power unit
  - securing train

Required skills:

- Communicate effectively with others when assisting with train operations
- Complete documentation related to train operations
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret instructions, procedures and information relevant to train operations
- Select and use relevant equipment and materials when assisting in train operations
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Use electronic communications equipment
- Work collaboratively with others when assisting with train operations
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and organisational procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Documentation/information may include:

- conditions of service, legislation and industrial agreements including workplace agreements and awards
- loading/unloading information
- motive power unit logbook
- maintenance notices and records
- organisational procedures and job specifications
- passenger train timetables
- requests
- shunting requirements
- train consist forms
- train register books
- train running sheets

Visual inspections may include:

- air leakage
- couplings for signs of wear or damage
- flexible connections and fittings for signs of wear or damage
- fuel, oil and water
- motive power unit equipment end of train monitoring device
- rolling stock for defects
- wheels and braking equipment for signs of wear or damage

Pre-operational equipment tests may include:

- air continuity test
- ancillary equipment
- brake testing
- stretch tests

Safety devices may include:

- power, hand brakes and lock-out equipment to prevent motive power unit/train from moving

Organisational procedures may include:

- company procedures
- enterprise procedures
- established procedures
- workplace procedures

Unit Sector(s)

Not applicable.
Competency Field
L – Resource Management
TLIL4084A Control daily tram/light rail operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to monitor and control daily tram/light rail operations in accordance with organisational procedures, regulatory requirements and codes of practice. It includes monitoring tram/light rail operations, dealing with disruptions or delays and completing documentation. Licensing, legislative or certification requirements are not applicable to this unit.

Application of the Unit
Work involves the application of routine operational principles and procedures to the monitoring and control of daily tram/light rail operations.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Monitor tram/light rail operations</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Matters for attention book, daily notices and any other documentation are checked for possible impact on daily tram/light rail operations</td>
<td></td>
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<tr>
<td>1.2</td>
<td>Current status of tram/light rail operations and tactical situations are identified in accordance with organisational procedures</td>
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<tr>
<td>1.3</td>
<td>Any problems or delays are identified and current situation is noted in accordance with organisational procedures</td>
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<tr>
<td>1.4</td>
<td>Communication with appropriate personnel is established and/or maintained in accordance with organisational procedures</td>
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</tbody>
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<table>
<thead>
<tr>
<th></th>
<th>Deal with disruptions and delays to tram/light rail services</th>
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<tbody>
<tr>
<td>2.1</td>
<td>Disruptions, delays or potential delays are identified through notices or information from appropriate personnel or authorities</td>
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<tr>
<td>2.2</td>
<td>Contingency plans are developed and implemented to cater for unplanned events in accordance with organisational procedures</td>
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<tr>
<td>2.3</td>
<td>Tram/light rail service is adjusted to meet operational and customer service requirements</td>
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<tr>
<td>2.4</td>
<td>Availability of resources to implement contingency plan is confirmed with appropriate personnel and resources are allocated in accordance with organisational requirements</td>
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<tr>
<td>2.5</td>
<td>Where non-routine delays occur advice is disseminated in accordance with organisational requirements</td>
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</tbody>
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<table>
<thead>
<tr>
<th></th>
<th>Complete documentation</th>
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<tbody>
<tr>
<td>3.1</td>
<td>Out of course delays and disruptions are documented in accordance with organisational procedures</td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td>Completed documentation is filed and stored according to organisational requirements</td>
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</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Communication protocols for relevant personnel and authorities
- Electrical system
- Familiarity with depots working
- Location of tram/light rail and heavy rail interfaces
- Organisational procedures for monitoring and controlling tram/light rail operations
- Regulatory requirements
- Road rules and traffic signalling system requirements
- System geography and limitations

Required skills:

- Communicate effectively with others when monitoring and controlling tram/light rail operations
- Read and interpret instructions, procedures, and information relevant to monitoring and controlling tram/light rail operations
- Work collaboratively with others when monitoring and controlling tram/light rail operations
- Work systematically with required attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying organisational documentation related to tram/light rail operations
- implementing contingency plans for unplanned events
- following documentation procedures to organisational standards.

**Context of and specific resources for assessment**

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

**Method of assessment**

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through appropriate activities in a simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tactical situations may include:
- early running, late running, very late running
- emergency
- ghost trams
- no layover
- no vehicle assigned to a run
- stopped vehicle
- ticket machine alarms
- vehicle not assigned
- vehicle off route

Disseminating advice may include:
- disruption notification service (DNS)
- passenger information display system (PIDS)
- passenger information system (PIS)
- public address (PA) announcements
- radio
- short message service (SMS)
- telephone calls

Appropriate personnel may include:
- council representatives
- customer service staff
- depot foremen
- depot starters
- electrical service provider representatives
- help desk foremen
- line officers
- managers
- network controllers
- network officers
- road traffic authorities
- rolling stock breakdown crews
- shift managers
- track maintenance crews
- tram/light rail drivers

Unit Sector(s)

Not applicable.
Competency Field

L – Resource Management
TLIL4085A Coordinate tram/light rail traffic movement

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to coordinate tram/light rail traffic movement in accordance with organisational procedures, regulatory requirements and codes of practice. It includes monitoring the status of and implementing the daily timetable; controlling tram/light rail traffic movements; implementing contingency plans for system faults, failures and planned events; and updating traffic movement documentation in accordance with organisational requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit involves the application of operational principles, regulations, protocols and procedures to controlling tram/light rail traffic movement as part of workplace activities.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

1 **Monitor status of daily timetable**
   - **1.1** Tram/light rail movements and associated activities are analysed to establish current situation
   - **1.2** Out of course tram/light rail movements, special events, planned reconstruction work and associated activities are identified to establish their effect on the status of the daily timetable
   - **1.3** Notices are checked and adjustments are made as required

2 **Implement daily timetable**
   - **2.1** Tram/light rail movements are coordinated to ensure optimum and consistent running to schedules in accordance with organisational policies and procedures
   - **2.2** Relevant information is communicated to internal and external customers
   - **2.3** Planned and unplanned tram/light rail movements are implemented in accordance with organisational policies and procedures

3 **Control tram and light rail traffic movement**
   - **3.1** Tram/light rail movements are coordinated with other relevant personnel in accordance with organisational policies and procedures
   - **3.2** Operational tactical situations are monitored to ensure adherence of tram/light rail traffic to daily timetable
   - **3.3** Alarm systems are monitored and responded to as required in accordance with organisational policies and procedures

4 **Communicate with track/emergency/rail safety workers**
   - **4.1** Communication with relevant track/emergency/rail safety workers is undertaken to ensure they are informed of tram/light rail movements, in accordance with organisational policies and procedures
   - **4.2** Alternative communication methods are identified and used when regular communication system malfunctions

5 **Implement contingency plans**
   - **5.1** Contingency plan to suit unplanned track works, disruptions, system failure or fault is identified and actioned in accordance with organisational policies and procedures
   - **5.2** Resources to respond to the contingency are arranged in accordance with relevant organisational policies and procedures
   - **5.3** Required communications are established
   - **5.4** Tram/light rail service is adjusted in accordance with organisational requirements
   - **5.5** Communications with internal and external customers are established
and maintained as required

**Required Skills and Knowledge**

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Alarm systems and their application
- Available communication systems
- Network
- Organisational procedures for controlling and coordinating tram/light rail operations
- Problems that may occur when controlling rail traffic and related action that should be taken
- Relevant safety, work health and safety (WHS)/occupational health and safety (OHS), and environmental procedures and regulations
- Relevant sections of legislated rail safety requirements including state and territory Acts and regulations, and nationally approved compliance codes and/or guidelines
- Stakeholders/customers such as:
  - contractors
  - customer services
  - emergency services
  - government
  - media unit
  - passengers
  - regulators
  - revenue protection officers
- Tram/light rail driving

**Required skills:**

- Communicate effectively with others
- Modify activities depending on operational contingencies, risk situations and environments
- Operate communication systems to required protocol
- Read, interpret and follow instructions, procedures and information relevant to coordinating tram/light rail traffic
- Report and/or rectify any problems, faults or malfunctions identified when coordinating tram/light rail traffic
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- implementing unplanned tram/light rail movements in accordance with organisational procedures
- identifying alternative communication systems for unplanned events
- arranging resources to deal with a contingency.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Special events may be:
- demonstrations
- festivals
- parades
- sporting events

Associated activities may impact on the movement of tram/light rail traffic and may include:
- defective electrical systems
- diversion/alternative routing of tram/light rail traffic
- track maintenance

Events triggering the need to implement contingency plans may include:
- adverse environmental events
- breakdowns
- collisions
- derailments
- electrical system faults
- fires
- hazardous materials spills
- injuries and fatalities
- passenger actions
- track damage

Communication systems may include:
- computers
- email
- faxes
- internet
- radios
- telephones

Rail safety workers may include:
- contractors
- depot starters
- electrical control officers
- line officers
- network officers
- signallers
- track workers
- tram/light rail drivers
- senior drivers

Notices may include:
- matters for attention book
- special tram/light rail notices
Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL5019A Implement and monitor transport logistics

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor transport logistics in accordance with relevant regulatory requirements and workplace procedures, including mobilising resources, coordinating multi-modal transport activities, monitoring consignment(s) tracking, and implementing a contingency management strategy. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Mobilise resources | 1.1 Optimal resource level is acquired to meet the requirements of the operational schedule  
1.2 Relevant regulatory and insurance requirements are determined and implemented  
1.3 Allocated resources are assessed and monitored to ensure operational effectiveness and efficiency  
1.4 Changes to resource allocation are undertaken (in accordance with enterprise procedures) where deficiencies or over-supply are apparent
2 Coordinate multi-modal transport activities | 2.1 Facilities, personnel and equipment are made ready to accommodate interchange functions  
2.2 Security arrangements are invoked as required  
2.3 Loading and unloading operations are conducted in accordance with operation schedule and applicable statutory requirements, codes of practice and enterprise procedures  
2.4 Relevant documentation is completed/updated to accord with operational schedule and reporting requirements
3 Monitor consignment(s) tracking | 3.1 Consignment tracking systems are monitored against workplace quality standards  
3.2 Variations from workplace quality standards are identified and appropriate action is initiated to rectify the identified problems or to institute any required improvements
4 Implement contingency management strategy | 4.1 Operational schedule is continually reviewed in light of information updates, reports and feedback  
4.2 The nature, extent and impact of any issues or incidents are identified and assessed against contingency management strategy  
4.3 Relevant information is processed to establish priorities and responses for dealing with issues or incidents  
4.4 Operations are redirected and controlled to meet changes in transport environment and tasks in accordance with enterprise procedures  
4.5 Liaison is initiated and maintained with organisations/individuals affected by changed operational schedules  
4.6 Actions undertaken are clearly documented and filed

**Required Skills and Knowledge**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations, codes of practice and legislative requirements including local and international regulations relevant to transport logistics
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the implementation and monitoring of transport logistics
- Problems that may occur during the implementation and monitoring of transport logistics and action that can be taken to resolve or report the problems
- Risks and hazards related to the implementation and monitoring of transport logistics and ways of controlling the risks involved
- Focus of operation of transport logistic systems, resources, management and workplace operating systems
- Transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- Code, regulatory, permit and licence requirements relevant to transport logistics
- Application of relevant Australian standards and associated certification requirements
- Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
- Workplace policies including issue resolution and grievance procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when implementing and monitoring transport logistics
- Read and interpret transport schedules, regulatory requirements, customer instructions, workplace procedures and manuals relevant to the implementation and monitoring of transport logistics
- Prioritise work and coordinate self and others in relation to transport logistics activities
- Complete documentation related to the implementation and monitoring of transport logistics
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when implementing and monitoring transport logistics
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when implementing and monitoring transport logistics in accordance with regulatory requirements and workplace procedures
Required skills:

- Implement contingency plans for unanticipated situations that may arise during the implementation and monitoring of transport logistics
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate application of technology, information systems and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:
- in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in transport logistics

Customers may be:
- internal or external

Operations may be conducted:
- by day or night

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

Critical parameters for the evaluation of consignment loads may include but are not limited to:
- type, capacity, compatibility and capability of load
- agreed delivery times and destination
- pick-up and drop-off points
- waiting, loading and unloading times

Key requirements for the planning of transport logistics may include but are not limited to:
- collection and distribution destination
- transport duration times
- type and compatibility of load
RANGE STATEMENT

- transport mode(s) and capacity
- return freight
- fatigue management
- use of designated routes

Strategies to address identified deficiencies in operational capability and availability may include but are not limited to:

- re-negotiation of collection and/or delivery times
- alternate transport mode(s)
- outsourcing components of operation

Consignments may be:

- palletised
- containerised
- packages or loose
- and in gas, liquid or solid form

Transport may be:

- single or multi-modal

Modes of transport may include:

- road
- rail
- air
- sea

Calculation of transport duration times includes:

- travelling
- loading
- unloading
- change-over
- standing times
- with due regard to varying transit condition and environments (i.e. road conditions, traffic flows, weather, local government by-laws)

Transport may involve:

- the use of designated routes

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- systems and facilities for transport logistics
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits
- communications equipment

Hazard management is consistent with:

- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal
RANGE STATEMENT

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities and institutions
- relevant government instrumentalities
- emergency services
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications

Personal protective equipment may include but is not limited to:
- gloves
- safety headwear and footwear
- safety clothing
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- Australian and international codes of practice and regulations relevant transport logistics including the ADG Code where applicable
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- transport routes and timetables
- manufacturers specifications for equipment and goods
- suppliers advice
- material safety data sheets
- dangerous goods documentation where applicable including dangerous goods declarations
RANGE STATEMENT

- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- relevant Australian and international standards, criteria and certification requirements
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- codes and regulations relevant to transport logistics
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances,
- relevant Australian and international standards and certification requirements
- licence, patent or copyright arrangements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL5020A Develop and maintain operational procedures for transport and logistics enterprises

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to develop and maintain operational procedures for transport and logistics enterprises in accordance with relevant regulatory requirements and workplace procedures, including planning and developing operational procedures, monitoring the implementation of the operational procedure(s), and evaluating the implementation of operational procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Plan and develop operational procedures | 1.1 Processes requiring development/modification of operational procedures are identified and confirmed with relevant personnel and business units  
1.2 The scope, focus and extent of the operational procedure(s) are discussed and validated with effected personal  
1.3 Current procedures are evaluated to ensure development is not unnecessarily duplicating previous work  
1.4 Factors likely to impact upon the development process are identified and techniques adopted for their incorporation into the procedure(s)  
1.5 The proposed operational procedures are researched from a range of sources and include provision for user input  
1.6 Operational procedures are developed, documented and verified with relevant internal/external personnel and/or organisations in accordance with workplace procedures  
1.7 Where required, trialing of new operational procedures is undertaken with a target group  
1.8 Performance indicators are developed to measure the effectiveness of the operational procedure(s) |
| 2 Monitor the implementation of the operational procedure(s) | 2.1 The introduction of the operational procedure(s) to selected units/job functions is planned with affected personnel to ensure understanding and the need for compliance  
2.2 Effective induction and supervision is provided to support personnel in implementing the new procedure(s)  
2.3 Performance of personnel is monitored to ensure adherence to the operational procedure(s) and to assess the requirement for modification to the process  
2.4 Solicited feedback is actively sought from personnel implementing the operational procedure(s) |
| 3 Evaluate the implementation of operational procedures | 3.1 An assessment of the effectiveness of the operational procedure(s) is undertaken against developed performance indicators  
3.2 Where required, the operational procedure(s) are modified/deleted in accordance with evaluation mechanism and enterprise requirements  
3.3 Relevant personnel are kept informed of the evaluation process and advised of subsequent changes to operational procedure(s)  
3.4 Records, reports and recommendations for improvement are managed within the workplace information systems and processes |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, codes of practice and legislative requirements including local and international regulations relevant to transport and logistics operations and the Australian Dangerous Goods Code where applicable
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the development and maintenance of operational procedures for transport and logistics enterprises
- Problems that may occur during the development and maintenance of operational procedures for transport and logistics enterprises and action that can be taken to resolve or report the problems
- Risks and hazards related to the development and maintenance of operational procedures and ways of controlling the risks involved
- Focus of operation of transport and logistics systems, resources, management and workplace operating systems
- Transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- Licence and permit requirements relevant to transport and logistics operations
- Application of relevant Australian standards and associated certification requirements
- Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
- Workplace policies including issue resolution and grievance procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when developing and maintaining operational procedures for transport and logistics enterprises
- Read and interpret transport and logistics schedules, inventories, regulatory requirements, customer instructions, workplace procedures and manuals relevant to the development and maintenance of operational procedures for transport and logistics enterprises
- Prioritise work and coordinate self and others in relation to transport and logistics operations
- Complete documentation related to the development and maintenance of operational
Required skills:

- procedures for transport and logistics enterprises
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when developing and maintaining operational procedures for transport and logistics enterprises
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when developing and maintaining operational procedures for transport and logistics enterprises in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when developing and maintaining operational procedures for transport and logistics enterprises
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate application of technology, information systems and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:
- in various work environments in warehousing, storage, transport, and logistics industries

Customers may be:
- internal or external

Operations may be:
- by day or night

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

Factors impacting upon the development of operational
RANGE STATEMENT

procedures may include:
- constraints
  - culture of the workplace
  - the principal services, products and competitive advantages of the organisation

Development of operational procedures may be:
- internally and/or externally initiated

Transport may be:
- single or multi-modal

Modes of domestic transport may include:
- road
- rail
- air
- sea

Transport may involve:
- the use of designated routes

Hazards may include:
- confined spaces
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- fire/explosions
- noise, light, energy sources
- stationary and moving machinery, parts or components
- moving vehicles

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- systems and facilities for transport and logistics systems
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits
- communications equipment

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities and institutions
- relevant government instrumentalities
- emergency services
RANGE STATEMENT

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications

Personal protective equipment may include but is not limited to:
- gloves
- safety headwear and footwear
- safety clothing
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- Australian and international codes of practice and regulations relevant to transport and logistics operations including the ADG Code where applicable
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications for equipment and goods
- suppliers advice for the handling, transport and storage of goods and materials
- material safety data sheets
- dangerous goods documentation where applicable including dangerous goods declarations
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
RANGE STATEMENT

- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- codes and regulations relevant to transport and logistics operations including the ADG Code where applicable
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL5026A Manage export logistics

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage export logistics in accordance with relevant regulatory requirements and workplace procedures, including planning efficient export logistics operations, developing appropriate contingency management strategies, producing the required operation schedules for export logistics, and monitoring and coordinating the required systems for export logistics. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including Australian and International Dangerous Goods Codes.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| **1 Plan efficient export logistics** | 1.1 Australian and international codes and regulations and workplace policies for export logistics are identified  
1.2 Consignment loads are evaluated in terms of critical parameters and customer instructions  
1.3 Capacity and capability of different local and overseas transport modes available to the organisation are assessed against proposed logistics tasks  
1.4 Preliminary schedules are matched against operational capacity and capability of available transport systems, equipment and staff  
1.5 Export logistics are planned for efficient and effective delivery and load handling in accordance with relevant regulatory and workplace procedures, taking into account key requirements  
1.6 Strategies to address identified deficiencies in operational capability and availability are undertaken in accordance with workplace procedures |
| **2 Develop contingency management strategy** | 2.1 Quality standards and procedures for export logistics processes are confirmed and/or updated in accordance with workplace procedures  
2.2 The nature, extent and impact of potential issues or incidents in the planned export logistics are assessed  
2.3 Contingency management strategies for identified issues/incidents are established and evaluated including reference to previous scenarios of similar nature  
2.4 Implementation procedures, including resource and infrastructure support, are documented and continually upgraded in regard to established quality standards and any changes in both the Australian and the international operating environments |
| **3 Produce operation schedules for export logistics** | 3.1 Local and overseas transportation modes, times and routes are established to maximise effective and efficient operations  
3.2 Resources are arranged in association with relevant Australian and overseas personnel to meet the operational schedules  
3.3 Australian and international regulatory requirements, codes of practice and workplace procedures are identified and accounted for in operational schedule  
3.4 Tracking procedures are applied to consignment(s) using relevant technology and systems in accordance with workplace procedures  
3.5 Schedule is consolidated and forwarded to appropriate personnel |
ELEMENT

PERFORMANCE CRITERIA

3.6 Schedule is stored in accordance with workplace procedures

4 Monitor and coordinate systems for export logistics

4.1 Export logistics are monitored against identified quality standards, planned processes, and compliance with Australian and international regulatory requirements

4.2 Non-compliance with quality standards, planned processes or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems

4.3 Customer satisfaction with export logistics operations is monitored using appropriate methods

4.4 Customer concerns and suggestions for service improvements are acted upon in accordance with workplace procedures

4.5 Reports and other required documentation related to export logistics are completed and referred to relevant personnel in accordance with workplace procedures

4.6 Any changes in Australian and international regulations and codes of practice relevant to export logistics are monitored, identified and appropriate action is initiated to ensure ongoing compliance of export logistics processes and systems

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the planning and management of export logistics
- Problems that may occur during the planning and management of export logistics and action that can be taken to resolve or report the problems
- Focus of operation of export logistics systems, resources, management and workplace operating systems
- Local and overseas transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- Australian and international regulatory, permit and licence requirements relevant to export logistics
- Application of relevant Australian and international standards and associated certification requirements
- Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
REQUIRED KNOWLEDGE AND SKILLS

- Workplace policies including issue resolution and grievance procedures
- Resource availability including the competencies of individuals in the team/group
- Workplace documentation procedures relevant to export logistics

Required skills:

- Communicate effectively with others when planning and managing export logistics
- Read and interpret instructions, procedures, information and signs relevant to the planning and management of export logistics
- Prioritise work and coordinate self and others in relation to export logistics activities
- Complete documentation related to the planning and management of export logistics
- Provide leadership and work collaboratively with others when planning and managing export logistics
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unanticipated situations that may arise when planning and managing export logistics
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Select and apply appropriate application of technology, information and communication systems and procedures
- Adapt to differences in systems and equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:

- in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in export logistics

Customers may be:

- internal or external

The workplace environment may involve:

- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces
RANGE STATEMENT

Critical parameters for the evaluation of consignment loads may include but are not limited to:
- type, capacity, compatibility and capability of load
- agreed delivery times and destination
- pick-up and drop-off points
- waiting, loading and unloading times
- agreed cost structure

Key requirements for the planning of transport logistics may include but are not limited to:
- collection and distribution destination
- transport duration times
- type and compatibility of load
- transport mode(s) and capacity
- bond and customs requirements
- return freight
- fatigue management
- use of designated routes

Strategies to address identified deficiencies in operational capability and availability may include but are not limited to:
- re-negotiation of collection and/or delivery times
- alternate transport mode(s)
- outsourcing components of operation

Consignments may be:
- palletised
- containerised
- packaged or loose
- in gas, liquid or solid form

Transport may be:
- single or multi-modal

Modes of transport for export may include:
- road and rail locally as well as either air or sea, and both local and overseas couriers

Calculation of transport duration times includes:
- travelling, loading, unloading, change-over and standing times and with due regard to varying transit condition and environments (i.e. local and overseas road, sea and weather conditions, traffic flows, government regulations)

Transport may involve:
- the use of designated routes

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- systems and facilities for export logistics
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation Australian and overseas contacts
- authorities and permits
RANGE STATEMENT

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- employees, supervisors and managers
- international and domestic agents, suppliers and current or potential clients
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations involved in export logistics
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications

Information/documentation may include:
- Australian and international codes of practice and regulations relevant to export logistics including bond and customs requirements
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies relevant to export logistics
- supplier and/or client instructions
- agents advice on available transport options, timetables, schedules and issues
- manufacturers specifications for equipment and goods
- suppliers advice for the handling, transport and storage of goods and materials
RANGE STATEMENT

- material safety data sheets
- dangerous goods documentation where applicable including dangerous goods declarations
- relevant Australian and international standards, criteria and certification requirements
- information accessed through communications/computer technology and equipment, and verbal or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Australian and international codes and regulations relevant to export logistics
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian and international standards and certification requirements
- licence, patent or copyright arrangements
- transport licence/permit requirements
- export/import/quarantine/bond requirements
- Marine/Aviation Orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable
Competency Field

L - Resource Management
TLIL5055A Manage a supply chain

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to manage a supply chain, including the relationships between an organisation and its supply and demand partners along the chain. It covers implementing a demand-driven supply chain management strategy, managing the supply chain, and evaluating and improving supply chain effectiveness. This unit has been derived from BSBPUR504A Manage a supply chain. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Implement demand-driven supply chain management strategy** | 1.1 Responsibility for supply chain management within the organisation is assigned in accordance with supply chain management strategy  
1.2 Technology and software for implementation of the supply chain management system is accessed and operationalised within the requirements of the strategy and budgetary allocation  
1.3 Policies and procedures are designed to guide business relations and operations in accordance with the strategy  
1.4 Supporting business processes are designed or re-designed to support implementation of the strategy  
1.5 Support is provided to staff, customers and supply chain to assist in implementation of the supply chain management strategy |
| **2 Manage supply chain** | 2.1 Communication and information exchange with strategic partners and suppliers is managed in accordance with the supply chain management strategy  
2.2 Collaboration with supply chain organisations is facilitated to determine demand at each level of the supply chain in accordance with the supply chain management strategy  
2.3 Sales and payments are managed in accordance with supply chain and risk management strategies, and legal and ethical requirements  
2.4 Actions to build trust and foster a supply chain culture are implemented in accordance with the supply chain management strategy  
2.5 Opportunities are identified to adjust policies and procedures to respond to the changing needs of customers, supply chain and the organisation |
| **3 Evaluate and improve supply chain effectiveness** | 3.1 Demand chain management and supply chain management are monitored in accordance with the supply chain management strategy  
3.2 The effectiveness of the supply chain is reviewed with each level of the supply chain, including staff and customers and areas identified for improvement  
3.3 Business data and reports are used to compare outcomes, budgets, timelines and forecasts to actual performance  
3.4 Technology performance is reviewed and recommendations are made for improvements to hardware, software and/or their use in accordance with strategy and budget  
3.5 Feedback and evaluation results are used to plan and improve future supply chain management strategies |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislation, codes of practice and national and international standards, for example Trade Practices Act, Sale of Goods Act and contract law
- Specific OH&S issues relevant to goods and services purchased
- Legislation related to importation of commodities, if relevant
- Organisation policies and procedures related to supply chain management, purchasing, and contracting and tendering
- Business terms and conditions for purchasing, tendering and contracting
- Ethical behaviour
- Product knowledge related to goods and services required by the organisation
- Ways to build trust and collaboration as opposed to competition
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation

Required skills:

- Negotiate and liaise with suppliers and relevant stakeholders using verbal skills
- Use policy development and implementation support skills
- Use appropriate technology, including software
- Work with attention to detail and thoroughness
- Focus on the customer
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events such as problems arising during the implementation and management of the supply chain

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment,
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Improvements in the supply chain may include:
- the role of 'middlemen' or other middle supply chain elements being reduced or made redundant as newer more efficient supply chain methodologies and technologies are implemented
- new value being created between producers and consumers

Demand chain management is:
- a collaborative process that involves determining how much product needs to be produced at each level of the supply chain through to the end consumer

Support to staff and others may include:
- policies, procedures and guidelines
- intranet site information
- workshops, briefings and training programs
- written documentation in the form of manuals, help books, protocols
- provision of a help-desk or contact persons
- mentoring and coaching arrangements

Supporting business processes may include:
- data input
- administration
- ordering
- delivering and receiving
- accounting
- payments

Supply chain management is:
- management of the entire cycle from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, plus freight, distribution and cash flow

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- documentation of policies and procedures associated with managing the supply chain strategy within the organisation
- dangerous goods declarations and material safety data sheets, where applicable
RANGE STATEMENT

- goods manifest
- relevant Australian Standards and certification requirements
- relevant industry codes of practice
- relevant Australian and state/territory regulations and codes of practice
- workplace relations regulations
- Sale of Goods Act, Trade Practices Act
- relevant legislation related to the importation of commodities, if relevant

Applicable legislation and regulations may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL5057A Maintain, monitor and improve transport operations systems

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to maintain, monitor and improve an enterprise's transport operations systems. It includes identifying systems involved with operations; overseeing safe and effective operations systems; and reviewing the overall efficiency of those systems. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify systems involved with operation</td>
</tr>
<tr>
<td>1.1</td>
<td>Identify systems involved with enterprise transport operations systems</td>
</tr>
<tr>
<td>1.2</td>
<td>Identify relevant safety and efficiency issues regarding operations systems</td>
</tr>
<tr>
<td>2</td>
<td>Oversee conditions required for safe and effective operations systems</td>
</tr>
<tr>
<td>2.1</td>
<td>Implement procedures for improvement of enterprise operations systems</td>
</tr>
<tr>
<td>2.2</td>
<td>Communicate changes caused by improvements in operation systems to relevant personnel</td>
</tr>
<tr>
<td>2.3</td>
<td>Allocate supervision according to the skill level and job role of the team member</td>
</tr>
<tr>
<td>2.4</td>
<td>Utilise appropriate management systems to oversee operating systems</td>
</tr>
<tr>
<td>3</td>
<td>Review overall efficiency of transport operation systems</td>
</tr>
<tr>
<td>3.1</td>
<td>Review procedures for improvement of enterprise operations systems and take appropriate action where necessary</td>
</tr>
<tr>
<td>3.2</td>
<td>Provide team members with regular feedback on their work output in accordance with organisational requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Principles, purpose and location of controls, monitoring devices, and systems
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when maintaining, monitoring and improving transport operations systems
Required skills:

- Read and interpret instructions, procedures, information and signs relevant to work activities
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Apply fatigue management knowledge and techniques
- Adapt to differences in equipment and related standard operating and servicing procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment,
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- records of transport operations, including those in relation to time, quality or cost
- relevant OH&S and environmental protection regulations
- reports of transport activities
- emergency procedures
- relevant Australian Standards and certification requirements

Applicable legislation and
- workplace relations regulations
RANGE STATEMENT

regulations may include: • transport regulations, particularly as they apply to the monitoring of operations systems

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management
TLIL5061A Apply knowledge of the international freight forwarding industry

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to develop, update and apply an in-depth understanding of the international freight forwarding industry to advanced freight forwarding activities. This includes the demonstration of the required industry knowledge; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons applying knowledge of the international freight forwarding industry as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Access and interpret information on the international freight forwarding industry</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Information on the international freight forwarding industry is regularly accessed from appropriate sources</td>
</tr>
<tr>
<td>1.2</td>
<td>Information on the international freight forwarding industry is interpreted and applied when working on freight forwarding projects</td>
</tr>
<tr>
<td>1.3</td>
<td>Continuous professional development is undertaken to ensure a current knowledge of the freight forwarding industry as per industry practice and company standard procedures</td>
</tr>
<tr>
<td>2</td>
<td><strong>Demonstrate the required knowledge of the international freight forwarding industry</strong></td>
</tr>
<tr>
<td>2.1</td>
<td>The knowledge of the international freight forwarding industry required to perform effectively as an international freight forwarder is demonstrated through the successful completion of a range of assignments and both real and simulated freight forwarding projects</td>
</tr>
<tr>
<td>3</td>
<td><strong>Apply industry information to the freight forwarding role and functions</strong></td>
</tr>
<tr>
<td>3.1</td>
<td>Current information on the international freight forwarding industry is consistently applied when carrying out the international freight forwarding role and functions</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Overview of the international freight forwarding industry including the business aspects of freight forwarding and the key activities of freight forwarding companies
- Overview of Australian and international regulations, conventions and codes of practice applicable to international freight forwarding (including the importing, exporting and transiting of goods)
- Legalities and liabilities in international transport and freight forwarding
- Ethical responsibilities in freight forwarding
- Relevant OH&S and environmental procedures and regulations
- The typical organisational structure of an international freight forwarding company
- The role and functions of an international freight forwarder
- Australian and international regulatory authorities in international freight forwarding and trade include but are not limited to:
  - Australian Customs and Border Protection Service
REQUIRED KNOWLEDGE AND SKILLS

- AMSA (Australian Maritime Safety Authority)
- AQIS (Australian Quarantine and Inspection Service)
- CASA (Australian Civil Aviation Authority)
- IATA (International Air Transport Association)
- ICAO (International Civil Aviation Organization)
- IMO (International Maritime Organization)
- government agencies responsible for transport security
- Other Australian and international organisations in forwarding and trade (professional associations, industry associations, unions etc.). Examples include but are not limited to:
  - ATC (Australian Transport Council)
  - ARA (Australasian Railway Association)
  - BIPAR (La Federation Europeenne des Intermedaires d'Assurances, The European Federation of Insurance Intermediaries)
  - ECSA (European Community of Shipowners' Associations)
  - CSG (Consultative Shipping Group, London)
  - FIATA (Fédération Internationale des Associations de Transithaires et Assimilés, International Federation of Freight Forwarders Associations)
  - OTIF (Intergovernmental Organisation for International Carriage by Rail)
  - TIACA (The International Air Cargo Association)
  - UIC (International Railway Union)
  - UIRR (International Union of Combined Road-Rail Transport Companies)
- The basics of international trade and commerce
- Definitions, purpose and use of Incoterms and Combiterms
- An in-depth and up-to-date knowledge of global freight forwarding geography
- An understanding of the geopolitical aspects of international freight transport
- Modes of international transport including sea, air, road, rail and multimodal
- Freight forwarding equipment, processes and systems for the various modes of international freight transport
- The use of containers and containerisation in international freight transport
- Parameters of freight forwarding services relevant to customer requirements
- Special transport services including consolidation, special cargoes and special forwarding projects
- An overview of risk management and the typical problems that can occur when providing international freight forwarding services to customers, and related appropriate action that can be taken to prevent or solve them
- An overview of the transport and liability insurance requirements for international freight
REQUIRED KNOWLEDGE AND SKILLS
forwarding

- Overview of the information and documentation required when providing international freight forwarding services
- Sources of information on the international freight forwarding industry
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry

Required skills:

- Communicate effectively with others when providing international freight forwarding services, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, and other information relevant to the provision of international freight forwarding services
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of international freight forwarding services, including data entry to a computer system
- Operate information and communication technology equipment to required protocol
- Work collaboratively with others when providing international freight forwarding services
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing international freight forwarding services in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing international freight forwarding services
- Monitor work activities in terms of planned schedule and deadlines
- Apply relevant Australian and international codes of practice and legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment as per standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a current knowledge of the international freight forwarding industry through appropriate continuous professional development activities
  - interpreting and applying the required industry knowledge to the international freight forwarding role and functions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:

- the importing of goods
- the exporting of goods
- the transiting of goods

The role and functions of an international freight forwarder include:

- advising customers on and planning suitable modes of transport and the routing of international freight transport including booking space with carriers and making arrangements for pick up, carriage and delivery of the goods
- applying an in-depth understanding of worldwide transport geography to international freight forwarding
- liaising with a global network of related companies and agents and contacts in all major ports and cities on international freight forwarding matters
- organising for the transport of special cargoes, special freight forwarding projects and dangerous goods
- recognising, inspecting and following applicable regulatory requirements when any dangerous goods are offered for shipment
- organising the consolidation of shipments
- managing risk in international freight forwarding and for international freight transport including finding alternative routing in the event of contingencies
- assisting in the organisation of suitable insurance arrangements
- managing the documentation requirements for international freight and obtaining any unique certificates necessary to import and export goods
- negotiating rates and contracts and ensuring that the sales contract negotiated between the international buyer and the seller is executed smoothly and efficiently
- ensuring maintenance of billings, and accounts
- applying a knowledge of the legalities and liabilities of key parties involved in international freight transportation and complying with the ethical standards of international freight forwarding
- completing all calculations required in international freight forwarding
RANGE STATEMENT

- advising on and organising for the packaging, packing, labelling, documenting, loading stowage and storage of international freight
- assisting in the clearance and release of international freight from customs or other detention
- promoting and marketing the international freight forwarding business of the organisation concerned
- tracking and tracing international freight shipments from door to door
- providing quality customer service
- communicating regularly with customers
- regulatory frameworks as they relate to the import and export of goods and related aspects of both international and domestic freight transport
- regions, continents and the most important trading countries
- the main flows of freight traffic world-wide, including sea, air, road, rail, inland waterways and multimodal transport
- an understanding of key transport terminals, sea ports, airports etc.
- physical and climatic conditions of international transport routes and destinations
- times and time zones
- geopolitical aspects of international freight transport
- economic and trading situations and agreements

Knowledge of global transportation and freight forwarding geography includes:

- Australasia
- Southeast Asia
- South Pacific
- North America
- Central America/West Indies
- South America
- Europe (Northern and Mediterranean)
- Central Asia
- East Asia/Indian Sub-Continent
- The Middle East
- Africa

Knowledge of global transportation and freight forwarding geography covers regions such as:

Requirements for work may include:

- freight forwarding protocols and procedures
- compliance with relevant regulations
- information and communication systems and equipment
- workplace organisation
- sales contracts
RANGE STATEMENT

Parameters of freight forwarding services relevant to customer requirements may include:
- hours of operation
- authorities and permits
- standard procedures for the international forwarding of freight
- type of transport modes
- various consignment methods
- relevant regulations and legislative requirements
- required import/export documentation and requirements
- transport security requirements
- insurance requirements
- service costs
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Consultative processes may involve:
- customers
- a global network of international and domestic agents, regulatory authorities, carriers, suppliers, and other freight forwarding contacts
- other employees and supervisors
- freight forwarding specialists in areas such as dangerous goods, special cargoes etc.
- management
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Information/documents may include:
- Australian and international regulations and conventions
RANGE STATEMENT

include but are not limited to:

- relevant to the international transfer of freight
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- agents advice on available transport options, timetables, schedules and issues
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and induction documentation
- relevant Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company's quality assurance standards and procedures
- emergency procedures

Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification
RANGE STATEMENT

requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL5062A Apply knowledge of logistics, storage and distribution to international freight forwarding

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to develop, update and apply knowledge of logistics, warehousing, storage and distribution when performing advanced international freight forwarding activities. This includes the demonstration of the required knowledge of logistics, warehousing, storage and distribution; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons applying knowledge of logistics, storage and distribution as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Access and interpret information on logistics, warehousing, storage and distribution | 1.1 Information on logistics, warehousing, storage and distribution aspects of international freight forwarding is regularly accessed from appropriate sources  
1.2 Information on logistics, warehousing, storage and distribution is interpreted and applied when working on freight forwarding projects  
1.3 Continuous professional development is undertaken to ensure a current knowledge of logistics, warehousing, storage and distribution aspects of international freight forwarding as per industry practice and company standard procedures |
| 2 Demonstrate the required knowledge of logistics, warehousing, storage and distribution | 2.1 Quality standards and procedures for export logistics processes are confirmed and/or updated in accordance with workplace procedures |
| 3 Apply information knowledge of logistics, warehousing, storage and distribution to the freight forwarding functions | 3.1 Current information on logistics, warehousing, storage and distribution aspects of international freight forwarding is consistently applied when carrying out the international freight forwarding role and functions |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Relevant Australian and international regulations, conventions, codes of practice and legislative requirements (including those applicable to the importing, exporting and transiting of goods)
- Definition and an understanding of the origins of logistics systems
- The main steps in logistics projects
- Basic understanding of logistics terms such as JIT, 'pull systems', physical distribution systems, supply chain management, tailor made services etc.
- The role of the forwarder in logistics activities
- The forwarder's functions in the supply chain processes
- Basic understanding of the role of logistics providers and related physical distribution systems
REQUIRED KNOWLEDGE AND SKILLS

- The procedures of warehousing as they relate to freight forwarding
- Types of warehouses
- Financial aspects of storage
- Rights and duties of the warehouse operator and the customer
- Warehouse charges and rent
- Documentation and information and communication technology systems used in warehouses
- Sources of information required to perform international freight forwarding functions
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry

Required skills:

- Communicate effectively with others when applying a knowledge of logistics, warehousing, storage and distribution to international freight forwarding functions, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, information and regulations relevant to logistics, warehousing, storage and distribution aspects of international freight forwarding
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of international freight forwarding services, including data entry to a computer
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing international freight forwarding services
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing international freight forwarding services in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing international freight forwarding services
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete
Required skills:

workplace tasks

- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a current knowledge of the logistics, warehousing, storage and distribution issues as they relate to the international freight forwarding industry through appropriate continuous professional development activities
  - interpreting and applying the required knowledge of logistics, warehousing, storage and distribution to the international freight forwarding role and functions
  - other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:
- the importing of goods
- the exporting of goods
- the transiting of goods

Logistics encompasses:
- the process of planning, implementing, and controlling the efficient, effective flow and storage of goods, services, and related information from point of origin to point of consumption for the purpose of conforming to customer requirements

Supply chain management encompasses:
- the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities. It also includes coordination and collaboration with suppliers, intermediaries, third-party service providers, and customers

Types of warehouses include:
- private warehouses
- bonded warehouses
- public warehouses

Warehouse equipment and systems include:
- racking and layout systems
- lift trucks and VNA (very narrow aisle) trucks
- automated conveyor lines
- order picking equipment
- fully automated warehouse systems
RANGE STATEMENT

Warehouse charges may include:
- storage charges
- warehouse rent
- warehouse insurance
- warehouse handling fees
- ancillary charges
- IT based invoicing

Distribution systems encompass:
- the procedures, methods, equipment, and facilities, designed and interconnected to facilitate and monitor the flow of goods or services from the source to the end user

Distribution centres are:
- warehousing facilities located throughout a supply chain in which goods are sorted, assembled, staged or stored temporarily

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Consultative processes may involve:
- customers
- logistics, warehousing and distribution contacts and specialists
- other employees and supervisors
- relevant regulatory authorities and institutions
- management
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Information/documents may include but are not limited to:
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- customers' instructions and transport requirements
RANGE STATEMENT

- workplace standard operating procedures and policies
- warehousing forms and documentation such as:
  - a FIATA forwarder's warehouse receipt (FWR)
  - private warehouse receipt
  - a warrant warehouse receipt
- cargo manifests
- operations manuals, job specifications and procedures and induction documentation
- freight forwarding competency standards and training materials
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company's quality assurance standards and procedures
- information accessed through communications/computer technology and equipment, and verbal or signed communications
- freight forwarder company's quality assurance standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable
Competency Field

Competency Field: L - Resource Management
TLIL5063A Review contracts, insurance, risk and liability in the international freight forwarding context

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to review contracts, insurance, risk and liability in the international freight forwarding context. This includes examining an international freight forwarding sales contract; examining an international freight forwarding service contract; managing risk in international freight forwarding; assisting in organising transport insurance requirements; confirming or organising liability insurance requirements; assisting a customer to make a claim on a transport insurance policy; and making a claim on a liability insurance policy. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons involved in reviewing contracts, insurance, risk and liability as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Examine an international freight forwarding sales contract | 1.1 The sales contact (or evidence of the sales contract) is reviewed and the relevant Incoterm and other factors relevant to the forwarder are confirmed and used as the basis for the apportionment of costs throughout the forwarding activities  
1.2 The sales contract is used to determine project deadlines as well as the respective responsibilities, rights and liabilities between the buyer and seller in any given transaction |
| 2 Examine an international freight forwarding service contract | 2.1 The service contract and supporting documents are reviewed and confirmed  
2.2 The service contract and supporting documents are interpreted and the required action is taken |
| 3 Manage risk in international freight forwarding | 3.1 The risks associated with a planned international freight forwarding activity are assessed using appropriate risk analysis techniques  
3.2 Suitable strategies for controlling the identified risks are established in consultation with the customer  
3.3 Risk factors are identified and monitored throughout the freight forwarding project  
3.4 Alternative routing and other risk control measures are implemented where justified in the event of critical contingencies that arise before or during the freight transport  
3.5 Checks are made that all conventions for international freight transport are fulfilled |
| 4 Assist in organising insurance requirements for international freight forwarding | 4.1 Insurance requirements for the international freight transport are evaluated as per standard procedures taking into account the critical risk factors in the project  
4.2 Assistance is provided in organising an appropriate policy providing the required cover for the project where required  
4.3 In the event of loss or damage, assistance is provided to the customer to make a claim on the insurance as per the policy requirements and standard procedures  
4.4 All documentation to support an insurance claim is lodged with the insurer as per policy requirements |
| 5 Manage legal liability in an international freight forwarding project | 5.1 Risks of legal liabilities towards customers and third parties as a direct result of an internal mistake or negligence on the part of the forwarder are evaluated using appropriate risk analysis techniques  
5.2 Appropriate liability insurance is confirmed or organised that provides the required cover for the risks involved  
5.3 In the event of loss or damage directly attributable to a forwarder's mistake or an act of negligence, a claim is made on...
ELEMENT PERFORMANCE CRITERIA
the insurance as per the policy requirements and standard procedures
5.4 All documentation to support an insurance claim is lodged with the insurer as per policy requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legal principles and liabilities in international freight transport
- Relevant security, safety and environmental procedures, regulations and conventions (including those applicable to the importing, exporting and transiting of goods)
- Procedures and protocols for the provision of international freight forwarding services (including those applicable to the importing, exporting and transiting of goods)
- Ways of managing legal liability in international freight transport
- Basic principles that govern the discipline of law
- Law of Contracts as it applies to international freight transport
- Definitions, purpose and use of Incoterms and Combiters
- Processes for ensuring compliance with legal requirements
- Conventions in international freight transport
- Standard trading conditions in international freight transport
- Principles of risk management as it applies to international freight forwarding
- Ways of managing risk in international freight transport
- Ways of managing contingencies in international freight transport including consideration of alternative transport options and anticipation of the 'unexpected'
- General elements and principles of insurance policy in international freight transport
- Procedures and policies for organising and managing insurance requirements for various types of international freight forwarding projects
- Types of liability insurance - their purpose and processes for their organisation, including an understanding of the liability of different parties involved in international freight transport
- Types of transport insurance coverage - their purpose and processes and documentation for their organisation
- The use of the 'general average' in insurance policy and practice
- Duties of the freight forwarder in the event of damage to goods in transit
- Processes for making insurance claims
REQUIRED KNOWLEDGE AND SKILLS

- Sources of information and documentation needed when providing freight forwarding services
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Typical problems that can occur when organising transport or liability insurance, and related appropriate action that can be taken to prevent or resolve them
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry

Required skills:

- Communicate effectively with others when reviewing international freight forwarding contracts, insurance, risk and legal liability, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, and other information relevant to sales contracts, insurance, risk and legal liability
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to contracts, insurance, risk and legal liability, including data entry to a computer system
- Operate information and communication technology to required protocol
- Work collaboratively with others when reviewing international freight forwarding contracts, insurance, risk and legal liability
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when reviewing international freight forwarding contracts, insurance, risk and legal liability in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when reviewing international freight forwarding contracts, insurance, risk and legal liability
- Monitor work activities in terms of planned schedule
- Apply relevant codes of practice and legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - examining an international freight forwarding sales contract
  - examining an international freight forwarding service contract
  - managing risk in an international freight forwarding project
  - assisting in organising transport insurance requirements
  - confirming or organising liability insurance requirements
  - making a claim on a transport or liability insurance policy

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
EVIDENCE GUIDE

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:
- the importing of goods
- the exporting of goods
- the transiting of goods

Provisions and stipulations that should be in a sales contract include:
- detailed description of the goods
- precise quantity of the goods and tolerances where appropriate
- exact price of the goods
- final date for shipment with schedules for continuing contracts
- the seller's delivery point
- transport mode
- discharge port, airport or transport terminal and the final destination
- the correct Incoterm for the transaction
- special packaging, load restraint and stowing requirements for the cargo
- documents required and responsibility for their preparation and provision
- Force Majeure clause
- arbitration clause
- law and jurisdiction clause
- payment terms
- buyer requires pre-shipment inspection of the cargo by surveyors

Supporting documents to a service contract may include but are not limited to:
- Shipper's Letter of Instruction (SLI)
- invoice
- insurance certificate
RANGE STATEMENT

Risks that may occur during international freight forwarding activities include but are not limited to:

- regulatory requirements (including permit issuing requirements) in both importing and exporting countries
- damage to the cargo
- transport accident
- breaches of security
- theft and fraud
- terrorism
- revolution
- war
- political instability
- strikes
- lockouts
- work slowdowns
- natural disasters
- climate
- port congestion
- overbooked carrier

Ways of controlling risks that may occur during an international freight forwarding project include but are not limited to:

- keeping up to date with geopolitical and industrial developments
- ensuring there are no regulatory restrictions or prohibitions on the export, import or transit of the cargo
- monitoring weather conditions
- being aware of the impact of impending or current natural disasters on freight transport routes
- making provision for suitable alternative routes
- ensuring packaging, packing and stowage is appropriate for the mode(s) of transport
- ensuring that security arrangements are adequate
- ensuring that insurance cover is sufficient for the risks involved

Types of cargo insurance policies may include:

- single shipment policy
- annual policy
- open policy

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.
RANGE STATEMENT

Parameters of freight forwarding services relevant to customer requirements may include:

- standard procedures for the international forwarding of freight
- type of transport modes
- various consignment methods
- relevant legislative requirements
- required import/export documentation and requirements
- transport security requirements
- insurance requirements
- service costs
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Consultative processes may involve:

- customers
- international and domestic agents and suppliers,
- insurance brokers
- representatives of insurance companies
- relevant regulatory authorities and institutions
- other employees and supervisors
- management
- freight forwarding specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- sales contracts
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
RANGE STATEMENT

- a Non-negotiable Multimodal Transport Waybill (FWB)
- a Forwarders Certificate of Receipt (FCR)
- a Forwarders Certificate of Transport (FCT)
- a Forwarders Warehouse Receipt (FWR)
- a Forwarders Forwarding Instructions (FFI)
- a Shippers Declaration for the Transport of Dangerous Goods (SDT)
- a Shippers Intermodal Weight Certification (SIWC)
- an Original Bill of Lading (OB/L)
- a Master Air Waybill (MAWB)
- a House Bill of Lading (HBL)
- a House Air Waybill (HAWB)
- Multimodal Transport Bill of Lading (MTB/L)
- insurance policies
- insurance certificates
- insurance claim forms
- cargo manifests
- pre-advice and pre-alert documents
- suppliers advice for the handling, transport and storage of goods and materials
- operations manuals, job specifications and procedures and induction documentation
- freight forwarding competency standards and training materials
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company's quality assurance standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and
RANGE STATEMENT

- safety legislation
- relevant Australian and international environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field L - Resource Management
TLIL5064A Manage international special freight transport services including dangerous goods and special cargo

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to manage special international freight transport services, including (1) the forwarding of dangerous goods, (2) the international forwarding of special cargoes such as classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo etc., and (3) special forwarding projects (such as international freight logistics for sporting or diplomatic events, business conventions and exhibitions etc.). It also includes the monitoring and tracking of the international transport of special cargoes and dangerous goods, and ensuring that all required forms and documentation are completed and/or required data entered into the applicable information technology systems. International freight forwarding (involving special freight transport services) covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons involved in managing international special freight transport services (including dangerous goods and special cargo) as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Manage the provision of special freight transport services</td>
</tr>
<tr>
<td></td>
<td>1.1 Requirements for special international freight transport services are confirmed and clarified with the customer</td>
</tr>
<tr>
<td></td>
<td>1.2 Pre-transport issues for the type(s) of special cargo involved are identified and addressed in accordance with standard procedures and regulations</td>
</tr>
<tr>
<td></td>
<td>1.3 Sale contract is prepared</td>
</tr>
<tr>
<td></td>
<td>1.4 Suitable transport mode and routing are determined for the special cargo(es) involved</td>
</tr>
<tr>
<td></td>
<td>1.5 Requirements for packaging of the special cargo(es) are determined and organised</td>
</tr>
<tr>
<td></td>
<td>1.6 Suitable container type(s) are stipulated and their transport worthiness are confirmed and documented</td>
</tr>
<tr>
<td></td>
<td>1.7 All required cargo insurance for the entire transit is determined and organised</td>
</tr>
<tr>
<td></td>
<td>1.8 Documentation requirements for the special freight transport services are completed as per procedures and regulations</td>
</tr>
<tr>
<td></td>
<td>1.9 Letter of credit is checked and any identified problems addressed and rectified</td>
</tr>
<tr>
<td></td>
<td>1.10 Appropriate packaging for the freight involved is organised as per regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>1.11 Appropriate warehousing, storage and stowage for the types of freight involved are organised as per requirements</td>
</tr>
<tr>
<td></td>
<td>1.12 Delivery arrangements to/from docks, airports or terminal are organised and costed</td>
</tr>
<tr>
<td></td>
<td>1.13 All requirements for customs, quarantine and health clearance are checked as being fulfilled</td>
</tr>
<tr>
<td></td>
<td>1.14 Suitable instructions are provided to all parties involved in the transport of the special cargo(es)</td>
</tr>
<tr>
<td>2</td>
<td>Manage and organise special international freight forwarding projects</td>
</tr>
<tr>
<td></td>
<td>2.1 Requirements for the special forwarding project are confirmed and clarified with the customer</td>
</tr>
<tr>
<td></td>
<td>2.2 Critical logistics aspects of the freight transport for the special project are determined and are taken into account in planning the freight forwarding solution(s)</td>
</tr>
<tr>
<td></td>
<td>2.3 Pre-transport issues for the freight involved are identified and addressed in accordance with standard operating procedures and regulations</td>
</tr>
<tr>
<td></td>
<td>2.4 Appropriate packaging for the freight involved is organised as per standard operating procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>2.5 Appropriate warehousing, storage and stowage for the types of freight involved are organised as per project requirements</td>
</tr>
<tr>
<td></td>
<td>2.6 All required cargo insurance for the entire transit is determined</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>---------</td>
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</tr>
<tr>
<td>3 Manage and organise the forwarding of dangerous goods</td>
<td>2.7 Documentation requirements for the special freight transport services are completed as per procedures and regulations</td>
</tr>
<tr>
<td>4 Monitor and track the international forwarding of special cargoes and dangerous goods</td>
<td>2.8 Letter of credit is checked and any identified problems addressed and rectified</td>
</tr>
<tr>
<td>5 Complete all required forms and documentation</td>
<td>2.9 Delivery arrangements for the freight to/from docks, airports or terminals are organised and costed as per project requirements</td>
</tr>
<tr>
<td></td>
<td>2.10 All requirements for customs, and other regulatory authorities are checked as being fulfilled</td>
</tr>
<tr>
<td></td>
<td>2.11 Suitable instructions are provided to all parties involved in the transport of the freight concerned</td>
</tr>
<tr>
<td></td>
<td>3.1 Requirements for the international freight forwarding of the dangerous goods are confirmed and clarified with the customer</td>
</tr>
<tr>
<td></td>
<td>3.2 Class(es) of dangerous goods involved are determined and the transport risks involved are identified and managed as per applicable regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>3.3 Pre-transport issues for the class(es) of dangerous goods involved are identified and addressed in accordance with standard procedures and regulations</td>
</tr>
<tr>
<td></td>
<td>3.4 Appropriate packaging for the dangerous goods is organised as per regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>3.5 Delivery arrangements for the dangerous goods to/from docks, airports or terminal are organised and costed</td>
</tr>
<tr>
<td></td>
<td>3.6 All requirements for customs and other regulatory authorities are checked as being fulfilled</td>
</tr>
<tr>
<td></td>
<td>3.7 Suitable instructions are provided to all parties involved in the transport of the dangerous goods concerned</td>
</tr>
<tr>
<td></td>
<td>4.1 The transit of the special cargoes and dangerous goods is monitored and tracked using the available tracking systems</td>
</tr>
<tr>
<td></td>
<td>4.2 Problems in the progress of the transport of the special cargoes or dangerous goods are promptly identified and appropriate action initiated to resolve the problems concerned</td>
</tr>
<tr>
<td></td>
<td>4.3 Appropriate personnel and the customer are kept informed of the progress of the transport of special cargoes and dangerous goods and any action taken to resolve problems that may have arisen</td>
</tr>
<tr>
<td></td>
<td>5.1 All required forms and other documentation are completed as per procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>5.2 Data is entered into information technology systems as per applicable procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>5.3 Reports on problems that have arisen and related action taken are completed as per procedures and regulatory requirements</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures, regulations and conventions applicable to the provision of special international freight transport services (including those applicable to the importing, exporting and transiting of goods)
- Procedures and Australian and international codes, conventions and regulations for the international transport of dangerous goods
- Special international freight transport services - definition
- Definitions, purpose and use of Incoterms and Combiterms
- Issues and solutions for the forwarding of special cargoes, including classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo
- Issues and solutions for special forwarding projects such as international freight logistics for sporting or diplomatic events, conventions and exhibitions, the development of major industry facilities (e.g. mine, manufacturing plant, oil or gas pipeline or refinery) etc.
- Definition and procedures/costs for the use of various types of carnets in the provision of special international freight transport services, including ATA carnets and FIA/AIT carnets
- Services for the consolidation and groupage of international freight
- Dangerous goods - definition and the regulations applicable for their carriage on the various modes of international transport available
- National and international requirements for the classification and labelling of dangerous goods
- Training requirements for the safe packaging, labelling, documentation, handling and transport of dangerous goods
- Requirements for dangerous goods documentation
- Procedures and protocols for the provision of special international freight transport services and the organisation of the forwarding of dangerous goods
- Sources of information and documentation needed when providing special international freight transport services and organising the forwarding of dangerous goods
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems and issues that need to be resolved when providing special international freight transport services and organising the forwarding of dangerous goods, and related
REQUIRED KNOWLEDGE AND SKILLS

appropriate action that can be taken

Required skills:

- Communicate effectively with others when providing international freight forwarding services, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, information and labels relevant to the management of special international freight transport services and the planning and organisation of the international forwarding of dangerous goods
- Interpret and follow operational instructions and procedures and prioritise work
- Complete documentation related to the provision of special international freight transport services, including data entry to an information technology system
- Operate information and communication technology equipment to required protocol
- Work collaboratively with others when providing special international freight transport services and when organising the international transport of dangerous goods
- Adapt appropriately to cultural differences, including modes of behaviour and interactions with others
- Promptly identify, report and/or rectify any identified problems and issues that may arise when providing special international freight transport services in accordance with regulatory requirements and workplace procedures
- Apply risk management strategies and implement contingency plans for unanticipated situations that may occur when providing special international freight transport services and organising the international transport of dangerous goods
- Monitor work activities in terms of planned schedule and transport deadlines
- Apply relevant codes of practice and legislative requirements including applicable to special international freight transport services and the international transport of dangerous goods
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information and communication systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment and systems in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards, where applicable
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - managing and organising special international freight transport services
  - managing and organising special international freight forwarding projects
  - managing and organising the international forwarding of dangerous and hazardous goods
  - monitoring and tracking the international forwarding of special cargoes and dangerous goods
  - completing and processing all required documentation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:
- the importing of goods
- the exporting of goods
- the transiting of goods

Special freight transport services may include but are not limited to:
- transport of classified goods
- transport of dangerous goods
- transport of perishable goods
- transport of flowers and plants
- transport of livestock
- transport of artworks
- transport of high value goods
- transport of diplomatic and consular cargo
- transport of human remains
- transport of heavy-weight and out-of-gauge cargo
- special transport projects such as the provision international freight logistics for sporting or diplomatic events, conventions and exhibitions, the development of major industry facilities (e.g. mine, manufacturing plant, oil or gas pipeline or refinery) etc.

Perishable goods may include:
- meat, fish, dairy products, vegetables, fruit, chocolates and other foods requiring temperature control
- animals
- fresh flowers
- blood and tissue samples, embryos, organ transplants and other genetic and biological material
- cross-contamination and incompatible substances

Pre-transport issues in the transport of perishable goods may include:
- handling and hygiene
- pre-cooling of equipment
- control of temperature
- packaging
- stacking and stowing
- cross-contamination and incompatible substances
**RANGE STATEMENT**

**Pre-transport issues in the transport of artworks and high value goods may include:**
- adequacy of insurance
- adequacy of packaging
- adequacy of moisture control
- planning for security, proper stowage and handling in transit
- advice to carriers of special needs and processes for ensuring that advice is followed
- planning for clearance, delivery and receival during transit and at destination

**Pre-transport issues in the transport of dangerous goods may include:**
- adequacy of training for the personnel involved in identification, classification, packing, marking, labelling and placarding of the dangerous goods being transported
- adequacy of packaging, labelling and documentation for the class of dangerous goods concerned
- adequacy of special environmental considerations
- adequacy of insurance for the class of dangerous goods concerned
- planning for security, proper stowage and handling of dangerous goods in transit
- advice to carriers of special requirements for the handling and stowage dangerous goods concerned and processes for ensuring that advice is followed
- planning for clearance, delivery and receival during transit and at destination

**Requirements for work may include:**
- Australian and international regulations and conventions relevant to special freight transport services and the transport of dangerous goods
- Australian and international freight forwarding codes, conventions, protocols and procedures for special freight transport services and the transport of dangerous goods
- authorities and permits relevant to special freight transport services and the transport of dangerous goods
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation
- procedures for forwarding of applicable types of special international freight and dangerous goods
- type of transport modes
- transport routing
- in gas, liquid or solid form
- various consignment methods

**Parameters of special freight transport services and the transport of dangerous goods relevant to customer requirements may include:**
RANGE STATEMENT

- packaging, packing, stowage and storage options
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Modes of transport may include:

- sea
- air
- road
- rail
- inland waterway
- multimodal

Australian and international codes and regulations for the international transport of dangerous may include:

- for air transport: CASA (Civil Aviation Safety Authority) regulations, CASA training requirements for employees who pack, mark, label and document air cargo, and IATA (International Air Transport Authority) Dangerous Goods Regulations
- for road and rail transport: ADG Code (Australian Dangerous Goods Code)

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Consultative processes may involve:

- customers
- employees, supervisors and managers
- global network of international and domestic agents and suppliers
- relevant regulatory authorities and institutions
- other employees and supervisors
- special freight transport specialists (e.g. perishable goods, dangerous goods, artworks, high value goods,
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- other professional or technical staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international transport of special freight and dangerous goods
- summaries and definitions of Incoterms and Combiters
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
  - cargo manifests
  - pre-advice and pre-alert documents
  - operations manuals, job specifications and procedures and induction documentation
  - competency standards and training materials
RANGE STATEMENT

- dangerous goods documentation where applicable including dangerous goods declarations
- relevant Australian and international standards, criteria and certification requirements
- data obtained through information and communications technology systems and oral, aural or signed communications
- freight forwarder company's quality assurance and customer service standards and procedures
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international transport of special freight and dangerous goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant regulations for the import and export of special freight and dangerous goods including customs, quarantine and bond requirements
- relevant Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field L - Resource Management
TLIL5065A Roster train crews

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to roster train crews for duty in accordance with legislative, regulatory and organisational requirements. Licensing or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit involves a knowledge of rostering techniques, communication of rosters to train crew, and the administrative systems that are used in the rostering function.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Plan for train crew rostering

1.1 Purposes of rostering train crew are identified and explained

1.2 Steps associated with rostering are identified, explained and followed

1.3 Equipment and resources required for train crew rostering are identified, explained and acquired

1.4 Information resources required for train crew rostering are identified, explained and accessed

1.5 Rules, guidelines, boundaries and/or constraints associated with crew rostering are identified, explained, followed and/or accommodated

1.6 Source of rules, guidelines, boundaries and/or constraints associated with crew rostering are identified, explained and consulted

1.7 Need to verify and question, and the source to gain verification of the rules, guidelines, boundaries an/d or constraints are identified and explained

2 Compile train crew roster

2.1 Computer software and hardware associated with train crew rostering are identified, explained and used

2.2 Administrative or paper work associated with train crew rostering is identified, explained and completed

2.3 Paper based, electronic based and verbal based train crew rostering communications methods are identified, explained and used appropriately

2.4 Verbal procedures for communicating train crew rostering information, including confidentiality are identified, explained and implemented

2.5 Procedures to obtain managerial authorisation of train crew roster are followed

2.6 Potential issues that may need to be resolved during the compilation of a train crew roster are identified and explained

2.7 Range of methods to resolve identified potential issues are developed and implemented

2.8 Calculations are undertaken to ensure optimal roster is produced
3 Update train crew roster

3.1 Need to update a train crew roster is identified, explained and acted upon

3.2 Procedures and communications for updating a train crew roster are identified, explained and followed

3.3 Train crew roster is formally reviewed periodically

3.4 Procedures to obtain managerial authorisation of train crew roster change are followed

**Required Skills and Knowledge**

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Communications techniques
- Crew booking on and booking off procedures, and physical configuration of locations where this activity occurs
- Human interface skills with computer systems (keyboard, mouse)
- Factors involved in producing an optimal roster
- Firsthand field knowledge of driving conditions experienced by crews
- Location of data required to put a train crew roster together such as station names, approximate driving time to and from drivers ‘home’ station to those stations
- Need for managerial authorisation of a roster or roster change
- Organisational managerial chart
- Organisational work health and safety (WHS)/occupational health and safety (OHS) policies and procedures as they relate to train crew rostering
- Reasons why a roster may not be optimal
- Specific crew related procedures and updates publicised by the Rail Safety Regulator
- Way in which roster is finally displayed

**Required skills:**

- Communicate effectively verbally and in writing
- Make calculations using mental arithmetic, time differences, distance/speed/time relationships
- Operate a computer
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Train crew may include: Guideline:
- driver
- guard
- second person

Guidelines, boundaries and/or constraints may include:
- annual leave requirements
- crew duty changeovers
- crew sickness
- fatigue management
- special events

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management
TLIL5066A Apply rail resource management principles

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to apply rail resource management (RRM) principles to rail activities. It includes identifying and applying RRM principles to personal leadership, task management, teamwork, communications, risk management, situational awareness, decision making, managing emergencies and self management.

Licensing, legislative, regulatory or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit covers the application of RRM principles in a management role within the rail industry. It can be applied to freight, heavy haul or metropolitan and regional passenger rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Apply RRM principles to personal leadership

1.1 Personal responsibility is taken in accordance with RRM principles

1.2 Decisiveness is demonstrated when mitigating risk, in accordance with RRM principles

1.3 Interventions are made when rules and procedures are not followed by team members, in accordance with RRM principles

1.4 Own and team performance is monitored in accordance with RRM principles

1.5 Participation in task planning and analysis by team members is encouraged where appropriate, in accordance with RRM principles

1.6 Situational leadership is demonstrated in accordance with RRM principles

2 Apply RRM principles to task management

2.1 Attention is focused and distractions managed in normal and high workload situations

2.2 Actions of team members are monitored and cross-checked in accordance with RRM principles

2.3 Workloads are managed by prioritising and delegating safety-critical and routine tasks

2.4 Existing work plans are reviewed and modified when necessary

2.5 Automated systems and controls are managed effectively

2.6 Multiple tasks and high workload are identified and prioritised in accordance with RRM principles

2.7 Time constraints are discussed with team members when managing workload

3 Apply RRM principles to teamwork

3.1 Assistance and advice is provided to team members

3.2 Workload of team members is considered before interacting with them

3.3 Team awareness of safety is enhanced by sharing experiences
3.4 Open communication and effective working relationships with others are established

3.5 Professional or personal biases are identified and put aside to promote cooperation

3.6 Interpersonal skills are used to defuse arguments and to resolve conflict

3.7 Advice is sought from team members and/or sources as required and considered

4 Apply RRM principles to communications

4.1 Information and operational plans are shared with others as required, prior to commencing work

4.2 Critical events are debriefed to improve the way they are handled next time

4.3 Understanding is confirmed at end of a briefing or debriefing

4.4 Questions are asked to clarify understanding

4.5 Relevant information is passed on to keep team members up-to-date

4.6 Instructions, information and explanations are given in a clear and unambiguous manner

4.7 Correct radio protocol is used at all times

4.8 Proper hand-over to another person or team is conducted at end of shift for critical operational tasks

5 Apply RRM principles to risk management

5.1 Principles of threat and error management are applied in rail industry workplaces

5.2 Particular caution is exercised under unusual or demanding conditions

5.3 Deadlines are balanced with safety considerations

5.4 Tasks are carried out in accordance with risk management policies and procedures

5.5 Rules and procedures are followed at all times

5.6 Management of potential hazards and/or abnormal situations is discussed with team members
5.7 Equipment is operated safely in accordance with rules and limits

6 Apply RRM principles to decision making

6.1 Relevant information to help understand problem is gathered and analysed

6.2 Opinions and suggestions are sought from others before deciding what to do

6.3 Available time is used to consider all options, not just the most obvious alternative

6.4 Potential risks for each alternative being considered are discussed with appropriate personnel

6.5 Appropriate option/s is selected and implemented based on available information

6.6 Outcome of decision/s is reviewed to ensure solution was effective

7 Apply RRM principles to managing emergencies

7.1 Risk is regularly re-assessed when dealing with emergency situations

7.2 Training and experience is applied to carry out most important actions in an emergency

7.3 Reassurance is given to others to help them remain calm in an emergency

7.4 Action is taken to protect passengers and/or rail workers from further danger in an emergency

8 Apply RRM principles to self management

8.1 Composure is shown in managing emergency and/or other demanding situations

8.2 Effects of fatigue in self and/or others are recognised and appropriate action is taken to manage this

8.3 Effectiveness is maintained under stress or periods of high workload

8.4 Assistance is requested to deal with difficult or abnormal situations
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:
- Communication systems, procedures and protocols in the rail industry
- Decision-making processes and their application within a rail environment
- Fatigue management principles
- Key concepts and definitions relating to rail resource management
- Key emergency management principles and practices associated with railway operations
- Leadership principles and practices
- Relevant documentation /records such as:
  - emergency procedures
  - relevant regulations
  - standard operating procedures
  - workplace rules
- Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Risk management principles and procedures
- Task management principles and procedures
- Teamwork principles

Required skills:
- Access and use rail industry standards
- Communicate effectively with others, particularly in relation to interpreting complex information relating to rail operations
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Work ethically in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail resource management may include:

- infrastructure constraints
- maintenance schedules
- network capacity
- personnel availability
- physical network
- resource needs and availability
- rolling stock availability
- track access requirements
- train services

Hazards must include:

- hazards that may occur in the course of work activities for which there are defined actions to control and manage the risks involved

Information may include:

- audit program information
- changes to regulations
- compliance and enforcement regime
- rail regulatory requirements
- safety notices

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management
TLIL5067A Develop a passenger transport plan

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to identify passenger transport needs and to develop an appropriate passenger transport plan.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit has particular application in the passenger transport industry, where passenger transport providers develop a passenger transport plan. The plan may be for an event, contract, chartered or scheduled passenger transport service.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Analyse passenger transport needs
- **1.1** Customer and stakeholder requirements are analysed
- **1.2** Passenger transport needs are identified based on analysis of client and stakeholder requirements
- **1.3** Analysis is used as the basis to develop passenger transport service plans

### 2 Determine requirements for passenger transport services
- **2.1** Passenger transport issues, risks and contingencies are identified
- **2.2** Compliance requirements are identified
- **2.3** Required passenger transport resources including human resources requirements are identified

### 3 Develop passenger transport service plans
- **3.1** Available passenger transport resource requirements are identified
- **3.2** Schedules are developed for passenger transport service plans
- **3.3** Passenger transport resources are allocated
- **3.4** Human resource requirements are integrated into passenger transport service plans
- **3.5** Contingency and critical incident processes are integrated into passenger transport service plans
- **3.6** Critical tasks, responsibilities and timelines are identified
- **3.7** Costing for passenger transport service plans is identified
- **3.8** Continuous improvement processes for passenger transport services plans are identified
- **3.9** Passenger transport service plans are documented in accordance with industry or workplace requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**
- Costing requirements and implications of passenger transport planning
- Customer and client services relationships
- Different passenger transport alternatives to be considered in the planning process
- Legislation, regulations and industry codes that affect passenger transport planning
- Resource requirements for a passenger transport strategy, including human and physical resources
- Risk management issues associated with passenger transport
- Sources of specialist assistance for integrated passenger transport planning
- Technology and equipment used for coordinating passenger transport services

**Required skills:**
- Analyse and meet client requirements
- Communicate effectively with stakeholders verbally and in writing
- Consult and negotiate with stakeholders
- Develop complex plans and documents
- Manage contingencies in relation to passenger transport problems
- Manage passenger transport logistics
- Negotiate arrangements with suppliers
- Plan and organise workload
- Research and analyse passenger transport options
- Work within budgets and develop different scenarios for consideration
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- developing a minimum of two passenger service transport plans involving complex transport requirements and multiple passengers and staff, for example:
  - complex scheduled ongoing public transport service
  - large community event
  - complex commercial contract non public transport passenger service
  - complex charter service.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to a workplace or simulated workplace.

In both real (within safe means) and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- appropriate range of relevant operational situations in the workplace.

Method of assessment

Practical assessment must occur in:

- a safe and appropriate range of situations in the workplace and/or
- an appropriately simulated workplace environment.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation and questioning of the candidate while developing passenger transport plans
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer and stakeholder requirements may include:

- ancillary equipment requirements
- characteristics and needs of passengers
- contractual requirements
- dates and times
- duration
- general nature of passenger transport services
- legislative requirements
- level of government involvement
- location
- numbers of passengers
- security requirements
- WHS/OHS requirements

Passenger needs may include:

- disabled access
- needs of children, including groups of unaccompanied children
- non-English speaking passengers or passengers whose first language is not English
- non-local passenger movement requirements
- specific multi-cultural requirements

Passenger transport issues, risks and contingencies may relate to:

- adverse weather
- environmental sensitivity of route or access areas
- equipment breakdown
- equipment breakdown support
- general nature of location, such as major metropolitan, regional, country or remote
- high pedestrian traffic volume
- internal and external delays
- restricted access
- road surface or terrain
- social order and security
- social order and security support
- staff sickness
- traffic issues, such as peak periods and traffic regulations

Compliance requirements may include those mandated by:

- emergency services, including fire, police, ambulance
- land management and protection agencies
- local government
Passenger transport resources may include:
- ancillary equipment such as trailers
- buses
- bus stops
- coaches
- depots or transit facilities
- human resources

Human resource requirements may include:
- drivers
- guides
- schedulers
- security
- supervisors
- trainers

Contingency and critical incident processes may relate to:
- developed communications including duress arrangements
- developed incident management plans
- developed security procedures
- processes/procedures such as:
  - breakdown of vehicle procedures
  - fire-in-vehicle procedures
  - medical emergency/person injured or killed procedures
  - assault or threat involving a vehicle, driver or passenger procedure
  - terrorism or act of terrorism involving a vehicle, driver or passenger procedure

Procedures to address transport operational requirements may relate to:
- adequate provision for buses
- adequate provision for people who have a disability
- arrival of clients (dump or trickle)
- available transport and timetables
- contacting relevant authorities for information and permission
- contingency and back up transport options
- correct registration classification and insurances for task
- correct type of bus/coach for transport task
- emergency services presence and access
- human resource requirements, including
marshals, guides and drivers
- parking
- pick-up and drop-off procedures
- security
- training requirements
- vehicle refuelling

**Unit Sector(s)**
Not applicable.

**Competency Field**
L – Resource Management
TLIL5068A Implement a passenger transport plan

Modification History
Release 1. This is the first release of this unit

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to identify passenger transport needs and develop an appropriate passenger transport plan.

Application of the Unit
This unit has particular application in the passenger transport industry, where passenger transport providers implement a passenger transport plan. Plans may include those for an event, contract, chartered or scheduled passenger transport service.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

| 1 Analyse and confirm passenger transport plan details | 1.1 Passenger transport plans are analysed to ensure customer and stakeholder requirements are addressed |
| 2 Analyse and confirm requirements for passenger transport services | 1.2 Passenger transport plans are analysed to ensure passenger needs are addressed |
| | 2.1 Passenger transport issues, risks and contingencies from passenger transport plans are identified and confirmed |
| | 2.2 Compliance requirements from passenger transport plans are identified and confirmed |
| | 2.3 Required passenger transport resources including human resources requirements from passenger transport plans are identified and confirmed |
| 3 Implement passenger transport plans | 3.1 Schedules for passenger transport services from passenger transport plans are identified and confirmed |
| | 3.2 Passenger transport resources from passenger transport plans are allocated |
| | 3.3 Human resource requirements from passenger transport plans are allocated |
| | 3.4 Contingency and critical incident processes are integrated into passenger transport services |
| | 3.5 Critical tasks, responsibilities and timelines are integrated into passenger transport services |
| | 3.6 Costing for passenger transport plans are identified and confirmed |
| | 3.7 Continuous improvement processes for passenger transport plans are identified and confirmed |
| | 3.8 Implementation arrangements and outcomes for passenger transport plans are documented to meet industry or workplace requirements |
| 4 Evaluate passenger transport plans | 4.1 Efficiency and effectiveness of passenger transport plans are evaluated based on agreed evaluation criteria |
| | 4.2 Outcomes of evaluations of passenger transport plans |
are documented for incorporation in future passenger transport planning

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Costing requirements and implications of passenger transport planning
- Customer and client services relationships
- Different passenger transport alternatives for consideration in the planning process
- Legislation, regulations and industry codes that affect passenger transport planning
- Resource requirements for a passenger transport strategy, including human and physical resources
- Risk management issues associated with passenger transport
- Sources of specialist assistance for integrated passenger transport planning
- Technology and equipment used for coordinating passenger transport services

Required skills:

- Analyse and meet client requirements
- Communicate effectively with stakeholders verbally and in writing
- Consult and negotiate with stakeholders
- Develop complex plans and documents
- Manage contingencies in relation to passenger transport problems
- Manage passenger transport logistics
- Negotiate arrangements with suppliers
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- implementing a minimum of two passenger transport plans involving complex transport requirements and multiple passengers and staff, for example:
  - complex scheduled ongoing public transport service
  - large community event
  - complex commercial contract non public-transport passenger service
  - complex charter service.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to a workplace or simulated workplace.

In both real (within safe means) and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- appropriate range of relevant operational situations in the workplace.

Method of assessment

Practical assessment must occur in:

- a safe and appropriate range of situations in the workplace and/or
- an appropriately simulated workplace environment.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation and questioning of the candidate implementing passenger transport plans
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer and stakeholder requirements may include:
- ancillary equipment requirements
- characteristics and needs of passengers
- contractual requirements
- dates and times
- duration
- general nature of passenger transport services
- legislative requirements
- level of government involvement
- location
- numbers of passengers
- security requirements
- WHS/OHS requirements

Passenger needs may include:
- disabled access
- needs of children, including groups of unaccompanied children
- non-English speaking passengers or passengers whose first language is not English
- non-local passenger movement requirements
- specific multi-cultural requirements

Passenger transport issues, risks and contingencies may relate to:
- adverse weather
- environmental sensitivity of route or access areas
- equipment breakdown
- equipment breakdown support
- general nature of location, such as major metropolitan, regional, country or remote
- high pedestrian traffic volume
- internal and external delays
- restricted access
- road surface or terrain
- social order and security
- social order and security support
- staff sickness
- traffic issues, such as peak periods and traffic regulations

Compliance requirements may include those mandated by:
- emergency services, including fire, police, ambulance
- land management and protection agencies
- local government
Passenger transport resources may include:
- other industry bodies, such as certifying bodies
- state/territory government, such as state/territory roads authorities
- WHS/OHS bodies
- ancillary equipment such as trailers
- buses
- bus stops
- coaches
- depots or transit facilities

Human resource requirements may include:
- drivers
- guides
- schedulers
- security
- supervisors
- trainers

Contingency and critical incident processes may relate to:
- developed communications including duress arrangements
- developed incident management plans
- developed security procedures
- processes/procedures such as:
  - breakdown of vehicle procedures
  - fire-in-vehicle procedures
  - medical emergency/person injured or killed procedures
  - assault or threat involving a vehicle, driver or passenger procedure
  - terrorism or act of terrorism involving a vehicle, driver or passenger procedure

Procedures to address transport operational requirements may relate to:
- adequate provision for buses
- adequate provision for people who have a disability
- arrival of clients (dump or trickle)
- available transport and timetables
- contacting relevant authorities for information and permission
- contingency and back up transport options
- correct registration classification and insurances for task
- correct type of bus/coach for transport task
- emergency services presence and access
- human resource requirements, including marshals, guides and drivers
• parking
• pick-up and drop-off procedures
• security
• training requirements
• vehicle refuelling

Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL5069A Manage a rail yard or terminal

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage a rail yard or terminal. It includes preparing to manage the rail yard/terminal; overseeing rail yard/terminal operational requirements; overseeing resourcing; implementing the safety management system; and developing and implementing rail yard/terminal emergency procedure in accordance with legislative, regulatory and organisational requirements.

Licensing or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit can be applied to freight yards, marshalling yards, intermodal terminals, maintenance yards or private sidings.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Prepare to manage rail yard/terminal

1.1 Purpose of rail yard/terminal operations is identified and explained

1.2 Principal factors involved in rail yard/terminal operations are identified and explained

1.3 Methods by which rail yard/terminal operations can be measured are identified and implemented

1.4 Functionality and operability of rail yard/terminal layout is explained

1.5 Interfaces between rail transport operators who access or connect with the rail yard/terminal are explained

1.6 Chain of responsibility requirements are explained

### 2 Oversee rail yard/terminal operational requirements

2.1 Factors that contribute to optimal rail yard/terminal capacity and operational requirements are identified and communicated to appropriate personnel

2.2 Strategies for developing and maintaining optimal rail yard/terminal operational requirements are developed and implemented

2.3 Methods by which optimal rail yard/terminal operational requirements can be measured are developed and applied

2.4 Factors that could impact on scheduled activities are outlined and optimal rail yard/terminal operations and strategies to manage them are developed and implemented

2.5 Relevant communication systems and protocols are identified and implemented

2.6 Protocols for rolling stock arrivals or departures from the rail yard/terminal are developed and applied

### 3 Oversee rail yard/terminal resourcing requirements

3.1 Equipment required for rail yard/terminal operations is identified and obtained in accordance with organisational policies and procedures

3.2 Contractor/external service requirements are documented and their work is supervised as required, in accordance with organisational policies and procedures

3.3 Rail yard/terminal maintenance requirements are
identified, arranged and supervised in accordance with organisational policies and procedures

3.4 Responsibilities at interfaces with other rail transport operators are defined and allocated in accordance with regulatory and organisational policies and procedures

4 Implement the organisational safety management system

4.1 Organisational safety management system (SMS) local safety requirements are identified, and managed in accordance with organisational policies and procedures

4.2 Rail yard/terminal safety plans are identified, confirmed as appropriate and communicated to relevant personnel in accordance with organisational policies and procedures

4.3 Required safety equipment is confirmed and arranged in accordance with organisational policies and procedures

4.4 Movement of vehicles within rail yard/terminal is monitored to ensure compliance with SMS

4.5 Integrity of vehicles programmed for movements is monitored and suitable risk controls are applied to enable movements to proceed

4.6 Individual worksite areas within rail yard/terminal are protected to ensure they can be isolated safely

4.7 Stabling of vehicles within rail yard/terminal is monitored to ensure compliance with SMS

4.8 Contractor/visitor access protocols are implemented and communicated to relevant personnel in accordance with organisational policies and procedures

4.9 Security systems and protocols are identified, implemented and monitored in accordance with organisational policies and procedures

5 Develop and implement rail yard/terminal emergency procedures

5.1 Rail yard/terminal emergency equipment requirements are confirmed and documented

5.2 Rail yard/terminal hazards are identified, risks are assessed, and risk controls are developed and documented

5.3 Rail yard/terminal emergency response procedures is communicated to relevant personnel in accordance with
organisational policies and procedures

5.4 Evacuation drills and debriefings are arranged in accordance with organisational policies and procedures

5.5 Issues arising from evacuation drills and/or debriefings are identified and addressed
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:
- Changes in rail industry operations and technology with implications for rail yard/terminal operations
- Key principles and practices associated with rail yard/terminal operations
- Key regulatory requirements and standards for participants in the rail industry
- Rail industry terminology, including terminology used in technical standards
- Relevant information:
  - audit program information
  - changes to regulations
  - compliance and enforcement regime
  - rail regulatory requirements
  - safety notices
- Rail regulatory framework
- Relevance of national and international standards related to the rail industry
- Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to rail yard/terminal operations
- Safeworking systems used within and interfacing with, rail yard/terminal operations
- Types of vehicles within rail yards терминал

Required skills:
- Access and use rail industry standards
- Communicate effectively with others and interpret complex information relating to rail yard/terminal operations and interfacing rail network/s
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Research information related to the rail industry and rail yard/terminal operations
- Review changing regulatory information
- Work ethically and in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail yards/terminals may include:
- freight terminals
- intermodal terminals
- marshalling yards
- rolling stock maintenance yards
- private sidings

Rail yard/terminal layout must include:
- rail infrastructure capacities
- stop boards and speed boards
- types of operations being carried out
- yard limits

Rail transport operators may include:
- freight operators
- rail infrastructure manager
- rail passenger operators
- rolling stock owners

Personnel may include:
- contractors
- maintenance staff
- security staff
- shunting staff
- train crews

Resources may include:
- equipment
- maintenance personnel
- rolling stock
- tractors
- yard personnel

Vehicles may include:
- trains
- locomotives
- trams/light rail cars
- wagons
- tractors
- road vehicles
- hi-rail vehicles
- track maintenance vehicles
- track plant

Visitors may include:
- auditors
- contractors
- regulators

Safety requirements may include:
- ensuring emergencies and incidents are properly managed
• identifying and managing risk
• protecting persons from injury
• protecting property from damage

Emergencies may include:
• collisions
• derailments
• equipment failures
• personal injuries

Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL5070A Manage rail freight operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage rail freight operations. It includes preparing to manage rail freight operations, optimising rail freight operations, incorporating rail freight safety requirements into the organisational safety management system, and developing and implementing rail freight operations emergency response procedures in accordance with legislative, regulatory and organisational requirements.

Licensing or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit covers applying knowledge of rail freight operations. It can be applied to both interstate and local freight rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

#### 1 Prepare to manage rail freight operations

1.1 Goals of rail freight operations are identified and explained

1.2 Principal factors involved in rail freight operations are identified and outlined

1.3 Resources, equipment and relevant information for rail freight operations are identified and obtained

1.4 Methods by which rail freight operations can be measured are identified and implemented

1.5 Australian and international standards used in rail freight operations are identified, explained and followed

#### 2 Optimise rail freight operations

2.1 Factors that contribute to optimal rail freight operations are identified and explained

2.2 Strategies for ensuring optimal rail freight operations are maintained are developed and implemented

2.3 Methods by which optimal rail freight operations can be measured are developed and applied

2.4 Information and decision support systems that aid optimal rail freight operations are identified, explained and used

#### 3 Incorporate rail freight safety requirements into organisational safety management system

3.1 Safety management system elements that contribute to rail freight operations are identified and explained

3.2 Plans used to implement staff safeworking practices in freight operations are identified and explained

3.3 Communication protocols used to implement plans for safe freight operations are identified, explained and applied

3.4 Hardware equipment used in pro-active safe freight operations is identified, explained and accessed
3.5 Staff resources used in safe freight operations are identified, explained, obtained and maintained

4 Develop and implement rail freight operations emergency response procedures

4.1 Emergency equipment used in event response confirmed and documented

4.2 Rail freight operations emergency response procedures are communicated to relevant personnel in accordance with organisational policies and procedures

4.3 Post event reporting requirements are identified, explained and documented

4.4 Rail freight operations emergency response training requirements are planned and actioned in accordance with organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Changes in rail industry operations and technology with implications for rail freight operations
- Emergency management leadership or responsiveness protocols
- Key concepts and definitions relating to rail freight operations
- Key regulatory requirements and standards for participants in the rail industry
- Key principles and practices associated with rail freight operations
- Operational factors:
  - conditions of employment
  - crew availability
  - fatigue management requirements
  - fitness for work procedures
  - hazardous situations such as dealing with hazardous cargo
  - interface with loading and unloading operations
  - safeworking requirements
- Rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Relevance of national and international standards related to the rail industry
- Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to rail freight operations
- Train planning and management systems for freight operations

Required skills:

- Access and use rail industry standards
- Communicate effectively with others, particularly in relation to interpreting complex information relating to rail freight operations
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Research information related to the rail industry and rail freight operations
- Review changing regulatory information
- Work ethically in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail freight operations may include:
- crew management
- interface with maintenance activities
- loading and unloading operations
- response to emergency event management including responses to alarms from trains or trackside
- train scheduling
- yard and terminal management

Resources may include:
- computer systems
- equipment used for freight management (loading/loading equipment)
- equipment used for response situations
- maintenance personnel
- rolling stock/trains
- train crew personnel
- yard and terminal personnel

Information may include:
- audit program information
- compliance and enforcement regime
- mine or port status and conditions
- rail regulatory requirements
- safety notices
- schedule changes, reprioritisation

Safety requirements may include:
- applying first aid or managing first aid resources
- ensuring emergencies and incidents are properly managed
- identifying and managing risk
- protecting persons from injury
- protecting property from damage
- reporting requirements

Emergencies may include:
- collisions
- derailments
- environmental pollution or contamination
- equipment failures
- non-lawful activities of public
- personal injuries
Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL5071A Manage rail passenger operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage rail passenger operations. It includes preparing to manage rail passenger operations, optimising rail passenger operations, incorporating rail passenger safety requirements into the organisational safety management system, and developing and implementing rail passenger emergency response procedures in accordance with legislative, regulatory and organisational requirements.

Licensing or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit can be applied to both metropolitan and regional passenger rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare to manage rail passenger operations

1.1 Goals of rail passenger operations are identified and explained

1.2 Principal factors involved in rail passenger operations are identified and outlined

1.3 Hardware, staff and information resources for rail passenger operations are identified and obtained

1.4 Methods by which rail passenger operations can be measured are identified and implemented

1.5 Australian and international Standards used in rail passenger operations are identified, explained and followed

2 Optimise rail passenger operations

2.1 Factors that contribute to optimal rail passenger operations are identified and explained

2.2 Strategies for ensuring optimal rail passenger operations are maintained are developing and implemented

2.3 Methods by which optimal rail passenger operations can be measured are developed and applied

2.4 Information and decision support systems that aid optimal rail passenger operations are identified, explained and used

3 Incorporate rail passenger safety requirements into organisational safety management system

3.1 Safety management system elements that contribute to rail passenger operations are identified and explained

3.2 Plans used to implement staff safeworking practices in passenger operations are identified and explained

3.3 Communication protocols used to implement plans for safe passenger operations are identified, explained and applied

3.4 Hardware equipment used in pro-active safe passenger operations is identified, explained, obtained and maintained
3.5 Staff resources used in safe passenger operations are identified, explained and obtained

4 Develop and implement rail passenger emergency response procedures

4.1 Emergency equipment used in event response is confirmed and documented

4.2 Rail passenger emergency response procedures are communicated to relevant personnel in accordance with organisational policies and procedures

4.3 Post event reporting requirements are identified, explained and documented

4.4 Rail passenger emergency response training requirements are planned and actioned in accordance with organisational policies and procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Changes in rail industry operations and technology with implications for rail passenger operations
- Emergency management leadership or responsiveness protocols
- Key concepts and definitions relating to rail passenger operations
- Key principles and practices associated with rail passenger operations
- Key regulatory requirements and standards for participants in the rail industry
- Operational factors:
  - cleanliness of station and train facilities
  - conditions of employment
  - crew availability
  - crowd management
  - fatigue management requirements
  - fitness for work procedures
  - safeworking requirements
- Rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Relevance of national and international standards related to the rail industry
- Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to rail passenger operations
- Train planning and management systems for passenger operations

Required skills:

- Research information related to the rail industry and rail passenger operations
- Access and use rail industry standards
- Communicate effectively with others, particularly in relation to interpreting complex information relating to rail passenger operations
- develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Review changing regulatory information
- Work ethically in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

**Context of and specific resources for assessment**

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

**Method of assessment**

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail passenger operations may include:
- interface with maintenance activities
- onboard customer service
- passenger management
- revenue protection activities
- station operations
- ticketing operations
- train scheduling and crew roster support

Resources may include:
- computer systems
- equipment used for passenger management (passenger information display systems [PIDs], seats, barriers)
- equipment used for response situations
- maintenance personnel
- rolling stock/trains
- station personnel
- train crew personnel

Information may include:
- audit program information
- compliance and enforcement regime
- rail regulatory requirements
- safety notices
- special event arrangements
- timetables and alterations to schedules

Safety requirements may include:
- applying first aid or managing first aid resources
- ensuring emergencies and incidents are properly managed
- identifying and managing risk
- protecting persons from injury
- protecting property from damage
- reporting requirements

Emergencies may include:
- collisions
- crowding due to special events
- derailments
- environmental pollution or contamination
- equipment failures
- personal injuries
- non-lawful activities of public
Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL5072A Manage rail yard operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage rail yard operations. It includes preparing to manage rail yard operations, optimising rail yard operations, managing rail yard resourcing requirements, incorporating rail yard safety requirements into the organisational safety management system, and implementing rail yard emergency procedures.

Licensing or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit can be applied to freight yards, marshalling yards, intermodal terminals, maintenance yards or private sidings.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare to manage rail yard operations

1.1 Purpose of rail yard operations are identified and explained

1.2 Principal factors involved in rail yard operations are identified and explained

1.3 Methods by which rail yard operations can be measured are identified and implemented

1.4 Rail yard layout, including yard limits and types of operations being carried out are identified and explained

2 Optimise rail yard operations

2.1 Factors that contribute to optimal rail yard operations are identified and explained

2.2 Strategies for ensuring optimal rail yard operations are maintained are developed and implemented

2.3 Methods by which optimal rail yard operations can be measured are developed and applied

2.4 Factors that could impact on scheduled activities and optimal rail yard operations are outlined

2.5 Relevant communication systems and protocols are identified, explained and implemented

3 Manage rail yard resourcing requirements

3.1 Resources required for planned rail yard operations are identified, explained and obtained

3.2 Personnel required for planned rail yard operations are identified and acquired

3.3 Contractor/external service requirements are identified and monitored in accordance with organisational policies and procedures

3.4 Rail yard maintenance requirements are identified and actioned in accordance with organisational policies and procedures

4 Incorporate rail yard safety requirements into organisational safety management system

4.1 Safety management system (SMS) elements that contribute to rail yard operations are identified and explained

4.2 Rail yard safety plans are identified, explained
and implemented

4.3 Safety equipment is identified and maintained

4.4 Movement of vehicles within rail yard is monitored to ensure compliance with SMS

4.5 Contractor/visitor access protocols are identified, explained and implemented to ensure compliance with SMS

4.6 Security systems and protocols are identified and implemented

5 Implement rail yard emergency procedures

5.1 Rail yard emergency equipment requirements are identified

5.2 Rail yard emergency equipment is maintained

5.3 Rail yard emergency response procedures are identified, explained and conveyed to relevant people

5.4 Evacuation drills and debriefings are participated in as required
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Changes in rail industry operations and technology with implications for rail yard operations
- Key principles and practices associated with rail yard operations
- Key regulatory and standards for participants in the rail industry
- Rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Relevant information:
  - audit program information
  - changes to regulations
  - compliance and enforcement regime
  - rail regulatory requirements
  - safety notices
- Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to rail yard operations
- Relevance of national and international standards related to the rail industry
- Safeworking systems used within rail yard operations
- Types of vehicles within rail yards

Required skills:

- Access and use rail industry standards
- Communicate effectively with others, particularly in relation to interpreting complex information relating to rail yard operations
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Research information related to the rail industry and rail yard operations
- Review changing regulatory information
- Work ethically in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail yards may include:
- freight terminals
- intermodal terminals
- marshalling yards
- private sidings
- rolling stock maintenance yards

Resources may include:
- equipment
- maintenance personnel
- rolling stock
- tractors
- yard personnel

Personnel may include:
- contractors
- maintenance staff
- security staff
- shunting staff
- train crews

Vehicles may include:
- hi-rail vehicles
- locomotives
- road vehicles
- tractors
- trains
- trams/light rail cars
- wagons

Visitors may include:
- auditors
- contractors
- regulators

Safety requirements may include:
- ensuring emergencies and incidents are properly managed
- identifying and managing risk
- protecting persons from injury
- protecting property from damage

Emergencies may include:
- collisions
- derailments
- equipment failures
- personal injuries
Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLIL5073A Manage train crewing and rostering

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage train crewing and rostering in accordance with regulatory and organisational requirements. It includes preparing to manage train crewing and rostering, establishing a crew resourcing framework, managing the development of train crew rosters, and monitoring train crew rosters.

Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the management of train crewing and rostering.

Particular attention must be paid to train crew fitness for work and rail safety worker competency requirements.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare to manage train crewing and rostering

1.1 Train timetables/schedules and running times for each line or service are identified and kept updated within roster operations

1.2 Train running times/schedules are identified for each line or service to ensure all crewing requirements can be met

1.3 Procedures to identify set workings or work tasks to be performed are identified for train operations to be carried out

1.4 Potential operational problems and their impact on crewing needs are identified and contingency plans are developed

2 Establish crew resourcing framework

2.1 Individual fitness for work requirements are identified and confirmed as appropriate for train crewing requirements

2.2 Fatigue management requirements are identified and taken into consideration

2.3 Train crew qualifications and regulated competency requirements are identified and systems to monitor their ongoing currency are identified

2.4 Organisational and workplace requirements are identified and strategies to manage them are developed and implemented

3 Manage the development of train crew rosters

3.1 Regulatory, organisational and workplace requirements are met in developing train crew rosters

3.2 Strategies that allow sufficient flexibility to allow contingency plans to be implemented are identified, developed and applied

3.3 Procedures are put in place to ensure rosters are circulated in accordance with organisational policies and procedures

3.4 Mechanisms are put in place to receive and address feedback from rostered personnel, and to identify and act upon acceptable modifications

3.5 Procedures for documenting and distributing finalised train crew rosters to appropriate personnel are established and implemented
4 Monitor train crew rosters

4.1 Train crew rostering is reviewed at appropriate times to ensure it is meeting current and future regulatory and organisational requirements.

4.2 Issues with train crew rostering are identified and addressed in accordance with regulatory and organisational requirements.

4.3 Train crew rosters are revised and disseminated as required.
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Documentation and reporting requirements for developing train crew rosters
- Individual workplace procedures and policies for developing train crew rosters
- Problems that may occur when developing train crew rosters and appropriate action that can be taken to resolve these problems
- Regulatory, organisational requirements and safeworking systems relevant to developing train crew rosters
- Relevant commonwealth and state/territory legislation and regulations in relation to:
  - awards
  - privacy
  - work health and safety (WHS)/ occupational health and safety (OHS) and environmental protection legislation
  - workplace relations equal opportunity, equal employment opportunity and affirmative action
- Relevant information/documents:
  - conditions of service, award, enterprise bargaining agreement and other industrial arrangements
  - dangerous goods manifest
  - emergency procedures
  - hard copy documentation
  - operations manuals, job specifications and induction documentation
  - organisational procedures and policies for developing rosters
  - quality assurance procedures
  - regulatory requirements
  - safeworking forms
  - transport graphs
  - work rosters
- Relevant WHS/OHS and environmental protection procedures and guidelines
- Support activities:
  - crew transport
  - freight loading and unloading
  - interchange support activities
  - shunting and marshalling
• station support activities
• training

Required skills:
• Communicate effectively with others when managing the development of train crew rosters
• Develop and/or provide to rostering personnel, instructions, procedures and information relevant to the development of train crew rosters
• Modify activities depending on operational contingencies, risk situations and environments
• Monitor work activities of rostering personnel in terms of planned schedule
• Promptly rectify identified problems that may arise when developing train crew rosters, in accordance with organisational policy and procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Roster operations may include:
- heavy haul operations
- long distance freight services
- long distance passenger services
- maintenance vehicle operations
- short distance freight services
- urban passenger services

Rosters may include:
- crew transport personnel
- driving and driving support crews
- freight handling personnel
- interchange personnel
- passenger assist/customer service personnel
- revenue collection officers
- security officers
- shunting and marshalling crews
- station personnel
- terminal personnel
- traffic officers
- transit officers
- transport control centre personnel
- yard support personnel

Contingency plans may include:
- additional services
- late arrival or cancellation of services
- non-availability of:
  - freight handling equipment
  - material handling equipment
  - personnel
  - rolling stock

Regulated competency requirements may include:
- competency requirements
- fatigue management requirements
- fitness for work
- medical requirements
- route knowledge requirements

Organisational and workplace requirements may include:
- absenteeism levels
- local yard/terminal requirements
- planned leave
- relevant industrial/workplace conditions
Organisational procedures may include:
- safeworking systems requirements
- WHS/OHS requirements

Company procedures

Enterprise procedures

Established procedures

Workplace procedures

Set workings or work tasks may include:
- personnel required for support activities
- transport control personnel
- transport crews
- transport planning personnel

Unit Sector(s)
Not applicable.

Competency Field
L – Resource Management
TLILIC0012A Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a vehicle loading crane with a capacity of 10 metre tonnes or more, mounted on a vehicle for the principle purpose of loading and unloading such a vehicle, including the application of load estimation and slinging techniques to move a load, for licensing purposes. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads and shut down and secure crane. This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work. This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

| Employability Skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency | Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide. |
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan work | 1.1 Potential workplace *hazards* are identified  
1.2 *Hazard control measures* are identified consistent with *appropriate standards* to ensure the safety of personnel and equipment  
1.3 The weight of the load is identified and estimated in consultation with *associated personnel* (where applicable)  
1.4 Suitable lifting points on the load are identified in consultation with *associated personnel*  
1.5 Appropriate *lifting equipment* is obtained following consultation with *associated personnel*  
1.6 *Crane* is *appropriate* to the load/s and workplace conditions  
1.7 Appropriate paths for the movement of loads in the work area are inspected and determined  
1.8 Appropriate *communication methods* are identified with *associated personnel* |
| 2. Conduct routine checks | 2.1 *Crane* is visually checked for any damage or defects  
2.2 All *signage and labels* are visible and legible according to the *appropriate standard*.  
2.3 Routine pre-operational crane checks are carried out according to *procedures*  
2.4 All *controls* are located and identified  
2.5 Crane *service logbook* is checked for compliance  
2.6 *Crane* is started according to *procedures* and checked for any abnormal noises  
2.7 All crane *safety devices* are tested according to *procedures*  
2.8 Post-start operational checks are carried out according to *procedures*  
2.9 All *communication equipment* is checked for serviceability  
2.10 All damage and defects are reported and recorded according to *procedures*, and appropriate action is taken |
| 3. Set up crane | 3.1 *Ground suitability* is checked  
3.2 *Crane* is driven to the work area according to *procedures*  
3.3 *Crane* is positioned for work application and *stability* according to *procedures* |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4</td>
<td>Boom/jib and configuration data is input into the crane computer (as required)</td>
</tr>
<tr>
<td>3.5</td>
<td>Appropriate hazard prevention/control measures are applied to the work area according to procedures</td>
</tr>
<tr>
<td>3.6</td>
<td>All communications equipment is tested for functionality</td>
</tr>
<tr>
<td>3.7</td>
<td>Lifting equipment is prepared for load according to procedures</td>
</tr>
<tr>
<td>3.8</td>
<td>Load destination is prepared</td>
</tr>
<tr>
<td>4.</td>
<td>Transfer loads</td>
</tr>
<tr>
<td>4.1</td>
<td>Loads are determined within the capacity of the crane</td>
</tr>
<tr>
<td>4.2</td>
<td>Boom/jib and hoist block is positioned over load following directions from associated personnel</td>
</tr>
<tr>
<td>4.3</td>
<td>Lifting equipment is attached and secured using defined techniques according to procedures</td>
</tr>
<tr>
<td>4.4</td>
<td>Test lift is carried out according to procedures</td>
</tr>
<tr>
<td>4.5</td>
<td>Loads are transferred using all relevant crane movements according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>4.6</td>
<td>All required communication signals are correctly interpreted according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>4.7</td>
<td>The load is landed ensuring stability and security from movement</td>
</tr>
<tr>
<td>4.8</td>
<td>Lifting equipment is removed or disconnected from load and/or lifting hook according to procedures (where applicable)</td>
</tr>
<tr>
<td>4.9</td>
<td>Crane is operated according to procedures</td>
</tr>
<tr>
<td>4.10</td>
<td>Load movement is monitored constantly ensuring safety to personnel and load, and crane stability</td>
</tr>
<tr>
<td>4.11</td>
<td>Unplanned and/or unsafe situations are responded to in line with procedures</td>
</tr>
</tbody>
</table>

5. Shut down and secure crane

5.1 Crane boom/jib and equipment are stowed and secured according to procedures and the appropriate standard

5.2 Relevant motion locks and brakes are applied (where applicable)

5.3 Outriggers/stabilisers are stowed and secured according to procedures

5.4 Plates or packing are stowed and secured.
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.5</td>
<td><em>Crane is shut down according to procedures</em></td>
</tr>
<tr>
<td>5.6</td>
<td>Routine post-operational crane checks are carried out according to procedures</td>
</tr>
<tr>
<td>5.7</td>
<td><em>Lifting equipment is stored according to procedures and the appropriate standards</em></td>
</tr>
<tr>
<td>5.8</td>
<td>All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

*This describes the essential skills and knowledge and their level required for this unit.*

**Required skills:**

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including hand signals, whistles and two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Operate crane including all functions to their maximum extension in the loading and unloading of loads to the safe working rated capacity of the crane, in conjunction with other associated personnel
- Use of lifting equipment and basic slinging techniques suitable for the loads to be loaded/unloaded as defined by workplace procedures
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the vehicle loading crane (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions and vehicle tipping)
- Use and interpret crane manufacturer's specifications and data, including load charts to enable the vehicle loading crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

**Required knowledge:**

- Appropriate mathematical procedures for estimation of loads
- Assessment of ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to operate the crane
- Awareness of the boom/jib movements and particularly the safe positioning of the operator for any lift
REQUIRED SKILLS AND KNOWLEDGE

- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Use of lifting equipment and basic slinging techniques suitable for the loads to be loaded/unloaded as defined by workplace procedures
- Understanding of the hierarchy of hazard identification and control
- Level of literacy to be able to read and comprehend manufacturer's instructions, procedures and safety signs
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Typical routine problems encountered in the process and with equipment and adjustments required for correction
- Crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Assessment of ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to operate the vehicle loading crane.
- Risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the vehicle loading crane (particular awareness of the risks associated with overhead powerlines/electrical cables, ground
**EVIDENCE GUIDE**

- Set up, position stabilise and operate a vehicle loading crane including all functions to their maximum extension in the loading and unloading of loads to the safe working rated capacity.
- Move loads from the vehicle to the ground and/or ground to the vehicle as described in the endorsed assessment tool.
- Appropriate mathematical procedures for estimation of loads.
- Use of lifting equipment and basic slinging techniques suitable for the loads to be loaded/unloaded as defined in the workplace procedures.
- Awareness of the boom/jib movements and particularly the safe positioning of the operator for any lift.

**Context of and specific resources for assessment**

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - appropriate vehicle loading crane (10 metre tonne or more) and associated equipment in safe condition
  - appropriate lifting gear in safe condition
  - Suitable loads as specified by the endorsed Assessment Instrument
EVIDENCE GUIDE

- communication equipment (e.g. two-way radios, whistles, etc.)
- other associated personnel to sling and direct the loads.

Method of assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of ‘simulators’ in the assessment of this unit of competency is not acceptable.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards

May include but not limited to:
- ground stability (e.g. ground condition, recently filled trenches, slopes)
- overhead hazards (e.g. powerlines, service pipes)
- traffic (e.g. pedestrians, vehicles, other plant)
- Insufficient lighting
- environmental conditions (e.g. wind, lightning, storms, etc.)
- positioning of crane operator
- other specific hazards (e.g. dangerous materials)
**RANGE STATEMENT**

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</th>
</tr>
</thead>
</table>
|                         | 1 elimination  
|                         | 2 substitution  
|                         | 3 isolation  
|                         | 4 engineering control measures  
|                         | 5 using safe work practices  
|                         | 6 personal protective equipment  |

<table>
<thead>
<tr>
<th>Appropriate standards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
</table>
|                       | codes of practice  
|                       | legislation  
|                       | Australian standards especially AS2550.1 - 2002 (6.5)  
|                       | manufacturer's specifications  
|                       | industry standards  |

<table>
<thead>
<tr>
<th>Associated personnel</th>
<th>May include but not limited to:</th>
</tr>
</thead>
</table>
|                      | doggers  
|                      | riggers  |

<table>
<thead>
<tr>
<th>Lifting equipment</th>
<th>May include but not be limited to:</th>
</tr>
</thead>
</table>
|                   | chain slings  
|                   | wire and synthetic slings  
|                   | shackles  
|                   | eyebolts  |

| Crane | A crane with a capacity of 10 metre tonnes and above mounted on a vehicle for the principle purpose of loading and unloading such a vehicle |

<table>
<thead>
<tr>
<th>Appropriate</th>
<th>May include but not limited to:</th>
</tr>
</thead>
</table>
|             | crane capabilities  
|             | environmental conditions (e.g. wind, lightning, storms, etc.)  |

<table>
<thead>
<tr>
<th>Communication method</th>
<th>May include but not limited to:</th>
</tr>
</thead>
</table>
|                      | verbal and non-verbal language  
|                      | written instructions  |
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>signage</td>
<td>• signage</td>
</tr>
<tr>
<td>• hand signals</td>
<td>• listening</td>
</tr>
<tr>
<td>• questioning to confirm</td>
<td>• appropriate worksite protocol</td>
</tr>
<tr>
<td>understanding</td>
<td></td>
</tr>
</tbody>
</table>

### Signage and labels

May include but not limited to:

- crane data plates/labels
- load charts
- crane decals
- control labels

### Procedures

May include but not limited to:

- manufacturer’s guidelines (instructions, specifications or checklists)
- industry operating procedures
- workplace procedures (work instructions, operating procedures, checklists)

### Controls

May include but not limited to:

- luffing levers
- knuckling levers
- hoisting and lowering levers
- slewing levers including brake
- boom extension levers (where fitted)

### Service logbook

May include but not limited to:

- any logbook
- service book
- history record system where the service and maintenance history is kept

### Crane safety devices

May include but not limited to:

- horns/sirens
- audible and visual warning devices
- lights

### Communication equipment

May include but not limited to:

- fixed frequency two-way radios
- whistles

### Ground suitability

May include but not limited to:

- rough uneven ground
**RANGE STATEMENT**

- backfilled ground
- soft soils
- hard compacted soil
- rock
- bitumen
- concrete

**Stability**

May include but not limited to:

- deploying outriggers
- establishing correct size plates or packing
- correctly positioning plates or packing

**Hazard prevention/control measures**

May include but not limited to:

- safety tags on electrical switches/isolators
- insulated powerlines
- safety observer used inside exclusion zone
- disconnected power
- traffic barricades and controls
- pedestrian controls
- trench covers
- movement of obstructions
- personal protective equipment
- adequate illumination

**Load destination**

May include but not limited to:

- ground
- vehicles

**Defined techniques**

May include but not limited to:

- fixed lifting points
- basic reeved slings

**Test lift**

The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:

- near capacity loads do not overload the crane
- loads of unusual shape or weight distribution are correctly slung
- load measuring equipment can be used to verify the calculated weight of the load
- all equipment is functioning properly
- adjustments to the slinging can be made in a safe
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>manner</th>
</tr>
</thead>
</table>

### Relevant crane movements
May include but not limited to:
- luffing
- slewing
- knuckling
- telescoping
- raise and lower hoist

### Communication signals
May include but not limited to:
- stop - hand
- stop - whistle
- hoist up - hand
- hoist up - whistle
- hoist down - hand
- hoist down - whistle
- luff boom down - hand
- luff boom down - whistle
- luff boom up - hand
- luff boom up - whistle
- telescope out - hand
- telescope out - whistle
- telescope in - hand
- telescope in - whistle

### Unplanned and/or unsafe situations
May include but not limited to:
- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Shut down
May include but not limited to:
- retracting boom/jib (where applicable)
- retracting hoist rope and hook block
- folding boom/jib into the transport position
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)
- locking and securing cabin (where applicable)
- securing crane for travel
Unit Sector(s)
Not Applicable
TLILIC2001A Licence to operate a forklift truck

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required for the operation of a powered industrial truck equipped with a mast and an elevating load carriage to which is attached a pair of fork arms or other attachment, for licensing purposes. This definition also includes a truck on which the operator is raised with the attachment for order-picking. |

Application of the Unit

| Application of the Unit | THIS UNIT REQUIRES THE OPERATOR TO BE ABLE PLAN THE WORK, CONDUCT ROUTINE CHECKS ON THE FORKLIFT, SHIFT LOADS IN A SAFE MANNER, AND SHUT DOWN AND SECURE THE EQUIPMENT AFTER THE COMPLETION OF OPERATIONS.  
This unit is based on the National Standard for Licensing Persons Performing High Risk Work.  
This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

| Employability Skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

Not Applicable
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Elements describe the essential outcomes of a unit of competency.</strong></td>
<td><strong>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</strong></td>
</tr>
</tbody>
</table>

1. **Plan work**
   1.1 Potential workplace *hazards* are identified
   1.2 *Hazard control measures* are identified consistent with *appropriate standards* to ensure the safety of personnel and equipment
   1.3 Appropriate *forklift* truck is selected according to the load and workplace conditions
   1.4 Working area is inspected to determine appropriate path of movement for loads and forklift truck
   1.5 *Communication methods* are identified according to *procedures*

2. **Conduct routine checks**
   2.1 Forklift is visually checked for any damage or defects
   2.2 All *signage and labels* are visible and legible according to the *appropriate standard*
   2.3 All controls are located and identified
   2.4 *Pre-start operational checks* are carried out according to *procedures*
   2.5 *Forklift* is started according to *procedures* and checked for any abnormal noise

   2.6 *Post-start operational checks* are carried out according to *procedures*
   2.7 All forklift functions and safety devices are tested to their maximum according to *procedures*
   2.8 Defects and damage are reported and recorded according to *procedures*, and appropriate action is taken

3. **Shift load**
   3.1 The weight of load is assessed to ensure compliance with *forklift* truck data plate specifications
   3.2 Appropriate *hazard prevention/control measures* are implemented and communicated with personnel in the work area
   3.3 *Forklift* is operated at a safe speed and according to *procedures*
   3.4 Loads are moved and placed to ensure stability of material and avoidance of hazards
3.5 Load movement is monitored constantly ensuring safety to personnel and load, and structural stability
3.6 Unplanned and/or unsafe situations are responded to in line with procedures

4. Shut down and secure forklift truck
4.1 Forklift truck is parked to avoid hazards
4.2 Forklift is shut down according to procedures
4.3 Routine post-operational forklift checks are carried out according to procedures
4.4 Forklift is secured to prevent unauthorised access/use
4.5 All defects and damage are reported and recorded according to procedures, and appropriate action is taken

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Required skills:

- Accurately interpret information relating to conducting forklift truck operations (e.g. procedures)
- Safely conduct forklift truck operations including all functions to the maximum height and load capacity
- Identify hazards associated with the operation of the forklift truck, assess risks and put into place effective hazard prevention/control measures for those hazards identified
- Use communication skills at a level sufficient to communicate with other site personnel (e.g. receive and interpret work instructions, safety information, emergency procedures)
- Drive forklift with load in forward and reverse, maintaining visibility
- Verify problems and equipment faults and demonstrate appropriate response procedures

Required knowledge:

- Methodology of determining the weight of a load
- Commonwealth, state or territory OH&S legislation, standards relevant to the safe operation for the forklift trucks
- Understanding of forklift characteristics and capabilities (including use of load data plates)
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for
REQUIRED SKILLS AND KNOWLEDGE

- conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Forklift truck operations and safe operating techniques
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Identify hazards associated with the operation of the forklift truck and put in place effective hazard controls for those hazards identified.
- Conduct pre-start-up, operational, moving loads and shut down and secure checks of the forklift truck according to procedures.
- Operate the forklift truck and move loads safely, including driving and manoeuvring, picking up and placing of loads at various stack heights.
- Drive forklift truck with load in forward and reverse, maintaining visibility.

Context of and specific resources for assessment

- Assessment of the safe application of knowledge and skills to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
## EVIDENCE GUIDE

- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - associated equipment appropriate to forklift truck operations
  - suitable loads as described by the endorsed Assessment Instrument
  - manufacturers specifications
  - appropriate forklift truck in a safe condition.

## Method of assessment

- Assessment must be conducted using the endorsed Assessment Instrument. These Instruments provide instruction on their application.
- The use of 'simulators' in the assessment of this unit of competency is not acceptable.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

## Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.
## RANGE STATEMENT

<table>
<thead>
<tr>
<th><strong>Hazards</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- ground conditions (e.g. condition of pavement, slopes)</td>
</tr>
<tr>
<td></td>
<td>- overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>- insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>- traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>- weather (e.g. wind, lightning, rain)</td>
</tr>
<tr>
<td></td>
<td>- forklift instability (e.g. overloading, poor load placement, irregular loads)</td>
</tr>
<tr>
<td></td>
<td>- other hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Hazard control measures</strong></th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</td>
</tr>
<tr>
<td></td>
<td>1 elimination</td>
</tr>
<tr>
<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
<tr>
<td></td>
<td>4 engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5 using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6 personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Appropriate standards</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- legislation</td>
</tr>
<tr>
<td></td>
<td>- Australian standards</td>
</tr>
<tr>
<td></td>
<td>- manufacturer's specifications</td>
</tr>
<tr>
<td></td>
<td>- industry standards (where applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Forklift truck</strong></th>
<th>May include but not be limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- counterbalanced</td>
</tr>
<tr>
<td></td>
<td>- reach trucks</td>
</tr>
<tr>
<td></td>
<td>- rough terrain</td>
</tr>
<tr>
<td></td>
<td>- internal combustion petrol, diesel, gas</td>
</tr>
<tr>
<td></td>
<td>- electric</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Communications methods</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- verbal and non-verbal language</td>
</tr>
<tr>
<td></td>
<td>- written instructions</td>
</tr>
<tr>
<td></td>
<td>- signage</td>
</tr>
</tbody>
</table>
**RANGE STATEMENT**

- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol

**Procedures**

May include but not limited to:

- manufacturer's guidelines (instructions, specifications or checklists)
- industry operating procedures
- workplace procedures (work instructions, operating procedures, checklists)

**Pre-start operational checks**

May include but not limited to:

- safety devices fitted where appropriate
- forklift data plate fitted and interpreted
- logbook, handbook or operating manuals available
- external visual check including, evidence of damage, leaks, visual evidence of structural weaknesses (including paint separation or stressed welds) is carried out
- forklift attachment is checked for security
- approved modifications and/or attachments fitted to manufacturer's specifications (e.g. as per forklift or attachment data plate) are identified
- checks for adaptations or modifications outside manufacturer's specifications (e.g. not listed on the forklift or attachment data plate) are carried out
- maintenance logbook/records checked

**Post-start operational checks**

May include checks of the forklift truck and equipment after start-up to ensure:

- hazard warning systems (for example lights and horns), are functional
- attachment movements and control functions are smooth and comply with operating requirements
- steering, transmission and brake functions comply with operating requirements

**Hazard prevention/control measures**

May include but not limited to:

- barricades and traffic control
- safety tags on electrical switches/isolators
<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• insulated powerlines</td>
</tr>
<tr>
<td>• safety observer used inside exclusion zone</td>
</tr>
<tr>
<td>• disconnected power</td>
</tr>
<tr>
<td>• pedestrian control (barricades, signs, etc.)</td>
</tr>
<tr>
<td>• excavation safeguards</td>
</tr>
<tr>
<td>• movement of obstructions</td>
</tr>
<tr>
<td>• personal protective equipment</td>
</tr>
<tr>
<td>• adequate illumination</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unplanned and/or unsafe situations</th>
</tr>
</thead>
<tbody>
<tr>
<td>May include but not limited:</td>
</tr>
<tr>
<td>• failure/loss of control (e.g. brakes and steering)</td>
</tr>
<tr>
<td>• failure of equipment (e.g. hydraulic system)</td>
</tr>
<tr>
<td>• environmental condition</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shut down</th>
</tr>
</thead>
<tbody>
<tr>
<td>May include, but is not limited to:</td>
</tr>
<tr>
<td>• parking in a suitable location away from dangerous areas</td>
</tr>
<tr>
<td>• fork arms are correctly positioned (tips down, tilted forward, lowered to ground)</td>
</tr>
<tr>
<td>• appropriate transmission/gear is selected for parking (relevant to transmission type)</td>
</tr>
<tr>
<td>• hand/parking brake is applied</td>
</tr>
<tr>
<td>• engine power is turned off</td>
</tr>
<tr>
<td>• ignition key is removed (if applicable)</td>
</tr>
<tr>
<td>• LPG gas cylinder valve is shut off (where fitted)</td>
</tr>
<tr>
<td>• securing equipment against unauthorised operation</td>
</tr>
<tr>
<td>• securing the site</td>
</tr>
<tr>
<td>• ensuring access ways are clear</td>
</tr>
<tr>
<td>• identifying and segregating defective equipment and reporting to authorised personnel</td>
</tr>
<tr>
<td>• batteries are connected to the charger (if applicable)</td>
</tr>
</tbody>
</table>

Unit Sector(s)
Not Applicable
TLILIC2002A Licence to operate an order picking forklift truck

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a powered industrial truck of a type where the operator's control arrangement is incorporated with the load carriage/lifting media, and elevates with it, for licensing purposes. |

Application of the Unit

| Application of the Unit | THIS UNIT REQUIRES THE OPERATOR TO BE ABLE PLAN THE WORK, CONDUCT ROUTINE CHECKS, SHIFT LOADS AND SHUT DOWN AND SECURE FORKLIFT. This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work. This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

| Employability Skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency | Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide. |
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Plan work</td>
<td></td>
</tr>
<tr>
<td>1.1 Potential workplace <strong>hazards</strong> are identified</td>
<td></td>
</tr>
<tr>
<td>1.2 <strong>Hazard control measures</strong> are identified consistent with <strong>appropriate standards</strong> to ensure the safety of personnel and equipment</td>
<td></td>
</tr>
<tr>
<td>1.3 <strong>Safety equipment</strong> is identified for workplace conditions</td>
<td></td>
</tr>
<tr>
<td>1.4 <strong>Forklift</strong> is appropriate to the load and workplace conditions</td>
<td></td>
</tr>
<tr>
<td>1.5 Appropriate paths for movement of loads are determined for the workplace conditions</td>
<td></td>
</tr>
<tr>
<td>1.6 Appropriate <strong>communication methods</strong> are identified according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>2. Conduct routine checks</td>
<td></td>
</tr>
<tr>
<td>2.1 <strong>Forklift</strong> is visually checked for any damage or defects</td>
<td></td>
</tr>
<tr>
<td>2.2 All <strong>signage and labels</strong> are visible and legible according to the <strong>appropriate standard</strong></td>
<td></td>
</tr>
<tr>
<td>2.3 All controls are located and identified</td>
<td></td>
</tr>
<tr>
<td>2.4 <strong>Pre-start operational checks</strong> are carried out according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>2.5 <strong>Forklift</strong> is started according to <strong>procedures</strong> and checked for any abnormal noises</td>
<td></td>
</tr>
<tr>
<td>2.6 <strong>Post-start operational checks</strong> are carried out according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>2.7 All <strong>forklift safety devices</strong> are tested according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>2.8 All defects and damage are reported and recorded according to <strong>procedures</strong>, and appropriate action is taken</td>
<td></td>
</tr>
<tr>
<td>3. Shift load</td>
<td></td>
</tr>
<tr>
<td>3.1 Appropriate <strong>hazard prevention/control measures</strong> are implemented and communicated with personnel in the work area</td>
<td></td>
</tr>
<tr>
<td>3.2 The weight of load is assessed to ensure compliance with <strong>forklift</strong> data plate</td>
<td></td>
</tr>
<tr>
<td>3.3 <strong>Forklift</strong> is operated at a safe speed and according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>3.4 Work is conducted safely at heights including safe and efficient use of <strong>safety equipment</strong>. (where applicable)</td>
<td></td>
</tr>
<tr>
<td>3.5 Materials are placed on the pallet to ensure safety</td>
<td></td>
</tr>
</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
---|---
and stability and avoidance of hazards
3.6 Load movement is monitored constantly ensuring safety to personnel and load, and forklift stability
3.7 *Unplanned and/or unsafe situations* are responded to in line with procedures

4. Shut down and secure forklift

4.1 *Forklift* is parked to avoid hazards
4.2 *Forklift* is *shut down* according to procedures
4.3 Routine post-operational *forklift* checks are carried out according to procedures
4.4 *Forklift* is secured to prevent unauthorised access/use
4.5 All defects and damage are reported and recorded according to procedures, and appropriate action is taken

Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

*This describes the essential skills and knowledge and their level required for this unit.*

**Required skills:**

- Effectively operate an order picking forklift truck including all functions to the maximum height and load capacity
- Use hazard identification skills, including identifying those associated with the operation of the order picking forklift truck risk assessment and putting into place effective hazard prevention/control measures for those hazards
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel (e.g. receive and interpret work instructions, safety information, emergency procedures)
- Interpret and accurately record information relating to conducting order picking forklift truck operations (e.g. operating instructions, procedures and service logbook)
- Use problem solving skills to verify problems and equipment faults and demonstrate appropriate response procedures
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel (e.g. receive and interpret work instructions, safety information, emergency procedures)

**Required knowledge:**
REQUIRED SKILLS AND KNOWLEDGE

- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the order picking forklift truck
- Rated capacity and working load limits identification
- Estimation or determination of load weight from labels, markings or load paperwork
- Order picking forklift truck capabilities, limitations and gear
- Order picking forklift truck operations and operating techniques
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the order picking forklift truck
- Procedures for the recording, reporting and maintenance of workplace records and information
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Effectively communicate and work safely with others in the work area.
- Identify hazards associated with the operation of the order picking forklift truck and put in place effective hazard prevention/controls for those hazards.
- Effectively conduct pre-start, post-start operational checks and shut down checks of the order picking forklift truck.
- Effectively operate the forklift, pick and place
EVIDENCE GUIDE

| Loads safely at various heights, including driving and manoeuvring and placing loads in a safe manner. |
|---|---|

**Context of and specific resources for assessment**

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment.
  - safety equipment in safe condition as appropriate
  - associated equipment appropriate to order picking forklift truck operations
  - suitable loads as described by the endorsed Assessment Instrument
  - appropriate forklift in a safe condition.

**Method of assessment**

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable**.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be
## EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Transferred to other circumstances.</th>
</tr>
</thead>
</table>

### Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.

## RANGE STATEMENT

**The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.**

### Hazards

<table>
<thead>
<tr>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- ground conditions (e.g. condition of surface, slopes)</td>
</tr>
<tr>
<td>- overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td>- traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td>- environmental conditions (e.g. wind, lightning, rain)</td>
</tr>
<tr>
<td>- order picking forklift instability (e.g. overloading, poor load placement, irregular loads)</td>
</tr>
<tr>
<td>- other specific hazards (e.g. falling from platform, dangerous materials)</td>
</tr>
</tbody>
</table>

### Hazard control measures

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls.

It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:

1. elimination
2. substitution
3. isolation
4. engineering control measures
5. using safe work practices
6. personal protective equipment

## Appropriate standards

Appropriate standards may include:

- codes of practice
### RANGE STATEMENT

- legislation
- Australian standards
- manufacturer's specifications

**Forklift**

Powered industrial truck of a type where the operator's control arrangement is incorporated with the load carriage/lifting media, and elevates with it

**Communication method**

May include but not limited to:
- verbal and non-verbal language
- written instructions
- signage
- hand signals
- listening
- questioning to confirm understanding, and appropriate worksite protocol

**Procedures**

May include but not limited to:
- manufacturer's guidelines (instructions, specifications or checklists)
- industry operating procedures
- workplace procedures (work instructions, operating procedures, checklists)

**Signage and labels**

May include but not limited to:
- forklift data plates/labels
- forklift warning decals
- control labels

**Pre-start up checks**

May include, but are not limited to ensuring that:
- safety equipment checks
- safety devices/alarms are fitted and operational
- order picking forklift data plate is fitted and interpreted
- logbook, handbook or operating manuals are available
- fluid checks
- battery charge checks
- evidence of damage, leaks, visual evidence of structural weaknesses (including paint separation or stressed welds) is sought through an external visual check
- approved modifications and/or attachments are
### RANGE STATEMENT

| Post-start operational checks | fitted to manufacturer's specifications (e.g. as per order picking forklift data plate)  
  - checks for adaptations or modifications outside manufacturer's specifications (e.g. not listed on the order picking forklift data plate) are made  
  - records are updated as required  
| Safety devices | May include checks of the order picking forklift truck and equipment to ensure:  
  - hazard warning systems (for example lights and horns) are functional  
  - control functions are smooth and comply with operating requirements  
  - start-up is to procedures  
| Safety equipment | May include but not limited to:  
  - safety gates and interlocks  
  - reversing beepers  
  - flashing lights  
  - emergency descent device (hydraulic)  
  - deadman switch  
| Hazard prevention/control measures | May include:  
  - safety tags on electrical switches/isolators  
  - insulated powerlines  
  - safety observer used inside exclusion zone  
  - disconnected power  
  - traffic barricades and control  
  - pedestrian barricades  
  - bridging plates  
  - movement of obstructions  
  - personal protective equipment  
  - adequate illumination  
| Safety equipment | May include but not limited to:  
  - harnesses  
  - lanyard  
  - appropriate attachment point  
| Unplanned and/or unsafe situations | May include but not limited to:  
  - failure/loss of control (e.g. brakes and steering)  
  - failure of equipment (e.g. hydraulic system)  
  - environmental conditions (e.g. wind, lightning).
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Storms, etc.)</th>
<th>Shut down</th>
<th>May include, but is not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>forks are lowered to the ground</td>
<td>forks are lowered to the ground</td>
</tr>
<tr>
<td></td>
<td>brakes and motion locks are applied (where applicable)</td>
<td>brakes and motion locks are applied (where applicable)</td>
</tr>
<tr>
<td></td>
<td>motor power is turned off</td>
<td>motor power is turned off</td>
</tr>
<tr>
<td></td>
<td>order picking forklift is secured against unauthorized movement</td>
<td>order picking forklift is secured against unauthorized movement</td>
</tr>
<tr>
<td></td>
<td>ignition key is removed (if applicable)</td>
<td>ignition key is removed (if applicable)</td>
</tr>
<tr>
<td></td>
<td>batteries are connected to the charger (if applicable)</td>
<td>batteries are connected to the charger (if applicable)</td>
</tr>
</tbody>
</table>

## Unit Sector(s)

Not Applicable
TLILIC2005A Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Modification History
Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.
In Release 2 the spelling of ‘meters’ has been changed to ‘metres’ throughout the unit (typo).
Release 2 is equivalent to the previous release.

Unit Descriptor
This unit specifies the outcomes required to operate a boom-type elevating work platform (boom length 11 metres or more) for licensing purposes, and involves the operation of a telescoping device, hinged device, or articulated device or any combination of these used to support a platform on which personnel, equipment and materials may be elevated to perform work. The 11 metre boom length shall be taken to mean the greater of the following:
(a) The vertical distance from the floor of the platform to the surface supporting the elevating work platform with the platform at its maximum height; or
(b) The nominal reach, measured horizontally from the centre point of rotation to the outer edge of the platform in its most extended position.

Application of the Unit
This unit requires the operator to plan the work, conduct routine checks, set up elevating work platform, operate elevating work platform and shut down and secure elevating work platform.
This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.
This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>Elements and Performance Criteria</th>
<th>1 Plan work</th>
<th>2 Conduct routine checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Potential workplace hazards are identified</td>
<td>2.1 Service logbook for elevating work platform is checked for compliance</td>
</tr>
<tr>
<td>1.2</td>
<td>Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment</td>
<td>2.2 Elevating work platform is visually checked for any defects or damage according to procedures</td>
</tr>
<tr>
<td>1.3</td>
<td>Elevating work platform is appropriate for the task</td>
<td>2.3 Routine pre-operational checks are carried out according to procedures</td>
</tr>
<tr>
<td>1.4</td>
<td>Appropriate communication methods are identified</td>
<td>2.4 Safety equipment is inspected according to procedures</td>
</tr>
<tr>
<td>2.1</td>
<td>Elevating work platform is started according to procedures</td>
<td>2.5 Elevating work platform is accessed in a safe manner</td>
</tr>
<tr>
<td>2.2</td>
<td>All safety devices are identified and tested according to procedures</td>
<td>2.6 Fit safety equipment and secure to platform according to procedures</td>
</tr>
<tr>
<td>2.3</td>
<td>Post-start operational checks are carried out according to procedures</td>
<td>2.7 All controls are located and identified</td>
</tr>
<tr>
<td>2.4</td>
<td>All communication equipment is checked (where applicable)</td>
<td>2.8 Elevating work platform is started according to procedures</td>
</tr>
<tr>
<td>2.5</td>
<td>All defects and damage are reported and recorded in according to procedures, and appropriate action is taken</td>
<td></td>
</tr>
</tbody>
</table>
3 Set up elevating work platform

3.1 Ground suitability is inspected and checked

3.2 Elevating work platform is driven to or located at work area according to procedures (where applicable)

3.3 Elevating work platform is positioned for work application and stability according to procedures

3.4 Appropriate hazard prevention/control measures are applied to the work area according to procedures

3.5 Work gear and tools are stowed and secured

4 Operate elevating work platform

4.1 Elevating work platform is operated using all relevant plant movements according to procedures and the appropriate standards

4.2 Elevating work platform is mobiled using best mobile practice and appropriate procedures

4.3 Elevated working platform operations are monitored constantly ensuring safety of personnel and stability

4.4 Unplanned and/or unsafe situations are responded to in line with procedures

5 Shut down and secure elevating work platform

5.1 Elevating work platform is lowered and stowed according to procedures

5.2 All relevant motion locks and brakes are applied (where applicable)

5.3 Safety equipment is disconnected from platform

5.4 Egress from elevated work platform is conducted according to procedures

5.5 Outriggers/stabilisers are stowed and secured according to procedures (where applicable)

5.6 Plates or packing are stowed and secured (where applicable)

5.7 Elevating work platform is shut down according to procedures

5.8 Routine post-operational checks are carried out according to procedures

5.9 All defects and damage are reported and recorded according to procedures, and appropriate action is taken
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Appropriate mathematical procedures for estimation of loads, to ensure that the elevating work platform is not overloaded
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for conducting elevating work platform operations
- Ability to read and comprehend manufacturer's instructions, procedures and safety signs
- Understanding of elevating work platform operations and operating techniques
- Emergency procedures and safety equipment, including the use of safety harness, energy absorber, lanyard and anchor points
- Understanding of organisational and workplace standards, requirements, policies and procedures for conducting elevating work platform operations
- Understanding of the hierarchy of hazard identification and control
- Procedures for the recording, reporting and maintenance of workplace records and information, including the use of the service logbook
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

Required skills:

- Accurately record and maintain information relating to elevating work platform operations
- Assess ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to extend and travel the elevating work platform
- Complete the positioning, stabilising, set up of elevating work platforms, including the use of outriggers/stabilisers and packing
- Operate mobile elevating work platform using best mobile practice
- Use communication skills at a level sufficient to communicate with other site personnel
- Operate and control an elevating work platform including all functions to their maximum extension within the safe working (rated) capacity
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the elevating work platform (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, wind, pedestrians and tipping)
- Use and interpret manufacturer's specifications and data
- Identify problems and equipment faults and where practicable demonstrate appropriate response procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Emergency procedures and safety equipment, including the use of safety harnesses, energy absorbers, lanyard and anchor points.
- Assessment of ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to extend and travel the elevating work platform.
- Risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the elevating work platform (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, wind, pedestrians and tipping).
- Appropriate procedures for estimation of loads, to ensure that the elevating work platform is not overloaded.
- Positioning and operation of the elevating work platform to ensure that the safest lift is performed.

Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of
TLILIC2005A Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

- the Performance Assessment
- appropriate safety equipment in safe condition
- appropriate elevated working platform and associated equipment in safe condition
- communication equipment (e.g. two-way radios, mobile phones etc.) where applicable.

**Method of assessment**

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.

  The use of 'simulators' in the assessment of this unit of competency is not acceptable.

  - Assessment may be in conjunction with the assessment of other units of competency.
  - Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
  - Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

**Guidance information for assessment**

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazards may include:
- ground stability (e.g. ground condition, recently filled trenches, slopes)
- overhead hazards (e.g. powerlines, service pipes, trees, buildings etc.)
- insufficient lighting
- traffic (e.g. pedestrians, vehicles, plant)
- environmental conditions (e.g. wind, lightning, storms, etc.)
- other specific hazards (e.g. tidal areas, chainsaws, pressure washers, dangerous materials)

Hazard control measures may include:
Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls

It includes the application of the hierarchy of control - the six-step preference of control measures to manage and control risk:

1) 1. elimination
2) 2. substitution
3) 3. isolation
4) 4. engineering control measures
5) 5. using safe work practices
6) 6. personal protective equipment

Appropriate standards may include:
- codes of practice
- legislation
- Australian Standards
- manufacturer's specifications
- industry standards (where applicable)

Elevating work platform may include:
The operation of a telescoping device, hinged device, or articulated device or any combination of these used to support a platform on which personnel, equipment and materials may be elevated to perform work. Excluded from this definition are platforms of less than 11 metres boom length.

The 11 metre boom length shall be taken to mean the greater of the following:

(a) The vertical distance from the floor of the platform to the surface supporting the elevating work platform with the platform at its maximum height; or

(b) The nominal reach, measured horizontally from the centre point of rotation to the outer edge of the platform in its most extended
Communication method may include:

- verbal and non-verbal language
- written instructions
- signage
- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol

Service logbook may include:

- any logbook
- service book
- history record system where the service and maintenance history is kept

Procedures may include:

- manufacturer’s guidelines (instructions, specifications, operators manual or checklists)
- industry operating procedures
- workplace procedures (work instructions, operating procedures, checklists)

Safety equipment may include:

- safety harness
- energy absorber
- lanyard
- anchor points

Safety devices may include:

- horns/sirens
- audible and visual reversing devices
- operator restraint devices (platform gate)
- lights (where applicable)

Communication equipment may include:

- two-way radios
- mobile phone

Ground suitability may include:

- rough uneven ground
- backfilled ground
- soft soils
- hard compacted soil
- rock
- bitumen
- concrete

Stability may include:

- deploying outriggers
- establishing correct size plates or packing
- correctly positioning plates or packing

Hazard prevention/control

- safety tags on electrical switches/isolators
- insulated powerlines
- safety observer used inside exclusion zone
measures may include:
- disconnected power
- traffic barricades and controls
- illumination requirements
- pedestrian controls
- trench covers
- movement of obstructions
- personal protective equipment
- suitable area for set-up
- suitable firm and stable standing

Relevant plant movements may include:
- raising boom
- lowering boom
- slewing
- hinging
- articulating
- telescoping

Best mobile practice may include:
- minimum speed
- gentle acceleration and braking
- minimum boom/jib length
- avoiding ground depressions

Unplanned and/or unsafe situations may include:
- loss of power
- failure of controls
- contact with overhead electrical conductors
- damage caused by contact with obstructions
- illness of personnel

Shut down may include:
- retracting boom/jib (where applicable)
- folding boom/jib into the transport position
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)

Unit Sector(s)
Not Applicable.
TLILIC2014B Licence to drive a light rigid vehicle

Modification History
New release. This unit replaces and is equivalent to TLILIC2014A.

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a light rigid vehicle. It includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations.
Assessment of this unit will be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory driver licensing authority.

Application of the Unit
This unit applies to driving that is carried out in compliance with the licence requirements and regulations of the relevant state/territory driver licensing authority pertaining to light rigid vehicles.
Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.
Driving involves the application of routine vehicle driving principles and procedures to maintain safety and operate a light rigid vehicle across a variety of driving contexts.
The primary legislative requirements applicable to this unit of competency are state/territory legislation in relation to road use and driver licensing.
This unit addresses the knowledge and skills necessary for the granting of a Light Rigid Driver Licence.
Being awarded this unit of competency is a necessary requirement to obtain a Light Rigid Driver Licence but is only one of several criteria. Prospective licence applicants should check with the state/territory driver licensing authority for other criteria (such as licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Drive a light rigid vehicle
   1.1 Light rigid vehicle is started, steered, manoeuvred, positioned and stopped according to traffic regulations, manufacturer instructions and relevant vehicle handling procedures
   1.2 Engine power is managed to ensure efficiency and performance, and to minimise engine and transmission damage
   1.3 Braking system of light rigid vehicle is managed and operated efficiently to ensure effective control of vehicle under all conditions
   1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
   1.5 Light rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
   1.6 Light rigid vehicle is parked, shutdown and safely secured according to traffic regulations
   1.7 Load is safely and effectively restrained

2 Monitor traffic and road conditions
   2.1 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
   2.2 Interaction with other road users is conducted courteously according to road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance
   3.1 Vehicle performance is maintained through pre-operational inspections and vehicle checks
   3.2 Appropriate signage, lights and equipment are checked for operational effectiveness and for conformity to prescribed traffic regulations
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Driving hazards and related defensive driving techniques
- Efficient driving techniques
- Engine power management and safe driving strategies
- Light rigid vehicle controls, instruments and indicators and their use
- Light rigid vehicle handling procedures
- Pre-operational checks carried out on vehicle and related action
- Relevant state/territory driver licensing authority road rules, regulations, permit and licence requirements

**Required skills:**

- Anticipate and monitor and traffic hazards and take appropriate action
- Apply precautions and required action to eliminate, minimise or control hazards that may exist when driving a light rigid vehicle
- Carry out pre-operational vehicle checks
- Communicate effectively with others when driving a light rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to driving a light rigid vehicle
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying relevant procedures that reflect legislative requirements
- negotiating a range of complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings).

Context of and specific resources for assessment

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment
- appropriate range of relevant on-road operational situations or in the workplace
- relevant and appropriate materials and equipment
- applicable documentation such as workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical driving aspects must be assessed in a vehicle typical of the class as approved by the state/territory driver licensing authority. The use of simulators for driver testing is not permitted.

The assessor must use the mandatory assessment tool provided by the state/territory driver licensing authority to conduct the assessment for this unit according to licensing authority requirements.

The state/territory driver licensing authority may prescribe approved routes, which must be used for the final assessment.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Light rigid vehicle includes:

- Rigid truck above 4.5 tonnes GVM but less than or equal to 8 tonnes GVM
- Rigid bus with less than or equal to 8 tonnes GVM or seats more than 12 adults, including driver

Vehicle handling procedures may include:

- Accelerating and braking
- Managing engine performance
- Operating vehicle controls, instruments and indicators
- Positioning and stopping a vehicle
- Reversing a vehicle
- Starting a vehicle
- Steering and manoeuvring a vehicle
- Using defensive driving techniques

Driving hazards may include:

- Animals and objects on road
- Faulty:
  - brakes
  - steering mechanism on vehicle
- Fire in vehicle
- Flooded sections of road
- Foggy conditions
- Leaking fuel
- Oil on road
- Parked vehicles on road
- Pedestrians crossing road
- Wet and iced roads
- Windy sections of road

Traffic and road conditions may include:

- Negotiating a range of more complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings)
- On open or private roads including roads with moderate inclines and declines
- Operations conducted during the day or night
- Typical weather conditions
- While at a depot, base or warehouse
- While at a client workplace or work site

Pre-operational inspections and equipment checks may include:

- Checking and topping up fluid levels
- Checking:
  - brakes
  - operation of vehicle lights and indicators
- tyre pressures
- Visually checking vehicle

**Unit Sector(s)**
Not applicable.

**Competency Field**
LIC - Licensing
TLILIC2015B Licence to drive a medium rigid vehicle

Modification History
NEw release. THis unit replaces and is equivalent to TLILIC2015A.

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a medium rigid vehicle. It includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations. Assessment of this unit will be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory driver licensing authority.

Application of the Unit
This unit applies to driving that is carried out in compliance with the licence requirements and regulations of the relevant state/territory driver licensing authority pertaining to medium rigid vehicles. Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. Driving involves the application of routine vehicle driving principles and procedures to maintain safety and operate a medium rigid vehicle across a variety of driving contexts. The primary legislative requirements applicable to this unit of competency are state/territory legislation in relation to road use and driver licensing. This unit addresses the knowledge and skills necessary for the granting of a Medium Rigid Driver Licence. Being awarded this unit of competency is a necessary requirement to obtain a Medium Rigid Driver Licence but is only one of several criteria. Prospective licence applicants should check with the state/territory driver licensing authority for other criteria (such as licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
**Employability Skills Information**

This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th></th>
<th>Elements and Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Drive a medium rigid vehicle</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Medium rigid vehicle is started, steered, manoeuvred, positioned and stopped according to traffic regulations, manufacturer instructions and relevant vehicle handling procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Engine power is managed to ensure efficiency and performance, and to minimise engine and transmission damage</td>
</tr>
<tr>
<td></td>
<td>1.3 Braking system of medium rigid vehicle is managed and operated efficiently to ensure effective control of vehicle under all conditions</td>
</tr>
<tr>
<td></td>
<td>1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving</td>
</tr>
<tr>
<td></td>
<td>1.5 Medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning</td>
</tr>
<tr>
<td></td>
<td>1.6 Medium rigid vehicle is parked, shutdown and safely secured according to traffic regulations</td>
</tr>
<tr>
<td></td>
<td>1.7 Load is safely and effectively restrained</td>
</tr>
<tr>
<td>2</td>
<td><strong>Monitor traffic and road conditions</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities</td>
</tr>
<tr>
<td></td>
<td>2.2 Interaction with other road users is conducted courteously according to road rules to ensure safe and efficient traffic flow</td>
</tr>
<tr>
<td>3</td>
<td><strong>Monitor and maintain vehicle performance</strong></td>
</tr>
<tr>
<td></td>
<td>3.1 Vehicle performance is maintained through pre-operational inspections and vehicle checks</td>
</tr>
<tr>
<td></td>
<td>3.2 Appropriate signage, lights and equipment are checked for operational effectiveness and for conformity to prescribed traffic regulations</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Driving hazards and related defensive driving techniques
- Efficient driving techniques
- Engine power management and safe driving strategies
- Medium rigid vehicle controls, instruments and indicators and their use
- Medium rigid vehicle handling procedures
- Pre-operational checks carried out on vehicle and related action
- Relevant state/territory driver licensing authority road rules, regulations, permit and licence requirements

Required skills:

- Anticipate and monitor and traffic hazards and take appropriate action
- Apply precautions and required action to eliminate, minimise or control hazards that may exist when driving a medium rigid vehicle
- Carry out pre-operational vehicle checks
- Communicate effectively with others when driving a medium rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to driving a medium rigid vehicle
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying relevant procedures that reflect legislative requirements
- negotiating a range of complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings).

Context of and specific resources for assessment

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment
- appropriate range of relevant on-road operational situations or in the workplace
- relevant and appropriate materials and equipment
- applicable documentation such as workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical driving aspects must be assessed in a vehicle typical of the class as approved by the state/territory driver licensing authority. The use of simulators for driver testing is not permitted.

The assessor must use the mandatory assessment tool provided by the state/territory driver licensing authority to conduct the assessment for this unit according to licensing authority requirements.

The state/territory driver licensing authority may prescribe approved routes, which must be used for the final assessment.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Medium rigid vehicle includes:
- Two axle rigid truck, not being a prime mover, above 8 tonnes GVM
- Two axle bus above 8 tonnes GVM

Vehicle handling procedures may include:
- Accelerating and braking
- Managing engine performance
- Operating vehicle controls, instruments and indicators
- Positioning and stopping a vehicle
- Reversing a vehicle
- Starting a vehicle
- Steering and manoeuvring a vehicle
- Using defensive driving techniques

Driving hazards may include:
- Animals and objects on road
- Faulty:
  - brakes
  - steering mechanism on vehicle
- Fire in vehicle
- Flooded sections of road
- Foggy conditions
- Leaking fuel
- Oil on road
- Parked vehicles on road
- Pedestrians crossing road
- Wet and iced roads
- Windy sections of road

Traffic and road conditions may include:
- Negotiating a range of more complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings)
- On open or private roads including roads with moderate inclines and declines
- Operations conducted during the day or night
- Typical weather conditions
- While at a depot, base or warehouse
- While at a client workplace or work site
- Checking and topping up fluid levels
- Checking:
  - brakes
  - operation of vehicle lights and indicators
  - tyre pressures
- Visually checking vehicle

Unit Sector(s)
Not applicable.

Competency Field
LIC - Licensing
TLILIC2016B Licence to drive a heavy rigid vehicle

Modification History
New release. This unit replaces and is equivalent to TLILIC2016A.

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a heavy rigid vehicle. It includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations.
Assessment of this unit will be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory driver licensing authority.

Application of the Unit
This unit applies to driving that is carried out in compliance with the licence requirements and regulations of the relevant state/territory driver licensing authority pertaining to heavy rigid vehicles.
Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.
Driving involves the application of routine vehicle driving principles and procedures to maintain safety and operate a heavy rigid vehicle across a variety of driving contexts.
The primary legislative requirements applicable to this unit of competency are state/territory legislation in relation to road use and driver licensing.
This unit addresses the knowledge and skills necessary for the granting of a Heavy Rigid Driver Licence.
Being awarded this unit of competency is a necessary requirement to obtain a Heavy Rigid Driver Licence but is only one of several criteria. Prospective licence applicants should check with the state/territory driver licensing authority for other criteria (such as licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Drive a heavy rigid vehicle
   1.1 Heavy rigid vehicle is started, steered, manoeuvred, positioned and stopped according to traffic regulations, manufacturer instructions and relevant vehicle handling procedures
   1.2 Engine power is managed to ensure efficiency and performance, and to minimise engine and gear damage
   1.3 Braking system of heavy rigid vehicle is managed and operated efficiently to ensure effective control of vehicle under all conditions
   1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
   1.5 Heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
   1.6 Heavy rigid vehicle is parked, shutdown and safely secured according to traffic regulations
   1.7 Load is safely and effectively restrained

2 Monitor traffic and road conditions
   2.1 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
   2.2 Interaction with other road users is conducted courteously according to road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance
   3.1 Vehicle performance is maintained through pre-operational inspections and vehicle checks
   3.2 Appropriate signage, lights and equipment are checked for operational effectiveness and for conformity to prescribed traffic regulations
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Driving hazards and related defensive driving techniques
- Efficient driving techniques
- Engine power management and safe driving strategies
- Heavy rigid vehicle controls, instruments and indicators and their use
- Heavy rigid vehicle handling procedures
- Pre-operational checks carried out on vehicle and related action
- Relevant state/territory driver licensing authority road rules, regulations, permit and licence requirements

Required skills:

- Anticipate and monitor and traffic hazards and take appropriate action
- Apply precautions and required action to eliminate, minimise or control hazards that may exist when driving a heavy rigid vehicle
- Carry out pre-operational vehicle checks
- Communicate effectively with others when driving a heavy rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to driving a heavy rigid vehicle
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying relevant procedures that reflect legislative requirements
- negotiating a range of complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings).

Context of and specific resources for assessment

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment
- appropriate range of relevant on-road operational situations or in the workplace
- relevant and appropriate materials and equipment
- applicable documentation such as workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical driving aspects must be assessed in a vehicle typical of the class as approved by the state/territory driver licensing authority. The use of simulators for driver testing is not permitted.

The assessor must use the mandatory assessment tool provided by the state/territory driver licensing authority to conduct the assessment for this unit according to licensing authority requirements.

The state/territory driver licensing authority may prescribe approved routes, which must be used for the final assessment.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Heavy rigid vehicle includes:
- Rigid vehicle, not being an unladen prime mover, with a minimum of three axles and a minimum 15 tonnes GVM
- Modified three axle prime mover with a certified detachable tray (with capacity to carry 75% of its specified GVM) with a GVM of 15 tonnes
- Three axle articulated bus
- Three axle bus above 15 tonnes GVM

Vehicle handling procedures may include:
- Accelerating and braking
- Managing engine performance
- Operating vehicle controls, instruments and indicators
- Positioning and stopping a vehicle
- Reversing a vehicle
- Starting a vehicle
- Steering and manoeuvring a vehicle
- Using defensive driving techniques

Driving hazards may include:
- Animals and objects on road
- Faulty:
  - brakes
  - steering mechanism on vehicle
- Fire in vehicle
- Flooded sections of road
- Foggy conditions
- Leaking fuel
- Oil on road
- Parked vehicles on road
- Pedestrians crossing road
- Wet and iced roads
- Windy sections of road

Traffic and road conditions may include:
- Negotiating a range of more complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railwaylevel crossings)
- On open or private roads including roads with moderate inclines and declines
- Operations conducted during the day or night
- Typical weather conditions
- While at a depot, base or warehouse
- While at a client workplace or worksite

Pre-operational inspections
- Checking and topping up fluid levels
and equipment checks may include:

- Checking:
  - brakes
  - operation of vehicle lights and indicators
  - tyre pressures
  - Visually checking vehicle

**Unit Sector(s)**

Not applicable.

**Competency Field**

LIC - Licensing
TLILIC3003A Licence to operate a bridge and gantry crane

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a bridge and gantry crane. It does not cover the types that are controlled from a location remote to a permanent cabin/control station on the crane and that have three or less powered operations, that is hoist/raise and lower is one operation, for licensing purposes. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, transfer loads, and shut down and secure crane. |
| | This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work. |
| | This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
## Employability Skills Information

<table>
<thead>
<tr>
<th>Employability Skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency</th>
<th>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan work | 1.1 Potential **hazards** are identified in the workplace  
1.2 **Hazard control measures** are identified consistent with **appropriate standards** to ensure the safety of personnel and equipment  
1.3 Weight (mass) of the load is estimated in consultation with **associated personnel**  
1.4 Appropriate paths for the movement of loads in the work area are determined  
1.5 **Crane** is appropriate to the load/s  
1.6 Appropriate **communication methods** are identified with **associated personnel** |
| 2. Conduct routine checks | 2.1 Appropriate **hazard prevention/control measures** are applied to the work area according to **procedures**  
2.2 **Crane** is accessed in a safe manner  
2.3 **Crane** is visually checked for any damage or defects  
2.4 All **signage and labels** are visible and legible according to the **appropriate standard**  
2.5 Routine pre-operational crane checks are carried out according to **procedures**  
2.6 All **controls** are located and identified  
2.7 Crane **service logbook** is checked for compliance  
2.8 **Crane** is started according to **procedures** and checked for any abnormal noises  
2.9 Crane **safety devices** are tested according to **procedures**  
2.10 Post-start operational checks are carried out according to **procedures**  
2.11 All **communication equipment** is checked for serviceability  
2.12 All damage and defects are reported and recorded according to **procedures**, and appropriate action is taken |
| 3. Transfer loads | 3.1 Hoist block is positioned over load following directions from **associated personnel**  
3.2 **Test lift** is carried out according to **procedures**.  
3.3 Loads are transferred using all **relevant crane movements** according to **procedures** and the **appropriate standard**  
3.4 All required **communication signals** are interpreted correctly according to **procedures** and the |
ELEMENT | PERFORMANCE CRITERIA
---|---
| appropriate standard
3.5 **Crane** is operated according to **procedures**
3.6 Load movements are monitored constantly ensuring safety to personnel and load, and structural stability
3.7 **Unplanned and/or unsafe situations** are responded to in line with **procedures**

4. Shut down and secure crane
4.1 **Crane** is parked according to **procedures**
4.2 **Crane** and equipment are stowed and secured according to **procedures** and the **appropriate standard**
4.3 All relevant motion locks and brakes are applied (where applicable)
4.4 **Crane** is **shut down** according to **procedures**.
4.5 Routine post-operational crane checks are carried out according to **procedures**
4.6 **Hazard prevention/control measures** are removed (where applicable)
4.7 All damage and defects are reported and recorded according to **procedures**, and appropriate action is taken

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This describes the essential skills and knowledge and their level required for this unit.

**Required skills:**

- Accurately record and maintain information relating to bridge and gantry crane operations
- Use communication techniques in the workplace including hand signals, whistles and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Operate a bridge and gantry crane including all functions to their maximum for the lifting and moving of loads to the maximum rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, vehicles and
REQUIRED SKILLS AND KNOWLEDGE

- clear access whilst travelling
- Use and interpret crane manufacturer's specifications and data, including maximum load to ensure the crane is not overloaded
- Verify problems and equipment faults and demonstrate appropriate response procedures

Required knowledge:

- Appropriate mathematical procedures for estimation of loads
- Bridge and gantry crane characteristics
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Emergency procedures including escape routes
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
## EVIDENCE GUIDE

### competency in this unit

- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, other vehicles and clear access whilst travelling).
- Conduct of pre- and post-operational checks of the bridge and gantry crane.
- Operation of a bridge and gantry crane including all functions to their maximum capacity in the lifting and moving of loads to the maximum rated capacity in conjunction with other associated personnel.
- Appropriate mathematical procedures for estimation of loads.

### Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - appropriate bridge and gantry crane and associated equipment in safe condition
  - suitable loads as specified by the endorsed Assessment Instrument
  - communication equipment (e.g. two-way radios, whistles etc.
  - other associated personnel to sling and direct the loads.

### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instrument. These Instruments provide
EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Advice on their application.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The use of 'simulators' in the assessment of this unit of competency is <strong>not acceptable</strong>.</td>
</tr>
<tr>
<td>- Assessment may be in conjunction with the assessment of other units of competency.</td>
</tr>
<tr>
<td>- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.</td>
</tr>
<tr>
<td>- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.</td>
</tr>
</tbody>
</table>

Guidance information for assessment

| Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators. |

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised wording, if used in the performance criteria, is detailed below.**

Hazards

May include but not limited to:

- ground stability (e.g. ground condition or slopes for load placement)
- overhead hazards (e.g. powerlines, service pipes)
- insufficient lighting
- traffic (e.g. pedestrians, vehicles, plant)
- environmental conditions (e.g. wind, lightning, storms)
- other specific hazards (e.g. dangerous materials)

Hazard control measures

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls.

It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:
# RANGE STATEMENT

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>elimination</td>
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<td>2</td>
<td>substitution</td>
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<tr>
<td>3</td>
<td>isolation</td>
</tr>
<tr>
<td>4</td>
<td>engineering control measures</td>
</tr>
<tr>
<td>5</td>
<td>using safe work practices</td>
</tr>
<tr>
<td>6</td>
<td>personal protective equipment</td>
</tr>
</tbody>
</table>

## Appropriate standards

May include but not limited to:
- codes of practice
- legislation
- Australian standards
- manufacturer's specifications
- industry standards (where applicable)

## Associated personnel

May include but not limited to:
- riggers
- doggers

## Crane

May include:
- bridge crane, a bridge beam mounted at each end to an end carriage, capable of travelling along elevated runways and having one or more hoisting mechanisms arranged to traverse across the bridge
- gantry crane, a bridge beam, supported at each end by legs mounted on end carriages, capable of travelling on supported surfaces or deck levels, whether fixed or not and which has a crab with one or more hoisting units arranged to travel across the bridge

### Bridge and gantry:

- excluded are cranes of the type that are controlled from a location remote to a permanent cabin/control station on the crane and that have three or less powered operations, that is hoist raise and lower is one operation

## Communication method

May include but not limited to:
- verbal and non-verbal language
- written instructions
- signage
- hand signals
### RANGE STATEMENT

- listening
- questioning to confirm understanding
- appropriate worksite protocol

### Signage and labels

May include but not limited to:
- crane data plates/labels
- load charts
- crane decals
- control labels

### Procedures

May include but not limited to:
- manufacturer's guidelines (instructions, specifications or checklists)
- industry operating procedures
- workplace procedures (work instructions, operating procedures, checklists)

### Controls

May include but not limited to:
- long travel levers
- cross travel levers
- hoisting and lowering levers
- rotating hook levers (where applicable)

### Service logbook

May include but not limited to:
- any logbook
- service book
- history record system where the service and maintenance history is kept

### Safety devices

May include but not limited to:
- horns/sirens
- audible and visual motion devices
- operator restraint devices (where applicable)
- lights

### Communication equipment

May include but not limited to:
- two-way radios
- whistles
- bells
- buzzers

### Hazard prevention/control measures

May include but not limited to:
- safety tags on electrical switches/isolators
RANGE STATEMENT

- insulated powerlines
- safety observer used inside exclusion zone
- disconnected power
- traffic barricades and controls
- pedestrian controls
- movement of obstructions
- personal protective equipment
- adequate illumination

Test lift means

The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:

- near capacity loads do not overload the crane
- loads of unusual shape or weight distribution are correctly slung
- load measuring equipment can be used to verify the calculated weight of the load
- all crane equipment is functioning properly
- adjustments to the slinging can be made in a safe manner

Relevant crane movements

May include but not limited to:

- hoisting (raise and lower)
- traversing (moving hoisting mechanisms along bridge)
- travelling (at minimum speed, gentle acceleration and braking, to minimise load swing)

Communication signals

May include but not limited to:

- stop - hand
- stop - whistle
- hoist up - hand
- hoist up - whistle
- hoist down - hand
- hoist down - whistle
- traverse - hand
- travel - hand
- creep - hand

Unplanned and/or unsafe situations

May include but not limited to:

- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
### RANGE STATEMENT

<p>| | |</p>
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<tbody>
<tr>
<td>Shut down</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• retracting hoist rope and hook block</td>
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<tr>
<td></td>
<td>• travelling crane to park position</td>
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<td></td>
<td>• removing key from control panel (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• locking and securing cabin (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• isolating power to crane</td>
</tr>
<tr>
<td>environmental</td>
<td>conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
</tbody>
</table>

### Unit Sector(s)

Not Applicable
TLILIC3004A Licence to operate a derrick crane

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a slewing strut-boom crane with its boom pivoted at the base of a mast which is either guyed (guy-derrick) or held by backstays (stiff-legged derrick) and which is capable of luffing under load for licensing purposes. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, transfer loads, and shut down and secure the derrick crane.
This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.
This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

| Employability Skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency | Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide. |
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan work             | 1.1 Potential workplace hazards are identified  
1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment  
1.3 The weight of the load is identified and estimated in consultation with associated personnel  
1.4 Crane is appropriate to the load/s and workplace conditions  
1.5 The appropriate path for the movement of loads in the work area is determined and inspected  
1.6 Appropriate communication methods are identified with associated personnel |
| 2. Conduct routine checks | 2.1 Ground stability is checked  
2.2 Crane is visually checked for any damage or defects  
2.3 All signage and labels are visible and legible according to the appropriate standard  
2.4 Appropriate crane configuration for work task is determined according to procedures (where applicable)  
2.5 Routine pre-operational crane checks are carried out according to procedures  
2.6 All controls are located and identified  
2.7 Crane service logbook is checked for compliance  
2.8 Crane is start according to procedures and checked for any abnormal noises  
2.9 All crane safety devices are tested according to procedures  
2.10 Post-start operational checks are carried out according to procedures  
2.11 All communication equipment is checked for serviceability  
2.12 All damage and defects are reported and recorded according to procedures, and appropriate action is taken |
| 3. Transfer load         | 3.1 Lifts are determined within the capacity of the crane  
3.2 Appropriate hazard prevention/control measures are applied to the work area according to procedures  
3.3 Boom/jib and hoist block is positioned over load following directions from associated personnel  
3.4 Test lift is carried out according to procedures  
3.5 Loads are transferred using all relevant crane |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>movements according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>3.6</td>
<td>All required communication signals are interpreted correctly according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>3.7</td>
<td>Crane is operated according to procedures.</td>
</tr>
<tr>
<td>3.8</td>
<td>Load movement is monitored constantly ensuring safety to personnel and load, and structural stability</td>
</tr>
<tr>
<td>3.9</td>
<td>Unplanned and/or unsafe situations are responded to in line with procedures</td>
</tr>
<tr>
<td>4. Shut down and secure crane</td>
<td>4.1 Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td></td>
<td>4.2 Crane equipment is stowed and secured where appropriate according to procedures and the appropriate standard</td>
</tr>
<tr>
<td></td>
<td>4.3 Crane is shut down according to procedures</td>
</tr>
<tr>
<td></td>
<td>4.4 Routine post-operational crane checks are carried out according to procedures</td>
</tr>
<tr>
<td></td>
<td>4.5 All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

*This describes the essential skills and knowledge and their level required for this unit.*

**Required skills:**

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Operate a derrick crane for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables and other personnel or vehicles)
- Use and interpret crane manufacturer's specifications and data, or engineers specifications, assessments or designs, including load charts, or load limits at various
REQUIRED SKILLS AND KNOWLEDGE

- Radii, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

Required knowledge:

- Appropriate mathematical procedures for estimation of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Derrick crane characteristics and capabilities to allow for the operation of the crane to suit the range of loads
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Derrick crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Effectively communicate and work safely with others in the work area.
- Risk assessment and management procedures
## EVIDENCE GUIDE

<table>
<thead>
<tr>
<th><strong>Context of and specific resources for assessment</strong></th>
<th><strong>Method of assessment</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.</td>
<td>• Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.</td>
</tr>
<tr>
<td>• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.</td>
<td>• The use of <em>simulators</em> in the assessment of this unit of competency is <strong>not acceptable</strong>.</td>
</tr>
<tr>
<td>• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.</td>
<td>• Assessment may be in conjunction with the</td>
</tr>
<tr>
<td>• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.</td>
<td></td>
</tr>
<tr>
<td>• Assessment is to comply with relevant appropriate standard requirements.</td>
<td></td>
</tr>
<tr>
<td>• Applicants must have access to:</td>
<td></td>
</tr>
<tr>
<td>• Personal Protective Equipment (PPE) for the purpose of the Performance Assessment.</td>
<td></td>
</tr>
<tr>
<td>• appropriate derrick crane and associated equipment in safe condition specified by the endorsed Assessment Instrument</td>
<td></td>
</tr>
<tr>
<td>• suitable loads as specified by the endorsed Assessment Instrument</td>
<td></td>
</tr>
<tr>
<td>• communication equipment (e.g. two-way radios, whistles, etc.)</td>
<td></td>
</tr>
<tr>
<td>• other associated personnel to sling and direct the loads.</td>
<td></td>
</tr>
</tbody>
</table>
EVIDENCE GUIDE

- assessment of other units of competency.
  - Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
  - Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazards

May include but not limited to:
- ground stability (e.g. ground condition or slopes for load placement)
- overhead hazards (e.g. powerlines, service pipes)
- insufficient lighting
- traffic (e.g. pedestrians, vehicles, plant)
- environmental conditions (e.g. wind, lightning, storms)
- other specific hazards (e.g. dangerous materials)

Hazard control measures

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls.

It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:
1. elimination
2. substitution
3. isolation
4. engineering control measures
**RANGE STATEMENT**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>using safe work practices</td>
</tr>
<tr>
<td>6</td>
<td>personal protective equipment</td>
</tr>
</tbody>
</table>

**Appropriate standards**

- codes of practice
- legislation
- Australian standards
- manufacturer’s instructions
- industry standards (where applicable)

**Associated personnel**

- riggers
- doggers

**Crane**

Includes derrick cranes comprising a strut-boom crane with its boom pivoted at the base of a mast which is either guyed (guy-derrick) or held by backstays (stiff-leg derrick) and which is capable of luffing under load

**Appropriate**

- crane capabilities
- environmental conditions (e.g. wind, lightning, storms etc.)

**Communication method**

- verbal and non-verbal language
- written instructions
- signage
- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol

**Ground stability**

- environmental conditions (e.g. wind, lightning, storms, etc.)

**Signage and labels**

- crane data plates/labels
- load charts
- crane decals
- control labels
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>Crane configuration</th>
<th>May include but not be limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• boom/jib</td>
</tr>
<tr>
<td></td>
<td>• backstays and counterweights</td>
</tr>
<tr>
<td></td>
<td>• guys</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• manufacturer's guidelines (instructions, specifications or checklists)</td>
</tr>
<tr>
<td></td>
<td>• industry operating procedures</td>
</tr>
<tr>
<td></td>
<td>• workplace procedures (work instructions, operating procedures, checklists)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Controls</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• luffing levers</td>
</tr>
<tr>
<td></td>
<td>• hoisting and lowering levers</td>
</tr>
<tr>
<td></td>
<td>• slewing levers including brake</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service logbook</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• any logbook</td>
</tr>
<tr>
<td></td>
<td>• service book</td>
</tr>
<tr>
<td></td>
<td>• history record system where the service and maintenance history is kept</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crane safety devices</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• audible and visual warning devices</td>
</tr>
<tr>
<td></td>
<td>• lights</td>
</tr>
<tr>
<td></td>
<td>• function limits</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication equipment</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• two-way radios</td>
</tr>
<tr>
<td></td>
<td>• whistles</td>
</tr>
<tr>
<td></td>
<td>• bells</td>
</tr>
<tr>
<td></td>
<td>• buzzers</td>
</tr>
<tr>
<td></td>
<td>NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard prevention/control measures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• safety tags on electrical switches/isolators</td>
</tr>
<tr>
<td></td>
<td>• insulated powerlines</td>
</tr>
<tr>
<td></td>
<td>• safety observer used inside exclusion zone</td>
</tr>
</tbody>
</table>
### RANGE STATEMENT

- disconnected power
- traffic barricades and control/s
- pedestrian controls
- trench covers
- movement of obstructions
- personal protective equipment
- adequate illumination

### Test lift means

The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:

- near capacity loads do not overload the crane
- loads of unusual shape or weight distribution are correctly slung
- load measuring equipment can be used to verify the calculated weight of the load
- all crane equipment is functioning properly
- adjustments to the slinging can be made in a safe manner

### Relevant crane movements

May include but not limited to:

- luffing
- slewing
- hoisting and lowering loads

### Communication signals

May include but not limited to:

- stop - hand
- stop - whistle
- hoist up - hand
- hoist up - whistle
- hoist down - hand
- hoist down - whistle
- luff boom down - hand
- luff boom down - whistle
- luff boom up - hand
- luff boom up - whistle
- slew left - hand
- slew left - whistle
- slew right - hand
- slew right - whistle

### Unplanned and/or unsafe

May include but not limited to:
RANGE STATEMENT

| situations | failure/loss of control (e.g. slew brakes, hoist drum)  
|            | failure of equipment (e.g. hydraulic system)  
|            | environmental conditions (e.g. wind, lightning, storms, etc.)  
| Shut down  | May include but not limited to:  
|            | raising boom/jib to clear buildings and structures (where applicable)  
|            | retracting hoist rope and hook block  
|            | idling engine to stabilise temperature (where applicable)  
|            | turning off engine (where applicable)  
|            | isolating power supply to crane  
|            | removing key (where applicable)  
|            | locking and securing cabin (where applicable)  

Unit Sector(s)

Not Applicable
TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a mobile crane of greater than 3 tonnes capacity that incorporates a boom or jib which includes articulated type mobile cranes and locomotive cranes, but does not include vehicle tow trucks, for licensing purposes. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads, and shut down and secure the crane. |
| | This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work. |
| | This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

| Employability Skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

Not Applicable
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Elements describe the essential outcomes of a unit of competency.</strong></td>
<td><strong>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</strong></td>
</tr>
</tbody>
</table>

| 1. Plan work | 1.1 | Potential workplace hazards are identified |
| 1.2 | **Hazard control measures** are identified consistent with **appropriate standards** to ensure the safety of personnel and equipment |
| 1.3 | The weight of the load is identified and estimated in consultation with **associated personnel** |
| 1.4 | **Crane** is **appropriate** to the load/s and workplace conditions |
| 1.5 | The appropriate path for the movement of loads in the work area is inspected and determined |
| 1.6 | Appropriate **communication methods** are identified with **associated personnel** |

| 2. Conduct routine checks | 2.1 | Crane is visually checked for any damage or defects |
| 2.2 | **Crane** is accessed in a safe manner |
| 2.3 | All **signage and labels** are visible and legible according to the **appropriate standard** |
| 2.4 | Routine pre-operational crane checks are carried out according to **procedures** |
| 2.5 | All controls are located and identified |
| 2.6 | Crane **service logbook** is checked for compliance |
| 2.7 | Crane is started according to **procedures** and checked for any abnormal noises |
| 2.8 | All **crane safety devices** are tested according to **procedures** |
| 2.9 | Pos-start operational checks are carried out according to **procedures** |
| 2.10 | All **communication equipment** is checked for serviceability |
| 2.11 | All damage and defects are reported and recorded according to **procedures**, and appropriate action is taken |

| 3. Set up crane | 3.1 | **Ground suitability** is checked |
| 3.2 | **Crane** is driven to the work area according to **procedures** |
### TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)

**Date this document was generated:** 16 August 2014

| 3.3 Crane is positioned for work application and stability according to procedures |
| 3.4 Appropriate crane configuration for work task is determined according to procedures (where applicable) |
| 3.5 Boom/jib and counterweight configuration data is input into the crane computer (where applicable) |
| 3.6 Appropriate hazard prevention/control measures are applied to the work area according to procedures |
| 3.7 All communications equipment is tested for functionality |

#### 4. Transfer load

| 4.1 Lifts are determined within the capacity of the crane |
| 4.2 Boom/jib and hoist block is positioned over load following directions from associated personnel |
| 4.3 Test lift is carried out according to procedures |
| 4.4 Loads are transferred using all relevant crane movements according to procedures and the appropriate standard |
| 4.5 All required communication signals are correctly interpreted according to procedures and the appropriate standard |
| 4.6 Crane is operated according to procedures |
| 4.7 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability |
| 4.8 Unplanned and/or unsafe situations are responded to in line with procedures |

#### 5. Mobile load

| 5.1 Suitability of planned route is checked for the crane according to procedures |
| 5.2 Crane is configured to mobile load according to procedures |
| 5.3 Load is moved using best mobile practice according to the appropriate standard |

#### 6. Shut down and secure crane

| 6.1 Crane boom/jib and equipment is stowed and secured, where appropriate, according to procedures and the appropriate standard |
| 6.2 Relevant motion locks and brakes are applied (where applicable) |
| 6.3 Outriggers/stabilisers are stowed and secured according to procedures (where applicable) |
| 6.4 Crane is shut down according to procedures |
| 6.5 Routine post-operational crane checks are carried |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use communication skills at a level sufficient to communicate with other site personnel
- Assessment of ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to operate crane
- Operate crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Mobile loads using best mobile practice
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites)
- Use and interpret crane manufacturer's specifications and data, including load charts to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

Required knowledge:

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Ability to read and comprehend manufacturer's instructions, procedures and safety signs
- Understanding of crane characteristics and capabilities (including use of load charts) to allow the configuration of the crane to suit the range of loads
**REQUIRED SKILLS AND KNOWLEDGE**

- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction

**Evidence Guide**

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
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<tbody>
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<td>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.</td>
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<th>Overview of assessment</th>
<th>Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work. State/territory OH&amp;S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&amp;S matters.</th>
</tr>
</thead>
</table>

| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • Compliance with OH&S licensing legislation.  
• Communicate and work safely with others in the work area.  
• Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping, other vehicles and personnel).  
• Operation of a non-slewing mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of non-slewing mobile cranes (over 3t capacity) in conjunction with other associated personnel.  
• Appropriate mathematical procedures for estimation of loads.  |
|---------------------|-------------------------------------------------------------------------------------------------------------|

| Context of and specific | Assessment of the safe and effective application of knowledge and skill to workplace tasks |
**EVIDENCE GUIDE**

| resources for assessment | (performance) must be undertaken using the endorsed Assessment Instrument.  
 - Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.  
 - Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.  
 - Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
 - Assessment is to comply with relevant appropriate standard requirements.  
 - Applicants must have access to:  
   - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment  
   - appropriate non-slewing crane (greater than 3 tonnes) and associated equipment in safe condition  
   - suitable loads as specified by endorsed assessment instrument  
   - communication equipment (e.g. two-way radios, whistles, etc.)  
   - other associated personnel to sling and direct the loads. |

| Method of assessment | • Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.  
 • The use of *simulators* in the assessment of this unit of competency is **not acceptable**.  
 • Assessment may be in conjunction with the assessment of other units of competency.  
 • Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.  
 • Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances. |

| Guidance information for | • Further information about endorsed Assessment Instruments may be obtained from state/territory |
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

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<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</td>
</tr>
<tr>
<td></td>
<td>1 elimination</td>
</tr>
<tr>
<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
<tr>
<td></td>
<td>4 engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5 using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6 personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate standards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• codes of practice</td>
</tr>
<tr>
<td></td>
<td>• legislation</td>
</tr>
<tr>
<td></td>
<td>• Australian standards</td>
</tr>
<tr>
<td></td>
<td>• manufacturer's specifications</td>
</tr>
<tr>
<td></td>
<td>• industry standards (where applicable)</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

<table>
<thead>
<tr>
<th><strong>Associated personnel</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• doggers</td>
</tr>
<tr>
<td></td>
<td>• riggers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Appropriate</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• crane capabilities</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Crane</strong></th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• a crane (greater than 3 tonnes capacity) which meets the requirements of AS1418</td>
</tr>
<tr>
<td></td>
<td>• articulated type mobile cranes</td>
</tr>
<tr>
<td></td>
<td>• locomotive cranes</td>
</tr>
<tr>
<td></td>
<td>Does not include vehicle tow truck operations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Communication method</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• verbal and non-verbal language</td>
</tr>
<tr>
<td></td>
<td>• written instructions</td>
</tr>
<tr>
<td></td>
<td>• signage</td>
</tr>
<tr>
<td></td>
<td>• hand signals</td>
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<td></td>
<td>• listening</td>
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<tr>
<td></td>
<td>• appropriate worksite protocol</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Signage and labels</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• crane data plates/labels</td>
</tr>
<tr>
<td></td>
<td>• load charts</td>
</tr>
<tr>
<td></td>
<td>• crane decals</td>
</tr>
<tr>
<td></td>
<td>• control labels</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Procedures</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• manufacturer’s guidelines (instructions, specifications, operators manual or checklists)</td>
</tr>
<tr>
<td></td>
<td>• industry operating procedures</td>
</tr>
<tr>
<td></td>
<td>• workplace procedures (work instructions, operating procedures, checklists)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Controls</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• luffing levers</td>
</tr>
<tr>
<td></td>
<td>• hoisting and lowering levers</td>
</tr>
<tr>
<td></td>
<td>• slewing levers including brake</td>
</tr>
<tr>
<td>RANGE STATEMENT</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td>• boom extension levers (where fitted)</td>
</tr>
<tr>
<td>Service logbook</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• any logbook</td>
</tr>
<tr>
<td></td>
<td>• service book</td>
</tr>
<tr>
<td></td>
<td>• history record system where the service and maintenance history is kept</td>
</tr>
<tr>
<td>Crane safety devices</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• horns/sirens</td>
</tr>
<tr>
<td></td>
<td>• audible and visual reversing devices</td>
</tr>
<tr>
<td></td>
<td>• operator restraint devices</td>
</tr>
<tr>
<td></td>
<td>• lights</td>
</tr>
<tr>
<td>Communication equipment</td>
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<td>NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane</td>
</tr>
<tr>
<td>Ground suitability</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• rough uneven ground</td>
</tr>
<tr>
<td></td>
<td>• backfilled ground</td>
</tr>
<tr>
<td></td>
<td>• soft soils</td>
</tr>
<tr>
<td></td>
<td>• hard compacted soil</td>
</tr>
<tr>
<td></td>
<td>• rock</td>
</tr>
<tr>
<td></td>
<td>• bitumen</td>
</tr>
<tr>
<td></td>
<td>• concrete</td>
</tr>
<tr>
<td>Stability</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• deploying outriggers</td>
</tr>
<tr>
<td></td>
<td>• establishing correct size plates or packing</td>
</tr>
<tr>
<td></td>
<td>• correctly positioning plates or packing</td>
</tr>
<tr>
<td>Crane configuration</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• boom/jib</td>
</tr>
<tr>
<td></td>
<td>• fly-jib</td>
</tr>
<tr>
<td></td>
<td>• counterweights</td>
</tr>
</tbody>
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## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Hazard prevention/control measures</th>
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<td>safety tags on electrical switches/isolators</td>
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<td>pedestrian controls</td>
</tr>
<tr>
<td></td>
<td>trench covers</td>
</tr>
<tr>
<td></td>
<td>movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>adequate illumination</td>
</tr>
</tbody>
</table>

| Test lift                          | The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that: |
|                                   | near capacity loads do not overload the crane |
|                                   | loads of unusual shape or weight distribution are correctly slung |
|                                   | load measuring equipment can be used to verify the calculated weight of the load |
|                                   | all crane equipment is functioning properly |
|                                   | adjustments to the slinging can be made in a safe manner |

<table>
<thead>
<tr>
<th>Relevant crane movements</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>telescope in and out</td>
</tr>
<tr>
<td></td>
<td>boom/jib up and down</td>
</tr>
<tr>
<td></td>
<td>articulating (as applicable)</td>
</tr>
<tr>
<td></td>
<td>raise and lower hoist (as applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication signals</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>stop - hand</td>
</tr>
<tr>
<td></td>
<td>stop - whistle</td>
</tr>
<tr>
<td></td>
<td>hoist up - hand</td>
</tr>
<tr>
<td></td>
<td>hoist up - whistle</td>
</tr>
<tr>
<td></td>
<td>hoist down - hand</td>
</tr>
<tr>
<td></td>
<td>hoist down - whistle</td>
</tr>
<tr>
<td></td>
<td>luff boom down - hand</td>
</tr>
<tr>
<td></td>
<td>luff boom down - whistle</td>
</tr>
<tr>
<td></td>
<td>luff boom up - hand</td>
</tr>
<tr>
<td></td>
<td>luff boom up - whistle</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

- telescope out - hand
- telescope out - whistle
- telescope in - hand
- telescope in - whistle
- slew/articulate right - hand
- slew/articulate right - whistle
- slew/articulate left - hand
- slew/articulate left - whistle

### Unplanned and/or unsafe situations
May include but not limited to:
- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Planned route
May include but not limited to:
- unusual or difficult terrains
- obstacles or obstruction

### Best mobile practice
May include but not limited to:
- minimum speed
- gentle acceleration and braking (to minimise load swing)
- minimum boom/jib length
- carrying the load near to the ground surface
- use of handheld taglines

### Shut down
May include but not limited to:
- retracting boom/jib/fly (where applicable)
- retracting hoist rope and hook block
- idling engine to stabilise temperature
- retracting outriggers/stabilisers (where applicable)
- turning off engine

## Unit Sector(s)
Not Applicable
TLILIC3007A Licence to operate a portal boom crane

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a portal boom crane mounted on a portal frame, which is supported on runways along which the crane may travel, for licensing purposes. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, transfer loads, mobile load and shut down and secure the crane.  
This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.  
This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

| Employability Skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency | Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan work | 1.1 Potential workplace hazards are identified  
1.2 Hazard control measures are identified in consultation with appropriate personnel consistent with appropriate standards to ensure the safety of personnel and equipment  
1.3 The weight of the load is identified and estimated in consultation with associated personnel  
1.4 Crane is appropriate to the loads and workplace conditions  
1.5 Appropriate path for the movement of loads in the work area is determined  
1.6 Appropriate communication methods are identified with appropriate personnel |
| 2. Conduct routine checks | 2.1 Appropriate hazard prevention/control measures are applied to the work area according to procedures in consultation with associated personnel  
2.2 Crane is accessed in safe manner  
2.3 Crane is visually checked for any damage or defects  
2.4 All signage and labels are visible and legible according to the appropriate standard  
2.5 Routine pre-operational crane checks are carried out according to procedures  
2.6 All controls are located and identified  
2.7 Crane service logbook is checked for compliance  
2.8 Crane is started according to procedures and checked for any abnormal noises  
2.9 All crane safety devices are tested according to procedures  
2.10 Post-start operational checks are carried out according to procedures  
2.11 All communication equipment is checked for serviceability  
2.12 All damage and defects are reported and recorded according to procedures, and appropriate action is taken |
| 3. Transfer load | 3.1 Determine lifts are within the capacity of the crane in consultation with associated personnel  
3.2 Boom/jib and hoist block is positioned over load following directions from associated personnel  
3.3 Test lift is carried out to procedures  
3.4 Loads are transferred using all relevant crane movements according to procedures and appropriate standards  
3.5 All required communication signals are interpreted correctly |
## TLILIC3007A Licence to operate a portal boom crane

Date this document was generated: 16 August 2014

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>3.6</td>
<td>Crane is operated according to procedures</td>
</tr>
<tr>
<td>3.7</td>
<td>Load movement is monitored constantly to ensure safety of personnel and load, and structural stability</td>
</tr>
<tr>
<td>3.8</td>
<td><em>Unplanned and/or unsafe</em> situations are responded to in line with procedures</td>
</tr>
<tr>
<td>4. Mobile load</td>
<td>4.1 Suitability of planned route is checked for the crane according to procedures</td>
</tr>
<tr>
<td></td>
<td>4.2 Crane is configured to mobile load according to procedures</td>
</tr>
<tr>
<td></td>
<td>4.3 Load is moved using best mobile practice according to the appropriate standard</td>
</tr>
<tr>
<td>5. Shut down and secure crane</td>
<td>5.1 Crane is placed in weather vain mode according to procedures (where applicable)</td>
</tr>
<tr>
<td></td>
<td>5.2 Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td></td>
<td>5.3 Crane and equipment is secured correctly according to procedures and the appropriate standard</td>
</tr>
<tr>
<td></td>
<td>5.4 Crane is shut down according to procedures</td>
</tr>
<tr>
<td></td>
<td>5.5 Routine post-operational checks on crane are carried out according to procedures</td>
</tr>
<tr>
<td></td>
<td>5.6 All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

*This describes the essential skills and knowledge and their level required for this unit.*

**Required skills:**

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a portal boom crane including all functions to their maximum for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated
### REQUIRED SKILLS AND KNOWLEDGE

<table>
<thead>
<tr>
<th>Personnel</th>
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<tbody>
<tr>
<td>- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, other vehicles and clear access whilst travelling)</td>
</tr>
<tr>
<td>- Use and interpret crane manufacturer's specifications and data, including load charts to enable the crane to be configured for the load</td>
</tr>
<tr>
<td>- Verify problems and equipment faults and demonstrate appropriate response procedures</td>
</tr>
</tbody>
</table>

**Required knowledge:**

- Appropriate mathematical procedures for estimation of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Understanding of the hierarchy of hazard identification and control
- Level of literacy to be able to read and comprehend manufacturer's instructions, procedures and safety signs
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Portal boom crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Portal boom crane operating techniques
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction

### Evidence Guide

#### EVIDENCE GUIDE

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.*

**Overview of assessment**

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body.
### EVIDENCE GUIDE

| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • Compliance with OH&S licensing legislation.  
• Effectively communicate and work safely with others in the work area.  
• Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, other vehicles and clear access whilst travelling).  
• Operation of a portal crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel.  
• Appropriate mathematical procedures for estimation of loads. |
| --- | --- |
| Context of and specific resources for assessment | • Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.  
• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.  
• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.  
• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
• Assessment is to comply with relevant appropriate standard requirements.  
• Applicants must have access to:  
  • Personal Protective Equipment (PPE) for the purpose of the Performance Assessment  
  • appropriate portal boom crane and associated equipment in safe condition specified by the endorsed Assessment Instrument  
  • suitable loads as specified by the endorsed Assessment Instrument  
  • communication equipment (e.g. two way radios, whistles, etc.)  
  • other associated personnel to sling and direct the loads. |
| Method of assessment | • Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.  
• The use of 'simulators' in the assessment of this unit of competency is **not acceptable.** |
## EVIDENCE GUIDE

- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

### Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

### Hazards

May include but not limited to:

- ground stability (e.g. ground condition or slopes for load placement)
- overhead hazards (e.g. powerlines, service pipes)
- insufficient lighting
- traffic (e.g. pedestrians, vehicles, plant)
- environmental conditions (e.g. wind, lightning, storms)
- other specific hazards (e.g. dangerous materials)

### Hazard control measures

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:

1. elimination
2. substitution
3. isolation
4. engineering control measures
5. using safe work practices
6. personal protective equipment
## RANGE STATEMENT

<table>
<thead>
<tr>
<th><strong>Appropriate standard</strong></th>
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<tbody>
<tr>
<td></td>
<td>- codes of practice</td>
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<td></td>
<td>- legislation</td>
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<td></td>
<td>- Australian Standards</td>
</tr>
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<td></td>
<td>- manufacturer's specifications</td>
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<td></td>
<td>- industry standards (where applicable)</td>
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<table>
<thead>
<tr>
<th><strong>Associated personnel</strong></th>
<th>May include but not limited to:</th>
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<tbody>
<tr>
<td></td>
<td>- riggers</td>
</tr>
<tr>
<td></td>
<td>- doggers</td>
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</table>

<table>
<thead>
<tr>
<th><strong>Crane</strong></th>
<th>A boom crane or jib crane mounted on a portal frame, which is supported on runways along which the crane may travel</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Appropriate</strong></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- crane capabilities</td>
</tr>
<tr>
<td></td>
<td>- environmental conditions (e.g. wind, lightning, storms etc.)</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th><strong>Communication method</strong></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- verbal and non-verbal language</td>
</tr>
<tr>
<td></td>
<td>- written instructions</td>
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<tr>
<td></td>
<td>- signage</td>
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<tr>
<td></td>
<td>audible and visual warning</td>
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<tr>
<td></td>
<td>devices</td>
</tr>
<tr>
<td></td>
<td>lights</td>
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<tr>
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<td>function limits</td>
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**NB:** where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane.

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<tr>
<td></td>
<td>trench covers</td>
</tr>
<tr>
<td></td>
<td>movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>adequate illumination</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test lift</th>
<th>The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>near capacity loads do not overload the crane</td>
</tr>
<tr>
<td></td>
<td>loads of unusual shape or weight distribution are correctly slung</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

- load measuring equipment can be used to verify the calculated weight of the load
- all crane equipment is functioning properly
- adjustments to the slinging can be made in a safe manner

### Relevant crane movements

May include but not limited to:

- luffing
- slewing
- hoisting
- mobiling

### Communication signals

May include but is not limited to:

- stop - hand
- stop - whistle
- hoist up - hand
- hoist up - whistle
- hoist down - hand
- hoist down - whistle
- luff boom down - hand
- luff boom down - whistle
- luff boom up - hand
- luff boom up - whistle
- slew left - hand
- slew left - whistle
- slew right - hand
- slew right - whistle
- mobile - hand

### Best mobile practice

May include but not limited to:

- minimum speed
- gentle acceleration and braking (to minimise load swing)
- minimum boom/jib radius
- carrying the load near to the ground surface (where practical)
- use of handheld taglines (where appropriate)

### Unplanned and/or unsafe situations

May include but not limited to:

- failure/loss of control (e.g. slew brakes, hoist drum)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Shut down

May include but not limited to:

- raising boom/jib to clear buildings, structures and vessels
RANGE STATEMENT

<table>
<thead>
<tr>
<th>(where applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>retracting hoist rope and hook block</td>
</tr>
<tr>
<td>idling engine to stabilise temperature</td>
</tr>
<tr>
<td>applying weather vain mode (where applicable)</td>
</tr>
<tr>
<td>applying motion locks and brakes are applied</td>
</tr>
<tr>
<td>turning off engine</td>
</tr>
<tr>
<td>removing key from ignition</td>
</tr>
<tr>
<td>locking and securing cabin (where applicable)</td>
</tr>
</tbody>
</table>

Unit Sector(s)

Not Applicable
TLILIC3008A Licence to operate a slewing mobile crane (up to 20 tonnes)

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a slewing mobile crane (up to 20 tonnes) for licensing purposes. It encompasses the requirement for non-slewing mobile crane licence and the vehicle loading crane licence. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads and shut down and secure the crane.  
This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.  
This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
### Employability Skills Information

<table>
<thead>
<tr>
<th>Employability Skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency</th>
<th>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan work | 1.1 Potential workplace hazards are identified  
1.2 *Hazard prevention/control measures* are identified consistent with *appropriate standards* to ensure the safety of personnel and equipment  
1.3 The weight of the load is identified and estimated in consultation with *associated personnel*  
1.4 Crane is *appropriate* to the load/s and workplace conditions  
1.5 Appropriate path for the movement of loads in the work area is inspected and determined  
1.6 Appropriate *communication methods* are identified with *associated personnel* |
| 2. Conduct routine checks | 2.1 Crane is visually checked for any damage or defects  
2.2 Crane is accessed in a safe manner  
2.3 All *signage and labels* are visible and legible according to the *appropriate standard*  
2.4 Routine pre-operational crane checks are carried out according to *procedures*  
2.5 All *controls* are located and identified  
2.6 Crane *service logbook* is checked for compliance  
2.7 Crane is started according to *procedures* and checked for any abnormal noise  
2.8 All *crane safety devices* are tested according to *procedures*  
2.9 Post-start operational checks are carried out according to *procedures*  
2.10 All *communication equipment* is checked for serviceability  
2.11 All damage and defects are reported and recorded according to *procedures*, and appropriate action is taken |
| 3. Set up crane | 3.1 *Ground suitability* is checked  
3.2 Crane is driven to the work area according to *procedures*  
3.3 Crane is positioned for work application and *stability* according to *procedures*  
3.4 Appropriate *crane configuration* for work task is determined according to *procedures* (where applicable)  
3.5 Boom/jib and counterweight configuration data is input |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>into the crane computer (as required)</td>
</tr>
<tr>
<td>3.6</td>
<td>Appropriate <strong>hazard prevention/control measures</strong> are applied to the work area according to <strong>procedures</strong></td>
</tr>
<tr>
<td>3.7</td>
<td>All <strong>communications equipment</strong> is tested for functionality</td>
</tr>
<tr>
<td>4. Transfer load</td>
<td>4.1 Lifts are determined within the capacity of the crane</td>
</tr>
<tr>
<td></td>
<td>4.2 Boom/jib and hoist block is positioned over load following directions from <strong>associated personnel</strong></td>
</tr>
<tr>
<td></td>
<td>4.3 <strong>Test lift</strong> is carried out according to <strong>procedures</strong></td>
</tr>
<tr>
<td></td>
<td>4.4 Loads are transferred using all <strong>relevant crane movements</strong> according to <strong>procedures</strong> and the <strong>appropriate standard</strong></td>
</tr>
<tr>
<td></td>
<td>4.5 All required <strong>communication signals</strong> are correctly interpreted according to <strong>procedures</strong> and the <strong>appropriate standard</strong></td>
</tr>
<tr>
<td></td>
<td>4.6 <strong>Crane</strong> is operated according to <strong>procedures</strong></td>
</tr>
<tr>
<td></td>
<td>4.7 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability</td>
</tr>
<tr>
<td></td>
<td>4.8 <strong>Unplanned and/or unsafe</strong> situations are responded to in line with <strong>procedures</strong></td>
</tr>
<tr>
<td>5. Mobile load</td>
<td>5.1 Suitability of <strong>planned route</strong> is checked for the crane according to <strong>procedures</strong></td>
</tr>
<tr>
<td></td>
<td>5.2 <strong>Crane</strong> is configured to mobile load according to <strong>procedures</strong></td>
</tr>
<tr>
<td></td>
<td>5.3 Load is moved using <strong>best mobile practice</strong> according to the <strong>appropriate standard</strong></td>
</tr>
<tr>
<td>6. Shut down and secure crane</td>
<td>6.1 <strong>Crane</strong> boom/jib and equipment are stowed and secured where appropriate according to <strong>procedures</strong> and the <strong>appropriate standard</strong></td>
</tr>
<tr>
<td></td>
<td>6.2 Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td></td>
<td>6.3 Outriggers/stabilisers are stowed and secured according to <strong>procedures</strong></td>
</tr>
<tr>
<td></td>
<td>6.4 Crane is <strong>shut down</strong> according to <strong>procedures</strong></td>
</tr>
<tr>
<td></td>
<td>6.5 Plates or packing are stowed and secured</td>
</tr>
<tr>
<td></td>
<td>6.6 Routine post-operational crane checks are carried out according to <strong>procedures</strong></td>
</tr>
<tr>
<td></td>
<td>6.7 All damage and defects are reported and recorded according to <strong>procedures</strong>, and appropriate action is taken</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

### Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a slewing mobile crane (up to 20t capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)
- Use and interpret crane manufacturer's specifications and data, including load charts, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

### Required knowledge:

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Level of literacy to be able to read and comprehend manufacturer's instructions, procedures and safety signs
- Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Mobile slewing crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the process and with equipment and
### REQUIRED SKILLS AND KNOWLEDGE

adjustments required for correction

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### Evidence Guide

**EVIDENCE GUIDE**

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.*

#### Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).
- Complete the pre-operational check, positioning, stabilising, set up, operation, post-operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane up to 20 tonne capacity in conjunction with other associated personnel.
- Appropriate mathematical procedures for estimation of loads.

#### Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the
### Evidence Guide

The workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.

- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - Appropriate slewing mobile crane (up to 20 tonne) and associated equipment in safe condition
  - Suitable loads as specified by the endorsed Assessment Instrument
  - Communication equipment (e.g., two-way radios, whistles, etc.)
  - Other associated personnel to sling and direct the loads

### Method of Assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- Assessment may be in conjunction with the assessment of other units of competency.
- The use of 'simulators' in the assessment of this unit of competency is not acceptable.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

### Guidance Information for Assessment

Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
## Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised wording, if used in the performance criteria, is detailed below.**

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</td>
</tr>
<tr>
<td></td>
<td>1 elimination</td>
</tr>
<tr>
<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
<tr>
<td></td>
<td>4 engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5 using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6 personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate standard</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>codes of practice (mobile crane)</td>
</tr>
<tr>
<td></td>
<td>legislation</td>
</tr>
<tr>
<td></td>
<td>Australian standard</td>
</tr>
<tr>
<td></td>
<td>manufacturer's specifications</td>
</tr>
<tr>
<td></td>
<td>industry standards (where applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associated personnel</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>riggers</td>
</tr>
<tr>
<td></td>
<td>doggers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>crane capabilities</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Crane</th>
<th>May include a boom or jib, which is capable of being slewed (up to 20 tonnes capacity)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The slewing mobile crane up to 20 tonnes classification encompasses the requirements for the non-slewing mobile crane classification and the vehicle loading crane classification</td>
</tr>
<tr>
<td></td>
<td>NB: This excludes front-end loader, backhoe, excavator or like equipment when configured for crane operation</td>
</tr>
</tbody>
</table>

| Communication method                                                | May include but not limited to:                                                      |
|                                                                    | - verbal and non-verbal language                                                      |
|                                                                    | - written instructions                                                               |
|                                                                    | - signage                                                                             |
|                                                                    | - hand signals                                                                        |
|                                                                    | - listening                                                                          |
|                                                                    | - questioning to confirm understanding                                               |
|                                                                    | - appropriate worksite protocol                                                      |

| Signage and labels                                                   | May include but not limited to:                                                      |
|                                                                    | - crane data plates/labels                                                           |
|                                                                    | - load charts                                                                        |
|                                                                    | - crane decals                                                                       |
|                                                                    | - control labels                                                                     |

| Procedures                                                           | May include but not limited to:                                                      |
|                                                                    | - manufacturer's guidelines (instructions, specifications or checklists)             |
|                                                                    | - industry operating procedures                                                     |
|                                                                    | - workplace procedures (work instructions, operating procedures, checklists)       |

| Controls                                                             | May include but not limited to:                                                      |
|                                                                    | - luffing levers                                                                     |
|                                                                    | - hoisting and lowering levers                                                       |
|                                                                    | - slewing levers including brake                                                     |
|                                                                    | - boom extension levers (where fitted)                                               |

| Service logbook                                                      | May include but not limited to:                                                      |
|                                                                    | - any logbook                                                                        |
### RANGE STATEMENT

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>service book</td>
<td>history record system where the service and maintenance history is kept</td>
</tr>
</tbody>
</table>

#### Crane safety devices

May include but not limited to:
- horns/sirens
- audible and visual reversing devices
- operator restraint devices
- lights

#### Communication equipment

May include but not limited to:
- two-way radios
- whistles
- bells
- buzzers

NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane.

#### Ground suitability

May include but not limited to:
- rough uneven ground
- backfilled ground
- soft soils
- hard compacted soil
- rock
- bitumen
- concrete

#### Stability

May include but not limited to:
- deploying outriggers
- establishing correct size plates or packing
- correctly positioning plates or packing

#### Crane configuration

May include but not be limited to:
- boom/jib
- fly-jib
- counterweights

#### Hazard prevention/control measures

May include but not limited to:
- safety tags on electrical switches/isolators
- insulated powerlines
## RANGE STATEMENT

- safety observer used inside exclusion zone
- disconnected power
- traffic barricades and control
- pedestrian barricades
- trench covers
- movement of obstructions
- personal protective equipment
- adequate illumination

### Test lift

The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:

- near capacity loads do not overload the crane
- loads of unusual shape or weight distribution are correctly slung
- load measuring equipment can be used to verify the calculated weight of the load
- all crane equipment is functioning properly
- adjustments to the slinging can be made in a safe manner

### Relevant crane movements

May include but not limited to:

- telescope in and out
- boom/jib up and down
- slew boom/jib
- operation of outriggers/stabilisers
- raise and lower hoist
- travel

### Communication signals

May include but not limited to:

- stop - hand
- stop - whistle
- hoist up - hand
- hoist up - whistle
- hoist down - hand
- hoist down - whistle
- luff boom down - hand
- luff boom down - whistle
- luff boom up - hand
- luff boom up - whistle
- telescope out - hand
- telescope out - whistle
### RANGE STATEMENT

- telescope in - hand
- telescope in - whistle
- slew left - hand
- slew left - whistle
- slew right - hand
- slew right - whistle
- travel - hand

### Unplanned and/or unsafe situations
May include but not limited to:
- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Planned route
May include but not limited to:
- unusual or difficult terrains
- obstacles or obstruction

### Best mobile practice
May include but not limited to:
- minimum speed
- gentle acceleration and braking (to minimise load swing)
- minimum boom/jib length
- carrying the load near to the ground surface
- boom/jib in line with the crane
- boom/jib as low as possible
- load faces uphill
- use of handheld taglines

### Shut Down
May include but not limited to:
- retracting boom/jib
- retracting hoist rope and hook block
- positioning/securing boom/jib
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)
- locking and securing cabin (where applicable)
Unit Sector(s)
Not Applicable
TLILIC3013A Preparation to transport dangerous goods by road

Modification History
Not Applicable
Unit Descriptor

This unit addresses the skills and knowledge requirements for a driver to obtain a licence for the transport of dangerous goods by road.

Application of the Unit

The unit covers preparing to comply with regulatory requirements and does not address all the skills and knowledge for the transportation of dangerous goods. Upon achieving this unit and obtaining a licence, further industry specific training will be required to satisfy legislative requirements for the transportation of dangerous goods.

Licensing/Legislative Requirements

The primary legislative requirements applicable to this unit of competency are state/territory legislation in relation to the transport of dangerous goods, the current version of the Australian code for the Transport of Dangerous Goods by Road and Rail (ADG Code), relevant Australian Standards (AS) and relevant Occupational Health and Safety (OH&S) legislation including licensing and assessment requirements.

Obtaining this competency is a necessary requirement for obtaining a Dangerous Goods Driver Licence. However, it is only one of several criteria for obtaining the licence. Registered training organisations must advise each prospective student that there are a number of non-competency related requirements that must be satisfied to meet the licensing requirements. Depending on the jurisdiction these may include: age limits; relevant and valid driver licence; suitable driver traffic history; satisfactory medical report; criminal history or suitable person check; English standard - Score 5 in International English Language Testing System (IELTS).

It is a licensing requirement that this course be conducted over two or more training days including a minimum of 16 hours of supervised training and assessment.

Licensing/Regulatory Information

Refer to Application of the Unit
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Identify individual organisations and systems for the transport of dangerous goods</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Responsibilities and duties for the transport of dangerous goods are clearly defined, and allocated and included in job descriptions and duty statements for all relevant positions</td>
</tr>
<tr>
<td></td>
<td>1.2 Systems, organisations, and other persons that effect the transport of dangerous goods are identified</td>
</tr>
<tr>
<td>2</td>
<td><strong>Identify UN numbers, UN classes and UN divisions of dangerous goods including packing groups</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Proper shipping names and other relevant information from Dangerous Goods List are identified</td>
</tr>
<tr>
<td></td>
<td>2.2 UN class and UN division labels for dangerous goods are determined in accordance with the current ADG Code and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 Packing groups for dangerous goods are identified and assessed for their significance</td>
</tr>
<tr>
<td></td>
<td>2.4 The Dangerous Goods List is evaluated in relation to its special provisions and other instructions</td>
</tr>
<tr>
<td>3</td>
<td><strong>Check vehicle</strong></td>
</tr>
<tr>
<td></td>
<td>3.1 The suitability of a transport vehicle to carry dangerous goods is assessed including roadworthiness, fittings and accessories, test date tags, knowledge of operation of control systems, awareness of mass, configuration, and other relevant requirements for the intended load</td>
</tr>
<tr>
<td></td>
<td>3.2 The requirements for driver and vehicle licensing and how to check vehicle for licence and registration labels, and conformity with the current ADG Code and other regulatory requirements are identified</td>
</tr>
<tr>
<td></td>
<td>3.3 Checks are made to determine that the transport vehicle has the correct placarding for the class or division of the intended load</td>
</tr>
<tr>
<td>4</td>
<td><strong>Assess suitability of transport mode for intended load</strong></td>
</tr>
<tr>
<td></td>
<td>4.1 The suitability of dangerous goods packaging is assessed to ensure that it is suitable for purpose, free from obvious defects and residue</td>
</tr>
<tr>
<td></td>
<td>4.2 Ullage in large compartments is identified and assessed for compliance with the current ADG Code and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>4.3 Transport documentation is checked to ensure that dangerous goods markings and vehicle placards are consistent with the load being carried and are legible and clearly visible</td>
</tr>
<tr>
<td></td>
<td>4.4 Dangerous goods loads are checked for compatibility and segregation in accordance with regulatory requirements</td>
</tr>
<tr>
<td>5</td>
<td><strong>Follow emergency procedures</strong></td>
</tr>
<tr>
<td></td>
<td>5.1 Hazchem codes are understood and appropriately applied in emergency response situations</td>
</tr>
<tr>
<td></td>
<td>5.2 Hazchem codes for a mixed load of dangerous goods are identified</td>
</tr>
</tbody>
</table>
|         | 5.3 Emergency information required for the dangerous goods being...
## ELEMENT  PERFORMANCE CRITERIA

Transported is appropriately identified

5.4 Driver's role and obligations in an emergency situation, are identified in accordance with a Transport Emergency Response Plan

5.5 Appropriate communication to notify relevant personnel and emergency services is identified and applied

5.6 Safety equipment is used for containment, clean up or recovery as appropriate

### 6 Check safety equipment and its use

6.1 Safety equipment is determined according to the type of dangerous goods being transported in accordance with current ADG Code and regulatory requirements

6.2 The suitability and compliance of personal protective equipment required is assessed

6.3 Personal protective equipment and safety equipment is used in accordance with workplace and regulatory requirements

### 7 Maintain dangerous goods documentation

7.1 Transport documentation is accurate and completed in accordance with workplace and regulatory requirements including the current ADG Code

7.2 Transport documentation is appropriately amended according to regulations and enterprise procedures

7.3 Transport documentation is correctly located in the cabin in accordance with regulatory requirements

### 8 Secure and protect vehicle load

8.1 Load restraint method/s for the transport of dangerous goods in accordance with current ADG Code and other regulatory requirements are appropriately established

8.2 Load restraint systems and securing points are inspected for suitability, excessive wear, and obvious defects

### 9 Plan, control and manage transfer of dangerous goods

9.1 Positioning of vehicle for dangerous goods bulk transfer is in accordance with current regulatory and enterprise procedures

9.2 Suitable safety measures for each class of dangerous goods being transferred are identified

9.3 Operation of battery isolation switches is clearly identified

9.4 Transfer equipment and adequacy of lighting levels are identified and checked for compatibility

9.5 Responsibilities of drivers during transfer of dangerous goods are identified

9.6 Emergency procedures in the event of a spill or leak during transfer are identified

9.7 Hoses used to transfer dangerous goods have been appropriately tested in accordance with regulatory requirements

### 10 Plan and manage safe transport of dangerous goods

10.1 Regulatory procedures for carrying passengers while...
ELEMENT goods

PERFORMANCE CRITERIA

transporting dangerous goods are identified

10.2  Prohibited practices and the carrying of prohibited objects during transport are identified

10.3  Regulatory and enterprise procedures for planning routes covering driving, parking, loading and unloading, uncoupling and/or securing the vehicle are assessed

10.4  Transport routes are planned to ensure prohibited areas and restricted routes are observed

10.5  Appropriate parking requirements are identified in accordance with regulatory requirements

10.6  Regulatory requirements relating to the transport of empty or nominally empty packaging used to transport dangerous goods are identified in accordance with the current ADG code

10.7  Regulatory and enterprise procedures and driver’s role in vehicle breakdown situations are appropriately indentified and implemented

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- The current ADG Code and relevant state/territory dangerous goods legislation as they apply to vehicles transporting dangerous goods by road
- Procedures and guidelines concerning the transport of dangerous goods
- Risks associated with the transporting of dangerous goods by road and related precautions to control those risks
- Housekeeping standards and procedures required in the workplace
- Assess suitability of transport vehicles intending to carry dangerous goods
- Ability to read and interpret information on transport documentation including consignment/manifest sheets
- Plan appropriate transport routes and appropriate rest stops
- Methods of securing a vehicle following loading and unloading of dangerous goods, including bulk transfer of dangerous goods
- Relevant permit and/or licence requirements
- Ability to complete/amend appropriate documentation
Required skills:

- Ability to identify and correctly use equipment required for the bulk load/transfer of dangerous goods
- Ability to modify activities depending on differing workplace contexts, risk situations and environments
- Ability to read and comprehend simple statements in English (to Level 5, International English Language Testing System)
- Ability to identify dangerous goods labelling and placarding such as emergency information panels
- Ability to select and place appropriate placarding on vehicle/s transporting dangerous goods by road
- Ability to understand mass, volume and special requirements of a load
- Ability to identify and follow emergency procedures in the event of accident/incident
- Ability to use personal protection and safety equipment including eye wash kit
- Ability to identify/demonstrate appropriate load restraint methods

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying the following:
  - identify UN classes, UN division, packing group, class and subsidiary risk labels for dangerous goods
  - compliance with ADG and relevant dangerous goods legislation
  - determine proper shipping names for UN numbers
  - identify the level of risk within particular dangerous goods classes/divisions
  - identify other persons, organisations, systems involved in the transport of dangerous goods by road
  - identify the required information on a transport document for the transport of dangerous goods
  - identify emergency information document and its
EVIDENCE GUIDE

- storage location
- apply segregation methods to incompatible dangerous goods
- demonstrate the ability to appropriately placard dangerous goods vehicles
- identify required information on an emergency information panel
- assess operational suitability of equipment and vehicles pertinent to dangerous goods transportation
- locate, interpret and apply relevant information
- select appropriate equipment and work systems to enable safe, efficient work
- identify hazards and plan work to minimise risks when transporting dangerous goods
- determine (if any) required permits
- use appropriate communication strategies and equipment
- maintain workplace records and documentation including completing dangerous goods declarations
- identify and safely handle equipment and goods
- apply hierarchy of hazard control

Context of and specific resources for assessment

Assessment of this unit must be undertaken by a registered training organisation:

- As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
- Appropriate practical assessment must occur at the registered training organisation, and/or in an appropriate work situation or realistic simulated work environment

Method of assessment

- Assessment is to comply with relevant regulatory requirements and correspond with the current version of the ADG Code and relevant Australian Standards in relation to the transport of dangerous goods by road

- Assessment must be conducted using the Mandatory Assessment Instrument. This instrument includes requirements for application and is available from the relevant state/territory Competent Authority
- Assessment must include questioning (verbal and/or written)
- Assessment may be in conjunction with the assessment of other units of competency
EVIDENCE GUIDE

Specific resources
- Access is required to opportunities to:
  - participate in a range of exercises, case studies and other real and/or three dimensional simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare for the transport of dangerous goods, and/or
  - prepare for the transport of dangerous goods by road in an appropriate range of operational situations
  - For the purpose of training and assessment all applicants must be provided or have direct access to a copy of the current ADG Code and relevant dangerous goods legislation for their state/territory
  - The Competent Authority may require RTOs to provide copies of learning materials used for training. The Competent Authority may disallow the use of any learning materials it considers unsuitable

Access and equity considerations
- All workers in the transport industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander transport drivers and communities

Consistency of performance
- Applies underpinning knowledge and skills when:
  - assessing operational suitability of equipment and vehicles pertinent to the transport of dangerous goods by road
  - identifying class and subsidiary risk labels for dangerous goods
  - estimating weight and dimensions of load and any special requirements
  - selecting appropriate equipment and work systems to enable safe, efficient work
  - identifying hazards and planning work to minimise risks when transporting dangerous goods by road
  - determining required permits, approvals or licences to transport dangerous goods by road
  - using appropriate communication strategies and equipment
  - locating, interpreting and applying relevant information
EVIDENCE GUIDE

- maintaining transport documentation, driving records and any other workplace records
- identifying and safely handling equipment and goods
- applying hierarchy of hazard control
- Shows evidence of application of relevant transport procedures including:
  - current state/territory dangerous goods legislation and procedures
  - current ADG Code and associated Australian Standards
  - current OH&S regulations and hazard prevention policies and procedures
  - current workplace procedures and work instructions concerning the preparation and transport of dangerous goods by road
  - relevant and current guidelines relating to the use of loading equipment
  - current housekeeping procedures
  - current environmental protection procedures when transporting dangerous goods by road
- Action is taken promptly to report any accidents, incidents or potential difficulties in the preparation and transport of dangerous goods by road in accordance with legislation and workplace procedures
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Guidance information for assessment

- Assessors must confirm the identity of the student at the time of each assessment component
- Team based assessment models must not be used for assessment of this competency unit
- The assessment must be conducted using the Mandatory Assessment Instrument nominated by the Competent Authority
- The assessment must be conducted in accordance with the requirements of the Competent Authority as specified in the Mandatory Assessment Instrument document and the accompanying assessment delivery guide
- The Mandatory Assessment Instrument challenge test is required for all forms of assessment including
EVIDENCE GUIDE

recognition of prior learning

- Further information about the Mandatory Assessment Instrument may be obtained from the Competent Authority in each state/territory
- It is a licensing requirement that assessors must satisfy the following requirements of the Competent Authority in addition to any requirements of the AQTF. Assessors must:
  - Pass an assessment test approved by the Competent Authority; and
  - Have at least 5 years relevant dangerous goods industry and operational experience; and
  - Meet any additional mandatory skills or qualifications required by the Competent Authority; and
  - Must not have been disallowed by a Competent Authority in any jurisdiction

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Vehicle refers to:
- all applicable transportation modes

Hazards in the work area may include exposure to:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
RANGE STATEMENT

Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator
- breathing apparatus
- high visibility clothing

Load restraint systems are:
- as detailed in the National Load Restraint Guide

Preparation of packaged dangerous goods for transport may:
- require special precautions as specified by the manufacturer

Transport documentation may include:
- Transport Emergency Response Plan
- Emergency Procedure Guide
- Material Safety Data Sheet (MSDS)
- descriptions for dangerous goods (i.e. proper shipping name, class and division number, packing group, subsidiary risk(s) if any)
- UN or ID number

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
RANGE STATEMENT

- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Safety equipment on vehicle may include:

- fire extinguishers
- portable warning devices
- eye wash kit

Information/documents may include:

- current Australian Dangerous Goods Code, relevant Australian and international Standards
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the preparation and transport of dangerous goods
- goods identification numbers, codes and signs
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- manufacturers specifications, instructions and labelling advice for the transport of dangerous goods, including material safety data sheets

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including current Australian and International Dangerous Goods Codes, Australian Marine Orders and the International Maritime Dangerous Goods Code and International Air Transport Association (IATA) Dangerous Goods by Air regulations
- Australian and state/territory regulations related to the transport of dangerous goods by road
- relevant Australian and international Standards
- relevant state/territory environmental protection legislation
RANGE STATEMENT

- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field LIC - Licensing Units
TLILIC3017B Licence to drive a heavy combination vehicle

Modification History
New release. This unit replaces and is equivalent to TLILIC3017A.

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a heavy combination vehicle. It includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, coupling and uncoupling of trailer, and effectively managing hazardous situations.
Assessment of this unit will be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory driver licensing authority.

Application of the Unit
This unit applies to driving that is carried out in compliance with the licence requirements and regulations of the relevant state/territory driver licensing authority pertaining to heavy combination vehicles.
Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.
Driving involves the application of routine vehicle driving principles and procedures to maintain safety and operate a heavy combination vehicle across a variety of driving contexts.
The primary legislative requirements applicable to this unit of competency are state/territory legislation in relation to road use and driver licensing.
This unit addresses the knowledge and skills necessary for the granting of a Heavy Combination Driver Licence.
Being awarded this unit of competency is a necessary requirement to obtain a Heavy Combination Driver Licence but is only one of several criteria. Prospective licence applicants should check with the state/territory driver licensing authority for other criteria (such as licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Drive a heavy combination vehicle

1.1 Heavy combination vehicle is started, steered, manoeuvred, positioned and stopped according to traffic regulations, manufacturer instructions and relevant vehicle handling procedures

1.2 Engine power is managed to ensure efficiency and performance, and to minimise engine and gear damage

1.3 Braking system of heavy combination vehicle is managed and operated efficiently to ensure effective control of vehicle under all conditions

1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.5 Heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.6 Heavy combination vehicle is parked, shutdown, uncoupled and safely secured according to traffic regulations

1.7 Load is safely and effectively restrained

2 Monitor traffic and road conditions

2.1 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

2.2 Interaction with other road users is conducted courteously according to road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and vehicle checks

3.2 Appropriate signage, lights and equipment are checked for operational effectiveness and for conformity to prescribed traffic
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Driving hazards and related defensive driving techniques
- Efficient driving techniques
- Engine power management and safe driving strategies
- Heavy combination vehicle controls, instruments and indicators and their use
- Heavy combination vehicle handling procedures
- Pre-operational checks carried out on vehicle and related action
- Relevant state/territory driver licensing authority road rules, regulations, permit and licence requirements

**Required skills:**

- Anticipate and monitor traffic hazards and take appropriate action
- Apply precautions and required action to eliminate, minimise or control hazards that may exist when driving a heavy combination vehicle
- Carry out pre-operational vehicle checks
- Communicate effectively with others when driving a heavy combination vehicle
- Monitor performance of vehicle, its trailers and its equipment, and take appropriate action where required
- Read and interpret instructions, procedures, information and signs relevant to driving a heavy combination vehicle
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:
  - applying relevant procedures that reflect legislative requirements
  - negotiating a range of complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings).

Context of and specific resources for assessment

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment
- appropriate range of relevant on-road operational situations or in the workplace
- relevant and appropriate materials and equipment
- applicable documentation such as workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical driving aspects must be assessed in a vehicle typical of the class as approved by the state/territory driver licensing authority. The use of simulators for driver testing is not permitted.

The assessor must use the mandatory assessment tool provided by the state/territory driver licensing authority to conduct the assessment for this unit according to licensing authority requirements.

The state/territory driver licensing authority may prescribe approved routes, which must be used for the final assessment.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Heavy combination vehicle includes:**
- Prime mover with a minimum of three axles and a semi-trailer with a minimum of two axles - vehicle must have a GCM rating of at least 24 tonnes
- Heavy rigid vehicle towing a trailer - trailer must have at least two axles and a GVM of 12 tonnes or more

**Vehicle handling procedures may include:**
- Accelerating and braking
- Managing engine performance
- Operating vehicle controls, instruments and indicators
- Positioning and stopping a vehicle
- Reversing a vehicle
- Starting a vehicle
- Steering and manoeuvring a vehicle
- Using defensive driving techniques

**Driving hazards may include:**
- Animals and objects on road
- Faulty:
  - brakes
  - steering mechanism on vehicle
- Fire in vehicle
- Flooded sections of road
- Foggy conditions
- Leaking fuel
- Oil on road
- Parked vehicles on road
- Pedestrians crossing road
- Wet and iced roads
- Windy sections of road

**Traffic and road conditions may include:**
- Negotiating a range of more complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings)
- On open or private roads including roads with moderate inclines and declines
- Operations conducted during the day or night
- Typical weather conditions
- While at a depot, base or warehouse
- While at a client workplace or worksite
- Checking and topping up fluid levels
- Checking:
  - brakes
• operation of vehicle lights and indicators
• tyre pressures
• Visually checking vehicle

Unit Sector(s)
Not applicable.

Competency Field
LIC - Licensing
TLILIC3018B Licence to drive a multi combination vehicle

Modification History
New release. This unit replaces and is equivalent to TLILIC3018A.

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a multi-combination vehicle. It includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, coupling and uncoupling of dollies, and effectively managing hazardous situations.
Assessment of this unit will be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory driver licensing authority.

Application of the Unit
This unit applies to driving that is carried out in compliance with the licence requirements and regulations of the relevant state/territory driver licensing authority pertaining to multi-combination vehicles.
Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.
Driving involves the application of routine vehicle driving principles and procedures to maintain safety and operate a multi-combination vehicle across a variety of driving contexts.
The primary legislative requirements applicable to this unit of competency are state/territory legislation in relation to road use and driver licensing.
This unit addresses the knowledge and skills necessary for the granting of a Multi-Combination Driver Licence.
Being awarded this unit of competency is a necessary requirement to obtain a Multi-Combination Driver Licence but is only one of several criteria. Prospective licence applicants should check with the state/territory driver licensing authority for other criteria (such as licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Drive a multi-combination vehicle

1.1 Multi-combination vehicle is started, steered, manoeuvred, positioned and stopped according to traffic regulations, manufacturer instructions and relevant vehicle handling procedures

1.2 Engine power is managed to ensure efficiency and performance, and to minimise engine and transmission damage

1.3 Braking system of multi-combination vehicle is managed and operated efficiently to ensure effective control of vehicle under all conditions

1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.5 Multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.6 Multi-combination vehicle is parked, shutdown, uncoupled and safely secured according to traffic regulations

1.7 Load is safely and effectively restrained

2 Monitor traffic and road conditions

2.1 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

2.2 Interaction with other road users is conducted courteously according to road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and vehicle checks

3.2 Appropriate signage, lights and equipment are checked for operational effectiveness and for conformity to prescribed traffic
3.3 Prime mover, dollies and trailer are correctly aligned and coupled in proper sequence

3.4 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm it is fully operational

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Driving hazards and related defensive driving techniques
- Efficient driving techniques
- Engine power management and safe driving strategies
- Multi-combination vehicle controls, instruments and indicators and their use
- Multi-combination vehicle handling procedures
- Pre-operational checks carried out on vehicle and related action
- Relevant state/territory driver licensing authority road rules, regulations, permit and licence requirements

Required skills:

- Anticipate and monitor traffic hazards and take appropriate action
- Apply precautions and required action to eliminate, minimise or control hazards that may exist when driving a multi-combination vehicle
- Carry out pre-operational vehicle checks
- Communicate effectively with others when driving a multi-combination vehicle
- Monitor performance of vehicle, its trailers and its equipment, and take appropriate action where required
- Read and interpret instructions, procedures, information and signs relevant to driving a multi-combination vehicle
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying relevant procedures that reflect legislative requirements
- negotiating a range of complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings).

### Context of and specific resources for assessment

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment
- appropriate range of relevant on-road operational situations or in the workplace
- relevant and appropriate materials and equipment
- applicable documentation such as workplace procedures, regulations, codes of practice and operation manuals.

### Method of assessment

Practical driving aspects must be assessed in a vehicle typical of the class as approved by the state/territory driver licensing authority. The use of simulators for driver testing is not permitted.

The assessor must use the mandatory assessment tool provided by the state/territory driver licensing authority to conduct the assessment for this unit according to licensing authority requirements.

The state/territory driver licensing authority may prescribe approved routes, which must be used for the final assessment.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Multi-combination vehicle includes:
- Heavy combination B-double rated vehicle at least 22 metres in length with more than one trailer, which has all pertinent documentation permits etc.
- Three axle prime mover with an A and B trailer each with bogie axles

Vehicle handling procedures may include:
- Accelerating and braking
- Managing engine performance
- Operating vehicle controls, instruments and indicators
- Positioning and stopping a vehicle
- Reversing a vehicle
- Starting a vehicle
- Steering and manoeuvring a vehicle
- Using defensive driving techniques

Driving hazards may include:
- Animals and objects on road
- Faulty:
  - brakes
  - steering mechanism on vehicle
- Fire in vehicle
- Flooded sections of road
- Foggy conditions
- Leaking fuel
- Oil on road
- Parked vehicles on road
- Pedestrians crossing road
- Wet and iced roads
- Windy sections of road

Traffic and road conditions may include:
- Negotiating a range of more complex traffic infrastructure (such as roundabouts, traffic lights, stalemate intersections, railway level crossings)
- On open or private roads including roads with moderate inclines and declines
- Operations conducted during the day or night
- Typical weather conditions
- While at a depot, base or warehouse
- While at a client workplace or worksite

Pre-operational inspections and equipment checks may include:
- Checking and topping up fluid levels
- Checking:
  - brakes
- operation of vehicle lights and indicators
- tyre pressures
- Visually checking vehicle

Unit Sector(s)
Not applicable.

Competency Field
LIC - Licensing
TLILIC3019A Licence to operate a reach stacker - greater than 3 tonnes capacity

Modification History
Release 1 - New unit of competency

Unit Descriptor
Not applicable.

Application of the Unit
This unit requires the operator to identify hazards, implement hazard control measures, plan the work, conduct routine pre and post operational checks, set up, stack and unstack containers and mobile containers, pack up, shut down and secure the reach stacker. This unit is based on the requirements of occupational health and safety (OH&S) regulations and meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Plan work

1.1 Site inspection is completed and potential workplace hazards are identified prior to commencement of operations

1.2 Hazard control measures are identified and implemented consistent with appropriate standards to ensure the safety of personnel and equipment

1.3 Job requirements are confirmed with appropriate personnel

1.4 Work is planned to comply with instructions, risk assessment, and operating and emergency procedures

1.5 Weight of the container is identified or confirmed in consultation with appropriate personnel

1.6 Appropriateness of the reach stacker to the container/s and workplace conditions is ensured

1.7 Appropriate path for the movement of containers in work area is determined and inspected

1.8 Appropriate communication methods are identified and selected according to procedures

2 Conduct routine checks

2.1 Reach stacker is accessed in a safe manner according to procedures

2.2 Reach stacker service logbook is checked for compliance

2.3 Routine pre-start operational checks are carried out according to procedures and are completed in a safe manner

2.4 Reach stacker is visually checked for any damage or defects

2.5 Visibility and legibility of all signage and labels is ensured according to the appropriate standard

2.6 All reach stacker controls are located and identified

2.7 Post-start operational checks are carried out according to procedures including operational functions to limits

2.8 Reach stacker is started according to procedures and is checked for any abnormal instrument readings/warnings lights and noises

2.9 All reach stacker safety devices and communication equipment are checked for serviceability according to procedures
2.10 All damage and defects are reported and recorded according to procedures, and appropriate action is taken

3 Prepare reach stacker operations

3.1 Ground suitability is checked to ensure stability and safe operation of reach stacker

3.2 Reach stacker is driven to work area and prepared for container operations according to procedures and manufacturer specifications

3.3 Appropriate reach stacker stability requirements for task are determined according to procedures and range diagram/load chart

3.4 Container data is input into reach stacker computer as required according to workplace procedures

3.5 Appropriate hazard prevention/control measures are implemented and communicated with personnel in work area according to procedures

4 Operate reach stacker

4.1 Container weights are checked to ensure they are within the capacity of reach stacker according to the range diagram/load chart

4.2 Hazard prevention/control measures are complied with during reach stacker operations

4.3 Container spreader is positioned over container following directions from associated personnel

4.4 Test lift is carried out according to procedures

4.5 All required communication signals are correctly interpreted according to procedures and the appropriate standard

4.6 Reach stacker is operated according to procedures and the appropriate standard

4.7 Containers are stacked/unstacked using all relevant reach stacker and spreader movements according to procedures and the appropriate standard

4.8 Container movement is monitored constantly ensuring safety to personnel and container, and reach stacker stability

4.9 Container is stacked according to procedures, ensuring ground conditions are suitable for stacking containers and stability of the stack, safety to personnel and container
4.10 Unplanned and/or unsafe situations are responded to according to procedures

<table>
<thead>
<tr>
<th>5 Travel reach stacker and mobile container</th>
<th>5.1 Suitability of planned route for reach stacker is checked according to procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.2 Reach stacker is configured to mobile containers according to procedures and the appropriate standard, OH&amp;S legislation and codes of practice</td>
</tr>
<tr>
<td></td>
<td>5.3 Containers are mobilised ensuring safety to personnel and container, and stability of reach stacker</td>
</tr>
<tr>
<td></td>
<td>5.4 Container is mobilised using best mobile practice according to procedures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6 Shut down and secure reach stacker</th>
<th>6.1 Reach stacker boom and container spreader are packed up and secured, where appropriate, according to procedures and the appropriate standard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.2 Relevant locking devices and brakes are applied when applicable</td>
</tr>
<tr>
<td></td>
<td>6.3 Stabilisers are stowed and secured according to procedures</td>
</tr>
<tr>
<td></td>
<td>6.4 Reach stacker is parked and shut down according to procedures</td>
</tr>
<tr>
<td></td>
<td>6.5 Routine post-operational checks are carried out according to procedures</td>
</tr>
<tr>
<td></td>
<td>6.6 All damage and defects are recorded and reported according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Hazard identification, risk assessment and the hierarchy of control processes
- Mathematical calculation methods for determining weight of containers
- National/state/territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the reach stackers
- Organisational and workplace standards, requirements, policies and procedures for conducting reach stacker operations
- Procedures for recording, reporting and maintaining workplace records and information
- Read and comprehend manufacturer specifications, instructions, procedures and safety signs
- Reach stacker characteristics and capabilities (including use of range diagrams/load charts) to allow the configuration of the reach stacker to suit the range of containers
- Reach stacker operations and safe operating procedures
- Typical routine problems encountered in the operation of the reach stacker and equipment and adjustments required for correction

**Required skills:**

- Accurately interpret information relating to conducting reach stacker operations (such as procedures)
- Accurately record and maintain information relating to reach stacker operations
- Assess ground conditions to confirm that the site is suitable (firm, level and safe) to operate reach stacker
- Identify hazards, and apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the reach stacker (in particular, awareness of the risks associated with overhead electric lines, electrical cables, ground conditions, reach stacker stability)
- Mobilise containers using best mobile practice
- Operate reach stacker including all functions to their maximum extension in lifting and moving containers to the safe working rated capacity in conjunction with other associated personnel
- Safely conduct reach stacker operations including all functions to maximum limits
- Use and interpret manufacturer specifications and data, including range diagram/load charts to enable reach stacker to be configured to mobile, stack and unstack containers
- Use communication skills and techniques in the workplace including hand signals and two-way radios to communicate with other site personnel
- Verify problems and equipment faults, and demonstrate appropriate response procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- complying with OH&S licensing legislation
- complying with organisational and site policies and procedures
- communicating and working safely with others in the work area.

Context of and specific resources for assessment

- Successful assessment of this unit meets the competency requirement of the OH&S regulations.
- State/territory OH&S regulators have mandated the use of the Assessment Instrument and instructions for assessment for this unit, which have been endorsed by the national body responsible for OH&S matters.
- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistic workplace simulated setting.
- Assessors must ensure that assessment in the workplace is organised to ensure that all the required equipment, materials and a suitable working area are made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with the relevant appropriate standard requirements.
- Applicants must have access to:
  - personal protective equipment (PPE) for the purpose of the performance assessment
  - appropriate reach stacker (greater than 3 tonnes) in safe operating condition
  - suitable 20 ft and/or 40 ft containers and container stack as specified by endorsed national Assessment Instrument
  - communication equipment (e.g. two-way radios,
whistles, etc).

**Method of assessment**

- Assessment must be conducted using the endorsed Assessment Instrument. The Assessment Instrument provides advice on its application.
- The use of ‘simulators’ in the assessment of this unit of competency is not acceptable.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Appropriate may include:
- reach stacker capabilities
- environmental conditions (such as wind, lightning, storms)

Appropriate standards may include:
- codes of practice
- legislation and regulations (national/state/territory)
- Australian Standards
- manufacturer specifications
- industry standards

Appropriate path may include:
- clear of obstacles
- clear of personnel
- in accordance with traffic management plan
- free of ramps or inclines

Appropriate personnel may include:
- site OH&S personnel
- supervisory personnel
- operations supervisor
- guide

Authorised personnel may include:
- national/state/territory government regulatory bodies
- site OH&S personnel

Best mobile practice may include:
- minimum speed
- gentle acceleration and braking (to minimise container swing)
- minimum boom length
- carrying the container at manufacturer recommended height
- not driving across inclines or slopes

Configuration may include:
- boom
- spreader
- stabilisers

Container spreader may include:
- twist locks to engage and disengage the container
- extension from 20 ft to 40 ft containers
- articulation device to rotate container
- side-shift to balance/equalise container

Communication equipment may include:
- fixed channel two-way radios
- hand held two-way radios
- hand signals
- whistle

Communication method may include:
- verbal
- written instructions and procedures
- signage
two-way radios
hand signals
according to worksite protocol

Communication signals may include:
- stop – hand
- stop – whistle and/or two-way radio
- luff boom down – hand
- luff boom down – whistle and/or two-way radio
- luff boom up – hand
- luff boom up – whistle and/or two-way radio
- telescope out – hand
- telescope out – whistle and/or two-way radio
- telescope in – hand
- telescope in – whistle and/or two-way radio

Ground suitability may include:
- hard standing
- rough uneven ground
- backfilled ground
- soft soils
- hard compacted soil
- railway lines
- rock
- bitumen
- concrete

Hazards may include:
- condition of plant and equipment
- movement of vehicle or rail wagon
- ground stability (condition, recently filled trenches, slopes)
- dangerous goods/hazardous substances
- overhead hazards (electric lines, service pipes)
- underground hazards (powerlines, service pipes)
- insufficient lighting
- weather conditions (high winds, lightning)
- traffic (pedestrians, vehicles)
- environmental conditions (wind, lightning, storms)
- other specific site hazards (work personnel, other equipment)

Planned route may include:
- unusual or difficult terrain
- obstacles or obstruction
- personnel
- equipment/traffic

Pre-start operational checks must include:
- complying with manufacturer instructions, Australian Standards and industry guidelines

Pre-start operational
- safety devices/alarm fitted where appropriate
- all operational functions
checks may include: • load chart/range diagram interpreted
• logbook, operators manual available
• external visual check including, evidence of damage, leaks, electrical, wheels and tyres, boom and spreader

Post-operational checks may include: • checking equipment after shut down to ensure the reach stacker is safe for the next operator and includes checking:
  • equipment is parked to avoid hazards
  • all systems are shut down
  • structural damage
  • hydraulic or brake fluid leaks

Procedures may include: • manufacturer guidelines (instructions, specifications, operator manual or checklists)
• industry operating procedures
• workplace procedures (work instructions, operating procedures, checklists)

Range diagram may include: • height of container stack
• maximum reach
• container dimensions
• maximum weight

Reach stacker may include: • a type of plant greater than 3 tonnes capacity that incorporates an attachment for lifting, moving and travelling with a shipping container, but does not include a portainer crane

Reach stacker controls may include: • luffing levers
• spreader controls (extend/retract/side shift/rotate)
• twist lock controls
• boom extension levers
• cabin positioning controls

Relevant reach stacker movements may include: • telescoping in and out
• booming up and down
• articulating
• rotating spreader
• extending/retracting spreader
• equalising spreader

Risk prevention and control measures • eliminating or reducing risk to personnel and property through the application of control measures
• applying the hierarchy of control:
  • elimination
  • substitution
  • isolation
  • engineering control measures
  • using safe work practices
- personal protective equipment
- safety tags on electrical switches/isolators
- insulated electric lines
- safety observer used inside exclusion zone
- disconnected power
- traffic barricades and traffic controls
- pedestrian controls
- trench covers
- movement of obstructions
- personal protective equipment
- adequate illumination

Signage and labels may include:
- reach stacker data plates/labels
- range diagram/load charts
- reach stacker safety decals
- control labels

Service logbook may include:
- equipment logbook
- service book
- history record system

Safety devices may include:
- horns/sirens
- audible and visual reversing devices
- operator restraint devices
- lights
- stability and weight limitation/warning devices

Shut down may include:
- parking in a safe location
- using correct parking procedures
- retracting boom
- retracting spreader
- reposition cabin
- idling engine to stabilise temperature
- retracting stabilisers
- turning off engine
- isolating power

Stability may include:
- deploying stabilisers
- computer providing stability reading as a percentage

Test lift may include:
- conducting a controlled lift as a test lift prior to commencing operations, where the container is lifted just clear of the lifting plane to allow for checks to ensure that:
  - computer correctly displays stability percentage of reach stacker
  - boom length and height are displayed correctly
  - computer/weight scale is working correctly
- all reach stacker hydraulic controls and brake systems are functioning properly (no boom creep etc.)

Unplanned and/or unsafe situations may include:
- failure/loss of control (brakes and steering)
- failure of equipment (hydraulic system, computer)
- rail/road moving unannounced while loading/discharging
- environmental conditions (wind, lightning, storms)

Work area may include:
- depot
- warehouse
- wharf
- rail siding

**Unit Sector(s)**
Not applicable.

**Competency Field**
LIC - Licensing
TLILIC4009A Licence to operate a slewing mobile crane (up to 60 tonnes)

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a slewing mobile crane (up to 60 tonnes) for licensing purposes. It encompasses the requirement for the up to 20 tonnes licence. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads and shut down and secure the crane.  
This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.  
This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

<table>
<thead>
<tr>
<th>Employability Skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency | Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Plan work</td>
<td>1.1 Potential workplace hazards are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment</td>
</tr>
<tr>
<td></td>
<td>1.3 The weight of the load is identified and estimated in consultation with associated personnel</td>
</tr>
<tr>
<td></td>
<td>1.4 The crane is appropriate to the load/s and workplace conditions</td>
</tr>
<tr>
<td></td>
<td>1.5 Appropriate paths for the movement of loads in the work area are inspected and determined</td>
</tr>
<tr>
<td></td>
<td>1.6 Appropriate communication methods are identified with associated personnel</td>
</tr>
<tr>
<td>2. Conduct routine checks</td>
<td>2.1 Crane is visually checked for any damage or defects</td>
</tr>
<tr>
<td></td>
<td>2.2 Crane is accessed in a safe manner</td>
</tr>
<tr>
<td></td>
<td>2.3 All signage and labels are visible and legible according to the appropriate standard</td>
</tr>
<tr>
<td></td>
<td>2.4 Routine pre-operational crane checks are carried out according to procedures</td>
</tr>
<tr>
<td></td>
<td>2.5 All controls are located and identified</td>
</tr>
<tr>
<td></td>
<td>2.6 Crane service logbook is checked for compliance</td>
</tr>
<tr>
<td></td>
<td>2.7 Crane is started according to procedures and checked for any abnormal noises</td>
</tr>
<tr>
<td></td>
<td>2.8 All crane safety devices are tested according to procedures</td>
</tr>
<tr>
<td></td>
<td>2.9 Post-start operational checks are carried out according to procedures</td>
</tr>
<tr>
<td></td>
<td>2.10 All communication equipment is checked for serviceability</td>
</tr>
<tr>
<td></td>
<td>2.11 All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
<tr>
<td>3. Set up cane</td>
<td>3.1 Ground suitability is checked</td>
</tr>
<tr>
<td></td>
<td>3.2 Crane is driven to the work area according to procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Crane is positioned for work application and stability according to procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Appropriate crane configuration for work task is determined according to procedures (where applicable)</td>
</tr>
<tr>
<td></td>
<td>3.5 Boom/jib and counterweight configuration data is input into the crane computer (as required)</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>3.6 Appropriate <em>hazard prevention/control measures</em> are applied to the work area according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>3.7 All <em>communications equipment</em> is tested for functionality</td>
</tr>
<tr>
<td>4. Transfer load</td>
<td>4.1 Lifts are determined within the capacity of the crane</td>
</tr>
<tr>
<td></td>
<td>4.2 Boom/jib and hoist block is positioned over load following directions from <em>associated personnel</em></td>
</tr>
<tr>
<td></td>
<td>4.3 <em>Test lift</em> is carried out according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>4.4 Loads are transferred using all <em>relevant crane movements</em> according to <em>procedures</em> and the <em>appropriate standard</em></td>
</tr>
<tr>
<td></td>
<td>4.5 All required <em>communication signals</em> are correctly interpreted according to <em>procedures</em> and the <em>appropriate standard</em></td>
</tr>
<tr>
<td></td>
<td>4.6 <em>Crane</em> is operated according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>4.7 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability</td>
</tr>
<tr>
<td></td>
<td>4.8 <em>Unplanned and/or unsafe</em> situations are responded to in line with <em>procedures</em></td>
</tr>
<tr>
<td>5. Mobile load</td>
<td>5.1 Suitability of <em>planned route</em> is checked for the crane according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>5.2 <em>Crane</em> is configured to mobile load according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>5.3 Load is moved using <em>best mobile practice</em> according to the <em>appropriate standard</em></td>
</tr>
<tr>
<td>6. Shut down and secure crane</td>
<td>6.1 <em>Crane</em> boom/jib and equipment are stowed and secured where appropriate according to <em>procedures</em> and the <em>appropriate standard</em></td>
</tr>
<tr>
<td></td>
<td>6.2 Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td></td>
<td>6.3 Outriggers/stabilisers are stowed and secured according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>6.4 Crane is <em>shut down</em> according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>6.5 Plates or packing are stowed and secured</td>
</tr>
<tr>
<td></td>
<td>6.6 Routine post-operational crane checks are carried out according to <em>procedures</em></td>
</tr>
<tr>
<td></td>
<td>6.7 All damage and defects are reported and recorded according to <em>procedures</em>, and appropriate action is taken</td>
</tr>
</tbody>
</table>
**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

_This describes the essential skills and knowledge and their level required for this unit._

<table>
<thead>
<tr>
<th>Required skills:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Accurately record and maintain information relating to crane operations</td>
</tr>
<tr>
<td>• Use communication techniques in the workplace including whistles, hand signals and use of two-way radios</td>
</tr>
<tr>
<td>• Use interpersonal communication skills at a level sufficient to communicate with other site personnel</td>
</tr>
<tr>
<td>• Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration</td>
</tr>
<tr>
<td>• Operate a slewing mobile crane (21t up to 60t capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel</td>
</tr>
<tr>
<td>• Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)</td>
</tr>
<tr>
<td>• Use and interpret crane manufacturer's specifications and data, including load charts, to enable the crane to be configured for the load</td>
</tr>
<tr>
<td>• Verify problems and equipment faults and demonstrate appropriate response procedures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Required knowledge:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Appropriate mathematical procedures for estimation and measurement of loads</td>
</tr>
<tr>
<td>• Commonwealth, state or territory OH&amp;S legislation, standards and codes of practice relevant to the full range of processes for the crane class</td>
</tr>
<tr>
<td>• Level of literacy to be able to read and comprehend manufacturer's instructions, procedures and safety signs</td>
</tr>
<tr>
<td>• Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads</td>
</tr>
<tr>
<td>• Mobile slewing crane operating techniques</td>
</tr>
<tr>
<td>• Understanding of the hierarchy of hazard identification and control</td>
</tr>
<tr>
<td>• Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class</td>
</tr>
<tr>
<td>• Procedures for the recording, reporting and maintenance of workplace records and information</td>
</tr>
<tr>
<td>• Rated capacity and working load limits (including use of crane load charts)</td>
</tr>
<tr>
<td>• Typical routine problems encountered in the process and with equipment and adjustments required for correction</td>
</tr>
</tbody>
</table>
Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

| Overview of assessment | • Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.  
                        | • State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters. |

| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • Compliance with OH&S licensing legislation.  
                                                                                           | • Effectively communicate and work safely with others in the work area.  
                                                                                           | • Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).  
                                                                                           | • Effectively complete the pre-operational check, positioning, stabilising, set up, operation, post-operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane up to 60 tonne capacity in conjunction with other associated personnel.  
                                                                                           | • Appropriate mathematical procedures for estimation of loads. |

| Context of and specific resources for assessment | • Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.  
                                                                                           | • Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.  
                                                                                           | • Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable
**EVIDENCE GUIDE**

| | working area is made available to suit the assessment and the workplace.  
| | • Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
| | • Assessment is to comply with relevant appropriate standard requirements.  
| | • Applicants must have access to:  
| | • Personal Protective Equipment (PPE) for the purpose of the Performance Assessment.  
| | • appropriate slewing mobile crane (21tonne up to 60 tonne) and associated equipment in safe condition  
| | • suitable loads as specified by the endorsed Assessment Instrument  
| | • communication equipment (e.g. two-way radios, whistles, etc.)  
| | • other associated personnel to sling and direct the loads.  

**Method of assessment**

| | Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.  
| | • The use of *simulators* in the assessment of this unit of competency is **not acceptable**.  
| | • Assessment may be in conjunction with the assessment of other units of competency.  
| | • Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.  
| | • Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.  

**Guidance information for assessment**

| | Further information about endorsed Assessment Instruments may be obtained from State/territory OH&S regulators.  

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**Range Statement**

**RANGE STATEMENT**
### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</td>
</tr>
<tr>
<td></td>
<td>1 elimination</td>
</tr>
<tr>
<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
<tr>
<td></td>
<td>4 engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5 using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6 personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate standard</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• codes of practice (mobile crane)</td>
</tr>
<tr>
<td></td>
<td>• legislation</td>
</tr>
<tr>
<td></td>
<td>• Australian standards</td>
</tr>
<tr>
<td></td>
<td>• manufacturer's specifications</td>
</tr>
<tr>
<td></td>
<td>• industry standards (where applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associated personnel</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• riggers</td>
</tr>
<tr>
<td></td>
<td>• doggers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• crane capabilities</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning,</td>
</tr>
</tbody>
</table>
### RANGE STATEMENT

<table>
<thead>
<tr>
<th><strong>Crane</strong></th>
<th>storms, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>May include a boom or jib, which is capable of being slewed (up to 60 tonnes capacity)</td>
<td>The slewing mobile crane up to 60 tonnes classification encompasses the requirements for the up to 20 tonnes classification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Communication method</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>verbal and non-verbal language</td>
<td></td>
</tr>
<tr>
<td>written instructions</td>
<td></td>
</tr>
<tr>
<td>signage</td>
<td></td>
</tr>
<tr>
<td>hand signals</td>
<td></td>
</tr>
<tr>
<td>listening</td>
<td></td>
</tr>
<tr>
<td>questioning to confirm understanding</td>
<td></td>
</tr>
<tr>
<td>appropriate worksite protocol</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Signage and labels</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>crane data plates/labels</td>
<td></td>
</tr>
<tr>
<td>load charts</td>
<td></td>
</tr>
<tr>
<td>crane decals</td>
<td></td>
</tr>
<tr>
<td>control labels</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Procedures</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>manufacturer's guidelines (instructions, specifications or checklists)</td>
<td></td>
</tr>
<tr>
<td>industry operating procedures</td>
<td></td>
</tr>
<tr>
<td>workplace procedures (work instructions, operating procedures, checklists)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Controls</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>luffing levers</td>
<td></td>
</tr>
<tr>
<td>hoisting and lowering levers</td>
<td></td>
</tr>
<tr>
<td>slewing levers including brake</td>
<td></td>
</tr>
<tr>
<td>boom extension levers (where fitted)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service logbook</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>any logbook</td>
<td></td>
</tr>
<tr>
<td>service book</td>
<td></td>
</tr>
<tr>
<td>history record system where the service and maintenance history is kept</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Crane safety devices</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
</table>
## RANGE STATEMENT

- horns/sirens
- audible and visual reversing devices
- operator restraint devices
- lights

### Communication equipment
May include but not limited to:
- fixed channel two-way radios
- whistles
- bells
- buzzers

NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane.

### Ground suitability
May include but not limited to:
- rough uneven ground
- backfilled ground
- soft soils
- hard compacted soil
- rock
- bitumen
- concrete

### Stability
May include but not limited to:
- deploying outriggers
- establishing correct size plates or packing
- correctly positioning plates or packing

### Crane configuration
May include but not be limited to:
- boom/jib
- fly-jib
- counterweights

### Hazard prevention/control measures
May include but not limited to:
- safety tags on electrical switches/isolators
- powerlines insulated
- safety observer used inside exclusion zone
- power disconnected
- traffic barricades and control
- pedestrian barricades
<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• trench covers</td>
</tr>
<tr>
<td>• movement of obstructions</td>
</tr>
<tr>
<td>• personal protective equipment</td>
</tr>
<tr>
<td>• adequate illumination</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test lift</th>
</tr>
</thead>
<tbody>
<tr>
<td>The load is lifted just clear of the lifting plane to allow for</td>
</tr>
<tr>
<td>checks to be safely made in consultation with associated</td>
</tr>
<tr>
<td>personnel to ensure that:</td>
</tr>
<tr>
<td>• near capacity loads do not overload the crane</td>
</tr>
<tr>
<td>• loads of unusual shape or weight distribution are correctly</td>
</tr>
<tr>
<td>slung</td>
</tr>
<tr>
<td>• load measuring equipment can be used to verify the calculated</td>
</tr>
<tr>
<td>weight of the load</td>
</tr>
<tr>
<td>• all crane equipment is functioning properly</td>
</tr>
<tr>
<td>• adjustments to the slinging can be made in a safe manner</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relevant crane movements</th>
</tr>
</thead>
<tbody>
<tr>
<td>May include but not limited to:</td>
</tr>
<tr>
<td>• telescope in and out</td>
</tr>
<tr>
<td>• boom/jib up and down</td>
</tr>
<tr>
<td>• slew boom/jib</td>
</tr>
<tr>
<td>• operation of outriggers/stabilisers</td>
</tr>
<tr>
<td>• raise and lower hoist</td>
</tr>
<tr>
<td>• travel</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication signals</th>
</tr>
</thead>
<tbody>
<tr>
<td>May include but not limited to:</td>
</tr>
<tr>
<td>• stop - hand</td>
</tr>
<tr>
<td>• stop - whistle</td>
</tr>
<tr>
<td>• hoist up - hand</td>
</tr>
<tr>
<td>• hoist up - whistle</td>
</tr>
<tr>
<td>• hoist down - hand</td>
</tr>
<tr>
<td>• hoist down - whistle</td>
</tr>
<tr>
<td>• luff boom down - hand</td>
</tr>
<tr>
<td>• luff boom down - whistle</td>
</tr>
<tr>
<td>• luff boom up - hand</td>
</tr>
<tr>
<td>• luff boom up - whistle</td>
</tr>
<tr>
<td>• telescope out - hand</td>
</tr>
<tr>
<td>• telescope out - whistle</td>
</tr>
<tr>
<td>• telescope in - hand</td>
</tr>
<tr>
<td>• telescope in - whistle</td>
</tr>
<tr>
<td>• slew left - hand</td>
</tr>
<tr>
<td>• slew left - whistle</td>
</tr>
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## RANGE STATEMENT

<p>| | |</p>
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<th></th>
</tr>
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<tbody>
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<td>slew right - hand</td>
<td></td>
</tr>
<tr>
<td>slew right - whistle</td>
<td></td>
</tr>
<tr>
<td>travel - hand</td>
<td></td>
</tr>
</tbody>
</table>

### Unplanned and/or unsafe situations

May include but not limited to:
- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Planned route

May include but not limited to:
- unusual or difficult terrains
- obstacles or obstructions

### Best mobile practice

May include but not limited to:
- minimum speed
- gentle acceleration and braking (to minimise load swing)
- minimum boom/jib length
- carrying the load near to the ground surface
- boom/jib in line with the crane
- boom/jib as low as possible
- load faces uphill
- use of handheld taglines

### Shut down

May include but not limited to:
- retracting boom/jib
- retracting hoist rope and hook block
- positioning/securing boom/jib
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)
- locking and securing cabin (where applicable)

---

**Unit Sector(s)**

Not Applicable
TLILIC4010A Licence to operate a slewing mobile crane (up to 100 tonnes)

Modification History
Not Applicable

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit Descriptor</th>
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<tr>
<td>This unit specifies the outcomes required to operate a slewing mobile crane (up to 100 tonnes) for licensing purposes. It encompasses the requirement for the up to 60 tonnes licence.</td>
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Application of the Unit

<table>
<thead>
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<th>Application of the Unit</th>
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<tbody>
<tr>
<td>This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads and shut down and secure the crane.</td>
</tr>
<tr>
<td>This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.</td>
</tr>
<tr>
<td>This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
### Employability Skills Information

<table>
<thead>
<tr>
<th>Employability Skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency</th>
<th>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td>1. Plan work</td>
<td>1.1 Potential workplace hazards are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment</td>
</tr>
<tr>
<td></td>
<td>1.3 The weight of the load is identified and estimated in consultation with associated personnel</td>
</tr>
<tr>
<td></td>
<td>1.4 Crane is appropriate to the load/s and workplace conditions</td>
</tr>
<tr>
<td></td>
<td>1.5 Appropriate paths for the movement of loads in the work area are inspected and determined</td>
</tr>
<tr>
<td></td>
<td>1.6 Appropriate communication methods are identified with associated personnel</td>
</tr>
<tr>
<td>2. Conduct routine checks</td>
<td>2.1 Crane is visually checked for any damage or defects</td>
</tr>
<tr>
<td></td>
<td>2.2 Crane is accessed in a safe manner</td>
</tr>
<tr>
<td></td>
<td>2.3 All signage and labels are visible and legible according to the appropriate standard</td>
</tr>
<tr>
<td></td>
<td>2.4 Routine pre-operational crane checks are carried out according to procedures</td>
</tr>
<tr>
<td></td>
<td>2.5 All controls are located and identified</td>
</tr>
<tr>
<td></td>
<td>2.6 Crane service logbook is checked for compliance</td>
</tr>
<tr>
<td></td>
<td>2.7 Crane is started according to procedures and checked for any abnormal noises</td>
</tr>
<tr>
<td></td>
<td>2.8 All crane safety devices are tested according to procedures</td>
</tr>
<tr>
<td></td>
<td>2.9 Post-start operational checks are carried out according to procedures</td>
</tr>
<tr>
<td></td>
<td>2.10 All communication equipment is checked for serviceability</td>
</tr>
<tr>
<td></td>
<td>2.11 All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
<tr>
<td>3. Set up crane</td>
<td>3.1 Ground suitability is checked</td>
</tr>
<tr>
<td></td>
<td>3.2 Crane is driven to the work area according to procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Crane is positioned for work application and stability according to procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Appropriate crane configuration for work task is determined according to procedures (where applicable)</td>
</tr>
<tr>
<td></td>
<td>3.5 Boom/jib and counterweight configuration data is</td>
</tr>
</tbody>
</table>
## ELEMENT

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>input into the crane computer (as required)</td>
</tr>
<tr>
<td>3.6 Appropriate <strong>hazard prevention/control measures</strong> are applied to the work area according to <strong>procedures</strong></td>
</tr>
<tr>
<td>3.7 All <strong>communications equipment</strong> is tested for functionality</td>
</tr>
</tbody>
</table>

### 4. Transfer load

4.1 Lifts are determined within the capacity of the crane

4.2 Boom/jib and hoist block is positioned over load following directions from **associated personnel**

4.3 **Test lift** is carried out according to **procedures**

4.4 Loads are transferred using all **relevant crane movements** according to **procedures** and the **appropriate standard**

4.5 All required **communication signals** are correctly interpreted according to **procedures** and the **appropriate standard**

4.6 **Crane** is operated according to **procedures**.

4.7 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability

4.8 **Unplanned and/or unsafe** situations are responded to in line with **procedures**

### 5. Mobile load

5.1 Suitability of **planned route** is checked for the crane according to **procedures**

5.2 **Crane** is configured to mobile load according to **procedures**

5.3 Load is moved using **best mobile practice** according to the **appropriate standard**

### 6. Shut down and secure crane

6.1 **Crane** boom/jib and equipment are stowed and secured where appropriate according to **procedures** and the **appropriate standard**

6.2 Relevant motion locks and brakes are applied (where applicable)

6.3 Outriggers/stabilisers are stowed and secured according to **procedures**

6.4 Crane is **shut down** according to **procedures**

6.5 Plates or packing are stowed and secured

6.6 Routine post-operational crane checks are carried out according to **procedures**

6.7 All damage and defects are reported and recorded according to **procedures**, and appropriate action is taken
Required Skills and Knowledge

Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a slewing mobile crane (61t up to 100t capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)
- Use and interpret crane manufacturer's specifications and data, including load charts, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

Required knowledge:

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Level of literacy to be able to read and comprehend manufacturer's instructions, procedures and safety signs
- Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Mobile slewing crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the process and with equipment and adjustments required for correction
### Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

### Overview of assessment
- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Compliance with OH&S licensing legislation.
- Effectively communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).
- Effectively complete the pre-operational check, positioning, stabilising, set up, operation, post-operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane up to 100 tonne capacity in conjunction with associated personnel.
- Appropriate mathematical procedures for estimation of loads.

### Context of and specific resources for assessment
- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the...
### EVIDENCE GUIDE

Assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - appropriate slewing mobile crane (61 tonne up to 100 tonne) and associated equipment in safe condition
  - suitable loads as specified by the endorsed assessment instrument
  - communication equipment (e.g. two-way radios, whistles, etc.)
  - other associated personnel to sling and direct the loads

### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of *simulators* in the assessment of this unit of competency is **not acceptable**.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

### Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.

---

### Range Statement

**RANGE STATEMENT**
### RANGE STATEMENT

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.*

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</td>
</tr>
<tr>
<td></td>
<td>1 elimination</td>
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<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
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<td></td>
<td>4 engineering control measures</td>
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<td></td>
<td>5 using safe work practices</td>
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<td></td>
<td>6 personal protective equipment.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Appropriate standard</th>
<th>Appropriate standards may include:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• codes of practice (mobile crane)</td>
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<tr>
<td></td>
<td>• legislation</td>
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<td></td>
<td>• Australian standards</td>
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<tr>
<td></td>
<td>• manufacturer’s specifications</td>
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<td></td>
<td>• industry standards (where applicable)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Associated personnel</th>
<th>May include but not limited to:</th>
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<tbody>
<tr>
<td></td>
<td>• riggers</td>
</tr>
<tr>
<td></td>
<td>• doggers</td>
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<tr>
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<tbody>
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<td></td>
<td>• crane capabilities</td>
</tr>
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<td></td>
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<td>Controls</td>
<td></td>
</tr>
<tr>
<td>May include but not limited to:</td>
<td></td>
</tr>
<tr>
<td>• luffing levers</td>
<td></td>
</tr>
<tr>
<td>• hoisting and lowering levers</td>
<td></td>
</tr>
<tr>
<td>• slewing levers including brake</td>
<td></td>
</tr>
<tr>
<td>• boom extension levers (where fitted)</td>
<td></td>
</tr>
<tr>
<td>Service logbook</td>
<td></td>
</tr>
<tr>
<td>May include but not limited to:</td>
<td></td>
</tr>
<tr>
<td>• any logbook</td>
<td></td>
</tr>
<tr>
<td>• service book</td>
<td></td>
</tr>
<tr>
<td>• history record system where the service and maintenance history is kept</td>
<td></td>
</tr>
<tr>
<td>Crane safety devices</td>
<td></td>
</tr>
<tr>
<td>May include but not limited to:</td>
<td></td>
</tr>
</tbody>
</table>

storms, etc.)
**RANGE STATEMENT**

- horns/sirens
- audible and visual reversing devices
- operator restraint devices
- lights

**Communication equipment**
May include but not limited to:
- two-way radios
- whistles
- bells
- buzzers

NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane.

**Ground suitability**
May include but not limited to:
- rough uneven ground
- backfilled ground
- soft soils
- hard compacted soil
- rock
- bitumen
- concrete

**Stability**
May include but not limited to:
- deploying outriggers
- establishing correct size plates or packing
- correctly positioning plates or packing

**Crane configuration**
May include but not be limited to:
- boom/jib
- fly-jib
- counterweights

**Hazard prevention/control measures**
May include but not limited to:
- safety tags on electrical switches/isolators
- insulated powerlines
- safety observer used inside exclusion zone
- disconnected power
- traffic barricades and control
- pedestrian barricades
## RANGE STATEMENT

- trench covers
- movement of obstructions
- personal protective equipment
- adequate illumination

### Test lift

The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:

- near capacity loads do not overload the crane
- loads of unusual shape or weight distribution are correctly slung
- load measuring equipment can be used to verify the calculated weight of the load
- all crane equipment is functioning properly
- adjustments to the slinging can be made in a safe manner

### Relevant crane movements

May include but not limited to:

- telescope in and out
- boom/jib up and down
- slew boom/jib
- operation of outriggers/stabilisers
- raise and lower hoist
- travel

### Communication signals

May include but not limited to:

- stop - hand
- stop - whistle
- hoist up - hand
- hoist up - whistle
- hoist down - hand
- hoist down - whistle
- luff boom down - hand
- luff boom down - whistle
- luff boom up - hand
- luff boom up - whistle
- telescope out - hand
- telescope out - whistle
- telescope in - hand
- telescope in - whistle
- slew left - hand
- slew left - whistle
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>Unplanned and/or unsafe situations</th>
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<tbody>
<tr>
<td>• failure/loss of control (e.g. brakes and steering)</td>
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<tr>
<th>Planned route</th>
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<tr>
<td>• unusual or difficult terrains</td>
<td></td>
</tr>
<tr>
<td>• obstacles or obstruction</td>
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</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Best mobile practice</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• minimum speed</td>
<td></td>
</tr>
<tr>
<td>• gentle acceleration and braking (to minimise load swing)</td>
<td></td>
</tr>
<tr>
<td>• minimum boom/jib length</td>
<td></td>
</tr>
<tr>
<td>• carrying the load near to the ground surface</td>
<td></td>
</tr>
<tr>
<td>• boom/jib in line with the crane</td>
<td></td>
</tr>
<tr>
<td>• boom/jib as low as possible</td>
<td></td>
</tr>
<tr>
<td>• load faces uphill</td>
<td></td>
</tr>
<tr>
<td>• use of handheld taglines</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shut down</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• retracting boom/jib</td>
<td></td>
</tr>
<tr>
<td>• retracting hoist rope and hook block</td>
<td></td>
</tr>
<tr>
<td>• positioning/securing boom/jib for transport</td>
<td></td>
</tr>
<tr>
<td>• retracting outriggers/stabilisers</td>
<td></td>
</tr>
<tr>
<td>• idling engine to stabilise temperature</td>
<td></td>
</tr>
<tr>
<td>• turning off engine (where applicable)</td>
<td></td>
</tr>
<tr>
<td>• removing key from ignition (where applicable)</td>
<td></td>
</tr>
<tr>
<td>• locking and securing cabin (where applicable)</td>
<td></td>
</tr>
<tr>
<td>• securing crane for travel</td>
<td></td>
</tr>
</tbody>
</table>

### Unit Sector(s)

Not Applicable
TLILIC4011A Licence to operate a slewing mobile crane (over 100 tonnes)

Modification History
Not Applicable

Unit Descriptor

| Unit Descriptor | This unit specifies the outcomes required to operate a slewing mobile crane (over 100 tonnes) for licensing purposes. It encompasses the requirement for the up to 100 tonnes licence. |

Application of the Unit

| Application of the Unit | This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads and shut down and secure the crane. This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work. This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit, which is not acceptable to regulators for the purpose of licensing. |

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

| Employability Skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency | Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Plan work** | 1.1 Potential workplace hazards are identified  
1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment  
1.3 The weight of the load is identified and estimated in consultation with associated personnel  
1.4 Crane is appropriate to the load/s and workplace conditions  
1.5 Appropriate paths for the movement of loads in the work area is inspected and determined  
1.6 Appropriate communication methods are identified with associated personnel |
| **2. Conduct routine checks** | 2.1 Crane is visually checked for any damage or defects  
2.2 Crane is accessed in a safe manner  
2.3 All signage and labels are visible and legible according to the appropriate standard  
2.4 Routine pre-operational crane checks are carried out according to procedures  
2.5 All controls are located and identified  
2.6 Crane service logbook is checked for compliance  
2.7 Crane is started according to procedures and checked for any abnormal noises  
2.8 All crane safety devices are tested according to procedures  
2.9 Post-start operational checks are carried out according to procedures  
2.10 All communication equipment is checked for serviceability  
2.11 All damage and defects are reported and recorded according to procedures, and appropriate action is taken |
| **3. Set up crane** | 3.1 Ground suitability is checked  
3.2 Crane is driven to the work area according to procedures  
3.3 Crane is positioned for work application and stability according to procedures  
3.4 Appropriate crane configuration for work task is |
<table>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>determined according to <em>procedures</em> (where applicable)</td>
</tr>
<tr>
<td>3.5</td>
<td>Boom/jib and counterweight configuration data is input into the crane computer (as required)</td>
</tr>
<tr>
<td>3.6</td>
<td>Appropriate <em>hazard prevention/control measures</em> are applied to the work area according to <em>procedures</em></td>
</tr>
<tr>
<td>3.7</td>
<td>All <em>communications equipment</em> is tested for functionality</td>
</tr>
</tbody>
</table>

4. Transfer load

| 4.1     | Lifts are determined within the capacity of the crane |
| 4.2     | Boom/jib and hoist block is positioned over load following directions from *associated personnel* |
| 4.3     | *Test lift* is carried out according to *procedures* |
| 4.4     | Loads are transferred using all *relevant crane movements* according to *procedures* and the *appropriate standard* |
| 4.5     | All required *communication signals* are correctly interpreted according to *procedures* and the *appropriate standard* |
| 4.6     | *Crane* is operated according to *procedures* |
| 4.7     | Load movement is monitored constantly ensuring safety to personnel and load, and crane stability |
| 4.8     | *Unplanned and/or unsafe* situations are responded to in line with *procedures* |

5. Mobile load

| 5.1     | Suitability of *planned route* is checked for the crane according to *procedures* |
| 5.2     | *Crane* is configured to mobile load according to *procedures* |
| 5.3     | Load is moved using *best mobile practice* according to the *appropriate standard* |

6. Shut down and secure crane

| 6.1     | Crane boom/jib and equipment are stowed and secured where appropriate according to *procedures* and the *appropriate standard* |
| 6.2     | Relevant motion locks and brakes are applied (where applicable) |
| 6.3     | Outriggers/stabilisers are stowed and secured according to *procedures* |
| 6.4     | Crane is *shut down* according to *procedures* |
| 6.5     | Plates or packing are stowed and secured |
| 6.6     | Routine post-operational crane checks are carried out according to *procedures* |
| 6.7     | All damage and defects are reported and recorded |
**ELEMENT** | **PERFORMANCE CRITERIA**  
--- | ---  
 | according to *procedures*, and appropriate action is taken  

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### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This describes the essential skills and knowledge and their level required for this unit.

#### Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a slewing mobile crane (over 100 tonnes capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)
- Use and interpret crane manufacturer's specifications and data, including load charts, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

#### Required knowledge:

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Level of literacy to be able to read and comprehend manufacturer's instructions, procedures and safety signs
- Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Mobile slewing crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
REQUIRED SKILLS AND KNOWLEDGE

- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Effectively communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).
- Effectively complete the pre-operational check, positioning, stabilising, set up, operation, post-operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane over 100 tonne capacity in conjunction with other associated personnel.
- Appropriate mathematical procedures for estimation of loads.

Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken...
### EVIDENCE GUIDE

- either in the workplace or in a realistically simulated workplace setting.
  - Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
  - Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
  - Assessment is to comply with relevant appropriate standard requirements.
  - Applicants must have access to:
    - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
    - appropriate slewing mobile crane (over 100 tonne) and associated equipment in safe condition
    - suitable loads as specified by the endorsed Assessment Instrument
    - communication equipment (e.g. two-way radios, whistles, etc.)
    - other associated personnel to sling and direct the loads.

### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of 'simulators' in the assessment of this unit of competency is not acceptable.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

### Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 elimination</td>
</tr>
<tr>
<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
<tr>
<td></td>
<td>4 engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5 using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6 personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate standard</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• codes of practice (mobile crane)</td>
</tr>
<tr>
<td></td>
<td>• legislation</td>
</tr>
<tr>
<td></td>
<td>• Australian standards</td>
</tr>
<tr>
<td></td>
<td>• manufacturer’s specifications</td>
</tr>
<tr>
<td></td>
<td>• industry standards (where applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associated personnel</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• riggers</td>
</tr>
<tr>
<td></td>
<td>• doggers</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Appropriate</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• crane capabilities</td>
</tr>
</tbody>
</table>
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crane</strong></td>
<td>May include a boom or jib, which is capable of being slewed (over 100 tonnes capacity) The slewing mobile crane over 100 tonnes classification encompasses the requirements for the slewing mobile crane up to 100 tonnes classification</td>
</tr>
</tbody>
</table>
| **Communication method** | May include but not limited to:  
  - verbal and non-verbal language  
  - written instructions  
  - signage  
  - hand signals  
  - listening  
  - questioning to confirm understanding  
  - appropriate worksite protocol |
| **Signage and labels** | May include but not limited to:  
  - crane data plates/labels  
  - load charts  
  - crane decals  
  - control labels |
| **Procedures**        | May include but not limited to:  
  - manufacturer's guidelines (instructions, specifications or checklists)  
  - industry operating procedures  
  - workplace procedures (work instructions, operating procedures, checklists) |
| **Controls**          | May include but not limited to:  
  - luffing levers  
  - hoisting and lowering levers  
  - slewing levers including brake  
  - boom extension levers (where fitted) |
| **Service logbook**   | May include but not limited to:  
  - any logbook  
  - service book  
  - history record system where the service and maintenance history is kept |
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NB: Where radio communication equipment is used, the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane.

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<td>rock</td>
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<td>disconnected power</td>
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<td>traffic barricades and control</td>
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### RANGE STATEMENT

- pedestrian barricades
- trench covers
- movement of obstructions
- personal protective equipment
- adequate illumination

### Test lift

The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:

- near capacity loads do not overload the crane
- loads of unusual shape or weight distribution are correctly slung
- load measuring equipment can be used to verify the calculated weight of the load
- all crane equipment is functioning properly
- adjustments to the slinging can be made in a safe manner

### Relevant crane movements

May include but not limited to:

- telescope in and out
- jib up and down
- slew jib
- operation of outriggers/stabilisers
- raise and lower hoist
- travel

### Communication signals

May include but not limited to:

- stop - hand
- stop - whistle
- hoist up - hand
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<tr>
<td>• gentle acceleration and braking (to minimise load swing)</td>
<td></td>
</tr>
<tr>
<td>• minimum boom/jib length</td>
<td></td>
</tr>
<tr>
<td>• carrying the load near to the ground surface</td>
<td></td>
</tr>
<tr>
<td>• boom/jib in line with the crane</td>
<td></td>
</tr>
<tr>
<td>• boom/jib as low as possible</td>
<td></td>
</tr>
<tr>
<td>• load faces uphill</td>
<td></td>
</tr>
<tr>
<td>• use of handheld taglines</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shut down</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• retracting boom/jib</td>
<td></td>
</tr>
<tr>
<td>• retracting hoist rope and hook block</td>
<td></td>
</tr>
<tr>
<td>• positioning/securing boom/jib for transport</td>
<td></td>
</tr>
<tr>
<td>• retracting outriggers/stabilisers</td>
<td></td>
</tr>
<tr>
<td>• idling engine to stabilise temperature</td>
<td></td>
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<tr>
<td>• turning off engine (where applicable)</td>
<td></td>
</tr>
<tr>
<td>• removing key from ignition (where applicable)</td>
<td></td>
</tr>
<tr>
<td>• locking and securing cabin (where applicable)</td>
<td></td>
</tr>
<tr>
<td>• securing crane for travel</td>
<td></td>
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</tbody>
</table>

**Unit Sector(s)**
Not Applicable
TLIM4001A Develop safe car driving behaviours in others

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required by car driving instructors to teach clients from diverse backgrounds how to develop and maintain safe car driving strategies. These strategies include recognising and dealing with behavioural barriers to learning, developing vehicle control skills, interpreting and applying regulatory requirements and road laws, developing critical higher order skills such as hazard perception and responding appropriately, exercising risk management strategies that contribute to safe car driving techniques, and meeting community expectations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Instructional activities must be carried out in compliance with the relevant road transport law.

Work is performed without supervision. It involves the application of training competence and experience, professional car driver expertise, navigation skills, road law expertise, routine procedures and regulatory requirements to the development of safe car driving behaviour in others across a range of operational situations.

The development of safe car driving behaviours in others involves the application of adult learning principles, instructional methods and high-level safe car driving expertise to maintain the safe operation of an instructional vehicle across a variety of driving contexts.

Definition of a vehicle (car class C) in this context is a 'vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver'.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Deliver training on safe car driving principles | 1.1 Training objectives and methods are planned and documented  
1.2 Training is conducted in a safe and accessible environment  
1.3 Specific needs for training are identified and confirmed through observation and assessment of client's capabilities  
1.4 Information on safe car driving principles is made available and made clear to client  
1.5 Principles behind low-risk driving are made clear to client, including specific factors that constitute an actual risk of a collision, factors contributing to the formation of opinions and beliefs about driving risks, road safety issues, and human psychological and physiological aspects |
| 2 Demonstrate low-risk car driving strategies to clients | 2.1 Proactive driving techniques that keep the car driver at a low-risk level are demonstrated  
2.2 Low-risk driving behaviours are demonstrated consistently, including the ability to control a vehicle at different speeds and under variable road and weather conditions; and the ability to judge time and space in a range of traffic situations to accommodate other road users  
2.3 Skills and knowledge needed to consciously make choices that will minimise risks are explained and demonstrated to client |
| 3 Demonstrate applicable safe car driving rules and regulations to clients | 3.1 Relevant rules and regulations for each car driving task are identified and clarified when driving with a client, including purpose of road rules, road signs, signals and markings  
3.2 Road rules applicable to timing and space in traffic situations are explained and demonstrated to client |
| 4 Monitor and maintain safe car driving behaviours of clients | 4.1 Unsafe driving behaviours are identified and constructive feedback is provided to client in relation to hazard perception, anticipation, correct decision making in response, multi-tasking, and other higher order skills necessary for driving safely  
4.2 Legal ramifications of driving offences are made clear to client  
4.3 Importance of continuous effort and practice of low-risk driving is conveyed  
4.4 Learner driver's safe car driving competence is reviewed and adjusted, including behaviour while driving, response to other road users and ability to manage risks  
4.5 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of client |
| 5 Evaluate clients on their safe car driving competence | 5.1 Sufficient evidence requirements are specified to show consistent achievement of client's safe car driving competence  
5.2 Evaluation methods, processes and procedures are |
ELEMENT | PERFORMANCE CRITERIA
---|---
communicated clearly to client and applied consistently with the licence requirements of the state or territory regulatory authority
5.3 Learner driver's safe driving competence is evaluated, including ability to consistently deal with and adjust to diverse driving environments, obey road rules, perceive hazards, make correct judgements in response, anticipate and avoid collisions, and make safe decisions in stressful situations
5.4 Learner's demonstration of safe car driving behaviours is recorded according to workplace process and procedures

6 **Review evaluation of client's safe car driving competence**
6.1 Process to review evaluation of the client's safe car driving competence is established and followed by the enterprise, industry or registered training organisation
6.2 Review activities are documented, findings are validated and review approach is evaluated
6.3 Feedback is provided to client in relation to evaluation outcomes

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Barriers to learning, including motivation, attitude, cognitive behaviours, positive and negative outcomes of prior learning, language and other special needs
- Causes and effects of unsafe car driving practices
- Cognitive skills, motivation and attitudes related to safe car driving behaviours
- Causal attribution theory as it relates to driving vehicles
- Causes of single vehicle crashes
- Low-risk driving strategies (six positions in which a crash involving two or more vehicles can occur and the appropriate defences)
- Low-risk driving strategies for six types of driving conditions (i.e. light, weather, road, traffic, vehicle and driver)
- Definition of safe car driving behaviours
- Driving hazards and hazard perception testing
- Effects of drugs, medication and alcohol on safe car driving ability
- Effects of stress and fatigue on safe car driving ability
- Factors and consequences of vehicle crashes and collisions
REQUIRED KNOWLEDGE AND SKILLS

- Factors that increase potential accidents
- Hazard recognition as it relates to driving vehicles
- Humans factors and impacts on driving environments
- Importance of observation and attention as they relate to driving vehicles
- Low-risk driving techniques
- Management processes and recording procedure for vehicle collisions
- Motivation and attitudinal issues as they relate to driving vehicles
- Proactive and responsible driving behaviours
- Procedures for space and time management to avoid collisions
- Procedures to be followed in the event of a driving emergency
- Processes for hazard identification and response
- Principles of risk management as they relate to driving vehicles
- Principles of road safety
- Relevant OH&S and environmental procedures and regulations
- Road signs, signals and markings and their meanings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
- Rules of braking
- Rules of observation
- Rules of steering
- Safe driving strategies (safe method of driving)
- Slow speed manoeuvres
- Values and beliefs related to driving
- Vehicle controls, safety devices, instruments and indicators and their use
- Vehicle handling procedures
- Vision - understanding importance of vision to the safe and effective driving of vehicles

Required skills:

- Adapt appropriately to cultural differences in the car driver instruction environment, including modes of behaviour and interactions with others
- Apply basic and specific traffic skills while developing safe car driving behaviours in others
- Apply basic road skills and vehicle operation skills while developing safe car driving behaviours in others
- Apply multi-skills, e.g. monitoring driving environment, anticipating traffic hazards and instructing clients to take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
Required skills:

when developing safe car driving behaviours in others

- Apply skills for crash avoidance and management while developing safe car driving behaviours in others
- Assess risks
- Communicate effectively with others from diverse cultural backgrounds when driving a vehicle, including different modes of behaviour
- Communicate effectively with people of all ages, educational backgrounds and life experiences
- Conduct observations and plan required activities when developing safe car driving behaviours in others
- Deliver information on instructions, procedures, information and signs relevant to the driving of a vehicle
- Demonstrate higher order driving skills while developing safe car driving behaviours in others
- Demonstrate higher order thinking skills, including optimism bias, causal attribution and cognitive dissonance needed by instructors when developing safe car driving behaviours in others
- Demonstrate traffic management skills
- Demonstrate vehicle control skills
- Documentation skills related to the driving of a vehicle by others
- Guide and control a vehicle in the course of the development of safe car driving behaviours in others
- Implement contingency plans for unexpected events that may occur when clients are driving a vehicle
- Interpret and follow operational instructions while developing safe car driving behaviours in others
- Make correct decisions while developing safe car driving behaviours in others
- Manage a range of adverse conditions while developing safe car driving behaviours in others
- Manage and motivate behavioural change of clients
- Manage conflict as a trainer and as a business person
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor performance of clients in applying knowledge and techniques on safe car driving
- Monitor performance of vehicle and take appropriate action where required
- Negotiate complex traffic and road conditions
- Observe and interpret the driving behaviour of others
- Operate mono and dual vehicle controls
- Perceive hazards and control vehicle while developing safe car driving behaviours in others
- Read and interpret instructions, procedures, information and signs relevant to the analysis of safe car driving behaviours
Required skills:

- Report promptly and/or rectify identified problems, faults or malfunctions that may arise while developing safe car driving behaviours in others
- Road positioning skills
- Speed management skills
- Teach, facilitate learning and demonstrate skills in the development of safe car driving behaviours, with learner-centred approach
- Work collaboratively with other road users when driving a vehicle
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements relating to safe car driving
  - identification of hazards and human factors that may impact on driving situations and implementation of responsive safe car driving practices
  - recognition of road signs and signals, and implementation of pertinent action to enable safe car driving

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:

- road transport law, for example:
  - legislation and related regulations applicable to driving and using motor vehicles in relevant state or territory
  - motor vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or territory
  - workplace relations legislation in relevant state or territory

Safe driving principles include:

- requirements of safe driving
- abiding by the road laws
- importance of cooperation with other road users
- importance of motivation to driving safely, which includes values, emotions and personal needs
RANGE STATEMENT

- safe driving policies
- correct driving position
- appropriate navigational skills, including ability to plan a trip
- road safety issues
- management of fatigue, alcohol, drugs and medication
- rules and regulations applicable to safe driving
- implications of unsafe driving behaviours

Principles behind low-risk driving include:

- specific factors that constitute an actual risk of a collision
- factors contributing to the formation of opinions
- beliefs about low-risk driving
- road safety issues
- human psychological and physiological aspects

Characteristics of clients may include information in relation to:

- gender
- age (within regulatory guidelines)
- driving experience, including learner driver, mature age driver being re-tested, overseas driver and experienced driver being rehabilitated after an accident
- educational background and general knowledge
- social and economic background with diverse attitudes
- effects of prior and current learning
- individual learning styles
- novice driver’s beliefs about capacity for learning to drive, i.e. their self-efficacy
- client motivation
- client’s capacity to self-monitor own learning and driving

Communication may include:

- oral, aural or signed communication
- written communication

Factors that affect client’s progress may include:

- level of confidence
- effects of previous and current learning
- decision making skills in a range of driving situations
- self-esteem and peer pressure on client
- external expectations of client performance, e.g. parents/guardians
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that a driver’s actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and
RANGE STATEMENT

resulting in a tendency to blame external causes)

Resources may include:
- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:
- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training

Training delivery and driving may be undertaken in/at:
- a range of vehicle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- day or night

Training delivery methods and practice may include:
- facilitation of small group discussions
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while driving
- instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice driver
- commentary driving
- combination of the above

Training sessions may include:
- one-to-one demonstration
- small group demonstration (2 to 6 persons)

Training assessment may include:
- affective, e.g. satisfaction with the program
- cognitive, e.g. knowledge and skills gain
- psychomotor skills, e.g. ability to change gear smoothly
- modification of techniques based on client feedback, e.g.
RANGE STATEMENT

Training support may include:
- language and literacy specialists
- training and assessment partners
- trainers, teachers and assessors

Variables for achieving competency may include:
- participant characteristics
- resources, e.g. time, location, space, people and costs

Workplace documents and procedures may include:
- company/enterprise/organisational procedures and policies
- record of clients' driving skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures and checklists
- emergency procedures

Unit Sector(s)
Not Applicable

Competency Field

Competency Field M - Training and Assessment
TLIM4002A Develop safe heavy vehicle driving behaviours in others

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required by heavy vehicle driving instructors to teach clients from diverse backgrounds how to develop and maintain safe heavy vehicle driving strategies. These strategies include recognising and dealing with behavioural barriers to learning, developing heavy vehicle control skills, interpreting and applying regulatory requirements and road laws, developing critical higher order skills such as hazard perception and responding appropriately, exercising risk management strategies that contribute to safe heavy vehicle driving techniques, and meeting community expectations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Instructional activities must be carried out in compliance with the relevant road transport law.

Work is performed without supervision. It involves the application of training competence and experience, professional heavy vehicle driver expertise, navigation skills, road law expertise, routine procedures and regulatory requirements to the development of safe heavy vehicle driving behaviour in others across a range of operational situations.

The development of safe heavy vehicle driving behaviours in others involves the application of adult learning principles, instructional methods and high-level safe heavy vehicle driving expertise to maintain the safe operation of an instructional vehicle across a variety of driving contexts.

Definition of a heavy vehicle (class LR, MR, HR, HC and MC) in this context is a 'vehicle greater than 4.5 tonnes GVM and also includes a vehicle seating more than 12 adults, including the driver'.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Deliver training on safe heavy vehicle driving principles** | 1.1 Training objectives and methods are planned and documented  
  1.2 Training is conducted in a safe and accessible environment  
  1.3 Specific needs for training are identified and confirmed through observation and assessment of client's capabilities  
  1.4 Information on safe heavy vehicle driving principles is made available and made clear to client  
  1.5 Principles behind low-risk driving are made clear to client, including specific factors that constitute an actual risk of a collision, factors contributing to the formation of opinions and beliefs about driving risks, road safety issues, and human psychological and physiological aspects |
| **2 Demonstrate low-risk driving strategies to clients** | 2.1 Proactive driving techniques that keep the heavy vehicle driver at a low-risk level are demonstrated  
  2.2 Low-risk driving behaviours are demonstrated consistently, including the ability to control a vehicle at different speeds and under variable road and weather conditions; and the ability to judge time and space in a range of traffic situations to accommodate other road users  
  2.3 Skills and knowledge needed to consciously make choices that will minimise risks are explained and demonstrated to client  
  2.4 Load placement and load restraints are explained and demonstrated to client |
| **3 Demonstrate applicable safe heavy vehicle driving rules and regulations to clients** | 3.1 Relevant rules and regulations for each heavy vehicle driving task are identified and clarified when driving with a client, including purpose of road rules, road signs, signals and markings  
  3.2 Road rules applicable to timing and space in traffic situations are explained and demonstrated to client |
| **4 Monitor and maintain safe heavy vehicle driving behaviours of clients** | 4.1 Unsafe driving behaviours are identified and constructive feedback is provided to client in relation to hazard perception, anticipation, correct decision making in response, multi-tasking, and other higher order skills necessary for driving safely  
  4.2 Legal ramifications of driving offences are made clear to client  
  4.3 Importance of continuous effort and practice of low-risk driving is conveyed  
  4.4 Learner driver's safe heavy vehicle driving competence is reviewed and adjusted, including behaviour while driving, response to other road users and ability to manage risks  
  4.5 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of client |
ELEMENT 5 Evaluate clients on their safe heavy vehicle driving competence

PERFORMANCE CRITERIA

5.1 Sufficient evidence requirements are specified to show consistent achievement of client's safe heavy vehicle driving competence

5.2 Evaluation methods, processes and procedures are communicated clearly to client and applied consistently with the licence requirements of the state or territory regulatory authority

5.3 Learner driver's safe heavy vehicle driving competence is evaluated, including ability to consistently deal with and adjust to diverse driving environments, obey road rules, perceive hazards, make correct judgements in response, anticipate and avoid collisions, and make safe decisions in stressful situations

5.4 Learner's demonstration of safe heavy vehicle driving behaviours is recorded according to workplace process and procedures

6 Review evaluation of client's safe heavy vehicle driving competence

6.1 Process to review evaluation of the client's safe heavy vehicle driving competence is established and followed by the enterprise, industry or registered training organisation

6.2 Review activities are documented, findings are validated and review approach is evaluated

6.3 Feedback is provided to client in relation to evaluation outcomes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Barriers to learning, including motivation, attitude, cognitive behaviours, positive and negative outcomes of prior learning, language and other special needs
- Causes and effects of unsafe heavy vehicle driving practices
- Cognitive skills, motivation and attitudes related to safe heavy vehicle driving behaviours
- Causal attribution theory as it relates to driving vehicles
- Causes of single vehicle crashes
- Low-risk driving strategies (six positions in which a crash involving two or more vehicles, where at least one is a heavy vehicle, can occur and the appropriate defences)
- Low-risk driving strategies for six types of driving conditions (i.e. light, weather, road, traffic, vehicle and driver)
- Definition of safe heavy vehicle driving behaviours
REQUIRED KNOWLEDGE AND SKILLS

- Driving hazards and hazard perception testing
- Effects of drugs, medication and alcohol on safe heavy vehicle driving ability
- Effects of stress and fatigue on safe heavy vehicle driving ability
- Factors and consequences of vehicle crashes and collisions
- Factors that increase potential accidents
- Hazard recognition as it relates to driving vehicles
- Humans factors and impacts on driving environments
- Importance of observation and attention as they relate to driving vehicles
- Low-risk driving techniques
- Management processes and recording procedure for vehicle collisions
- Motivation and attitudinal issues as they relate to driving vehicles
- Proactive and responsible driving behaviours
- Procedures for space and time management to avoid collisions
- Procedures to be followed in the event of a driving emergency
- Processes for hazard identification and response
- Principles of risk management as they relate to driving vehicles
- Principles of road safety
- Relevant OH&S and environmental procedures and regulations
- Road signs, signals and markings and their meanings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
- Rules of braking
- Rules of observation
- Rules of steering
- Safe driving strategies (safe method of driving)
- Slow speed manoeuvres
- Values and beliefs related to driving
- Vehicle controls, safety devices, instruments and indicators and their use
- Vehicle handling procedures
- Vision - understanding importance of vision to the safe and effective driving of vehicles

Required skills:

- Adapt appropriately to cultural differences in the heavy vehicle driver instruction environment, including modes of behaviour and interactions with others
- Apply basic and specific traffic skills while developing safe heavy vehicle driving behaviours in others
Required skills:

- Apply basic road skills and vehicle operation skills while developing safe heavy vehicle driving behaviours in others
- Apply multi-skills, e.g. monitoring heavy vehicle internal operational systems and monitoring driving environment, anticipating traffic hazards and instructing clients to take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when developing safe heavy vehicle driving behaviours in others
- Apply skills for crash avoidance and management while developing safe heavy vehicle driving behaviours in others
- Assess risks
- Communicate effectively with others from diverse cultural backgrounds when driving a vehicle, including different modes of behaviour
- Communicate effectively with people of all ages, educational backgrounds and life experiences
- Conduct observations and plan required activities when developing safe heavy vehicle driving behaviours in others
- Deliver information on instructions, procedures, information and signs relevant to the driving of a vehicle
- Demonstrate higher order driving skills while developing safe heavy vehicle driving behaviours in others
- Demonstrate higher order thinking skills, including optimism bias, causal attribution and cognitive dissonance needed by instructors when developing safe heavy vehicle driving behaviours in others
- Demonstrate traffic management skills
- Demonstrate vehicle control skills
- Documentation skills related to the driving of a vehicle by others
- Guide and control a vehicle in the course of the development of safe heavy vehicle driving behaviours in others
- Implement contingency plans for unexpected events that may occur when clients are driving a vehicle
- Interpret and follow operational instructions while developing safe heavy vehicle driving behaviours in others
- Make correct decisions while developing safe heavy vehicle driving behaviours in others
- Manage a range of adverse conditions while developing safe heavy vehicle driving behaviours in others
- Manage and motivate behavioural change of clients
- Manage conflict as a trainer and as a business person
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor performance of clients in applying knowledge and techniques on safe heavy vehicle
Required skills:

- Driving
  - Monitor performance of vehicle and take appropriate action where required
  - Negotiate complex traffic and road conditions
  - Observe and interpret the driving behaviour of others
  - Operate mono and dual vehicle controls as applicable
  - Perceive hazards and control vehicle while developing safe heavy vehicle driving behaviours in others
  - Read and interpret instructions, procedures, information and signs relevant to the analysis of safe heavy vehicle driving behaviours
  - Report promptly and/or rectify identified problems, faults or malfunctions that may arise while developing safe heavy vehicle driving behaviours in others
  - Road positioning skills
  - Speed management skills
  - Teach, facilitate learning and demonstrate skills in the development of safe heavy vehicle driving behaviours, with learner-centred approach
  - Work collaboratively with other road users when driving a vehicle
  - Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements relating to safe heavy vehicle driving
  - identification of hazards and human factors that may impact on driving situations and implementation of responsive safe heavy vehicle driving practices
  - recognition of road signs and signals, and implementation of pertinent action to enable safe heavy vehicle driving
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:

- Road transport law, for example:
  - legislation and related regulations applicable to driving and using heavy vehicles in relevant state or territory
  - heavy vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or
RANGE STATEMENT

- territory
  - workplace relations legislation in relevant state or territory

Safe driving principles include:
- requirements of safe driving
- abiding by the road laws
- importance of cooperation with other road users
- importance of motivation to driving safely, which includes values, emotions and personal needs
- safe driving policies
- correct driving position
- appropriate navigational skills, including ability to plan a trip
- road safety issues
- management of fatigue, alcohol, drugs and medication
- rules and regulations applicable to safe driving
- implications of unsafe driving behaviours

Principles behind low-risk driving include:
- specific factors that constitute an actual risk of a collision
- factors contributing to the formation of opinions
- beliefs about low-risk driving
- road safety issues
- human psychological and physiological aspects

Characteristics of clients may include information in relation to:
- gender
- age (within regulatory guidelines)
- driving experience, including learner driver, mature age driver being re-tested, overseas driver and experienced driver being rehabilitated after an accident
- educational background and general knowledge
- social and economic background with diverse attitude
- effects of prior and current learning
- individual learning styles
- novice driver's beliefs about capacity for learning to drive, i.e. their self-efficacy
- client motivation
- client's capacity to self-monitor own learning and driving

Communication may include:
- oral, aural or signed communication
- written communication

Factors that affect client's progress may include:
- level of confidence
- effects of previous and current learning
- decision making skills in a range of driving situations
- self-esteem and peer pressure on client
- external expectations of client performance, e.g.
RANGE STATEMENT

parents/guardians
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that a driver’s actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)

Resources may include:
- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:
- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training.

Training delivery and driving may be undertaken in/at:
- a range of vehicle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- day or night

Training delivery methods and practice may include:
- facilitation of small group discussions
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while driving
- instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice driver
- commentary driving
RANGE STATEMENT

Training sessions may include:
- combination of the above
- one-to-one demonstration
- small group demonstration (2 to 6 persons)

Training assessment may include:
- affective, e.g. satisfaction with the program
- cognitive, e.g. knowledge and skills gain
- psychomotor skills, e.g. ability to change gear smoothly
- modification of techniques based on client feedback, e.g. by use of client feedback sheets

Training support may include:
- language and literacy specialists
- training and assessment partners
- trainers, teachers and assessors

Variables for achieving competency may include:
- participant characteristics
- resources, e.g. time, location, space, people and costs

Workplace documents and procedures may include:
- company/enterprise/organisational procedures and policies
- record of clients' driving skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures and checklists
- emergency procedures

Unit Sector(s)
Not Applicable

Competency Field

Competency Field M - Training and Assessment
TLIM4003A Develop safe motorcycle riding behaviours in others

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required by motorcycle riding instructors to teach clients from diverse backgrounds how to develop and maintain safe motorcycle riding strategies. These strategies include recognising and dealing with behavioural barriers to learning, developing motorcycle control skills, interpreting and applying regulatory requirements and road laws, developing critical higher order skills such as hazard perception and responding appropriately, exercising risk management strategies that contribute to safe motorcycle riding techniques, and meeting community expectations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Instructional activities must be carried out in compliance with the relevant road transport law.

Work is performed without supervision. It involves the application of training competence and experience, professional motorcycle rider expertise, navigation skills, road law expertise, routine procedures and regulatory requirements to the development of safe motorcycle riding behaviour in others across a range of operational situations.

The development of safe motorcycle riding behaviours in others involves the application of adult learning principles, instructional methods and high-level safe motorcycle riding expertise to maintain the safe operation of an instructional motorcycle across a variety of riding contexts.

Definition of a motorcycle (class R) in this context is a 'two or three wheel motorcycle/motorbike'.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Deliver training on safe motorcycle riding principles                | 1.1 Training objectives and methods are planned and documented  
1.2 Training is conducted in a safe and accessible environment  
1.3 Specific needs for training are identified and confirmed through observation and assessment of client's capabilities  
1.4 Information on safe motorcycle riding principles is made available and made clear to client  
1.5 Principles behind low-risk riding are made clear to client, including specific factors that constitute an actual risk of a collision, factors contributing to the formation of opinions and beliefs about riding risks, road safety issues, and human psychological and physiological aspects |
| 2 Demonstrate low-risk riding strategies to clients                    | 2.1 Proactive riding techniques that keep the motorcycle rider at a low-risk level are demonstrated  
2.2 Low-risk riding behaviours are demonstrated consistently, including the ability to control a motorcycle at different speeds and under variable road and weather conditions; and the ability to judge time and space in a range of traffic situations to accommodate other road users  
2.3 Skills and knowledge needed to consciously make choices that will minimise risks are explained and demonstrated to client  
2.4 Features and benefits of protective clothing are explained and demonstrated to client |
| 3 Demonstrate applicable safe motorcycle riding rules and regulations to clients | 3.1 Relevant rules and regulations for each motorcycle riding task are identified and clarified when riding with a client, including purpose of road rules, road signs, signals and markings  
3.2 Road rules applicable to timing and space in traffic situations are explained and demonstrated to client |
| 4 Monitor and maintain safe motorcycle riding behaviours of clients    | 4.1 Unsafe riding behaviours are identified and constructive feedback is provided to client in relation to hazard perception, anticipation, correct decision making in response, multi-tasking, and other higher order skills necessary for riding safely  
4.2 Legal ramifications of riding offences are made clear to client  
4.3 Importance of continuous effort and practice of low-risk riding is conveyed  
4.4 Learner rider's safe motorcycle riding competence is reviewed and adjusted, including behaviour while riding, response to other road users and ability to manage risks  
4.5 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of client |
| 5 Evaluate clients on their performance                               | 5.1 Sufficient evidence requirements are specified to show |
ELEMENT
safe motorcycle riding competence

PERFORMANCE CRITERIA
consistent achievement of client's safe motorcycle riding competence

5.2 Evaluation methods, processes and procedures are communicated clearly to client and applied consistently with the licence requirements of the state or territory regulatory authority

5.3 Learner rider's safe motorcycle riding competence is evaluated, including ability to consistently deal with and adjust to diverse riding environments, obey road rules, perceive hazards, make correct judgements in response, anticipate and avoid collisions, and make safe decisions in stressful situations

5.4 Learner's demonstration of safe motorcycle riding behaviours is recorded according to workplace process and procedures

6 Review evaluation of client's safe motorcycle riding competence

6.1 Process to review evaluation of the client's safe motorcycle riding competence is established and followed by the enterprise, industry or registered training organisation

6.2 Review activities are documented, findings are validated and review approach is evaluated

6.3 Feedback is provided to client in relation to evaluation outcomes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Barriers to learning, including motivation, attitude, cognitive behaviours, positive and negative outcomes of prior learning, language and other special needs
- Causes and effects of unsafe motorcycle riding practices
- Cognitive skills, motivation and attitudes related to safe motorcycle riding behaviours
- Causal attribution theory as it relates to riding motorcycles
- Causes of single motorcycle crashes
- Low-risk riding strategies for a range of crash situations (i.e. same, adjacent, and opposite direction crashes)
- Low-risk riding strategies for a range of riding conditions (i.e. light, weather, road, traffic, motorcycle, and rider)
- Definition of safe motorcycle riding behaviours
- Riding hazards and hazard perception testing
REQUIRED KNOWLEDGE AND SKILLS

- Effects of drugs, medication and alcohol on safe motorcycle riding ability
- Effects of stress and fatigue on safe motorcycle riding ability
- Factors and consequences of motorcycle crashes and collisions
- Factors that increase potential accidents
- Hazard recognition as it relates to riding motorcycles
- Humans factors and impacts on riding environments
- Importance of observation and attention as they relate to riding motorcycles
- Low-risk riding techniques
- Management processes and recording procedure for motorcycle collisions
- Motivation and attitudinal issues as they relate to riding motorcycles
- Proactive and responsible riding behaviours
- Procedures for space and time management to avoid collisions
- Procedures to be followed in the event of a riding emergency
- Processes for hazard identification and response
- Principles of risk management as they relate to riding motorcycles
- Principles of road safety
- Relevant OH&S and environmental procedures and regulations
- Road signs, signals and markings and their meanings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. rider licensing, motorcycle registration, alcohol and drugs, and motorcycle standards)
- Rules of braking
- Rules of observation
- Rules of steering and counter-steering
- Safe riding strategies (safe method of riding)
- Rules of body weight transfer
- Slow speed manoeuvres
- Values and beliefs related to riding
- Motorcycle controls, safety devices, instruments and indicators and their use
- Features and benefits of protective riding apparel
- Legal requirements of protective riding apparel
- Motorcycle handling procedures
- Vision - understanding importance of vision to the safe and effective riding of motorcycles

Required skills:

- Adapt appropriately to cultural differences in the motorcycle rider instruction environment, including modes of behaviour and interactions with others
Required skills:

- Apply basic and specific traffic skills while developing safe motorcycle riding behaviours in others
- Apply basic road skills and motorcycle operation skills while developing safe motorcycle riding behaviours in others
- Apply multi-skills, e.g. monitoring riding environment, anticipating traffic hazards and instructing clients to take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when developing safe motorcycle riding behaviours in others
- Apply skills for crash avoidance and management while developing safe motorcycle riding behaviours in others
- Assess risks
- Communicate effectively with others from diverse cultural backgrounds when riding a motorcycle, including different modes of behaviour
- Communicate effectively with people of all ages, educational backgrounds and life experiences
- Conduct observations and plan required activities when developing safe motorcycle riding behaviours in others
- Deliver information on instructions, procedures, information and signs relevant to the riding of a motorcycle
- Demonstrate higher order riding skills while developing safe motorcycle riding behaviours in others
- Demonstrate higher order thinking skills, including optimism bias, causal attribution and cognitive dissonance needed by instructors when developing safe motorcycle riding behaviours in others
- Demonstrate traffic management skills
- Demonstrate motorcycle control skills
- Documentation skills related to the riding of a motorcycle by others
- Guide and control a motorcycle in the course of the development of safe motorcycle riding behaviours in others
- Implement contingency plans for unexpected events that may occur when clients are riding a motorcycle
- Interpret and follow operational instructions while developing safe motorcycle riding behaviours in others
- Make correct decisions while developing safe motorcycle riding behaviours in others
- Manage a range of adverse conditions while developing safe motorcycle riding behaviours in others
- Manage and motivate behavioural change of clients
- Manage conflict as a trainer and as a business person
- Manage a group of novice riders in a range of traffic environments
Required skills:

- Manage a group of novice riders in an off-street training situation
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor performance of clients in applying knowledge and techniques on safe motorcycle riding
- Monitor performance of motorcycle and take appropriate action where required
- Negotiate complex traffic and road conditions
- Observe and interpret the riding behaviour of others
- Perceive hazards and control motorcycles while developing safe motorcycle riding behaviours in others
- Read and interpret instructions, procedures, information and signs relevant to the analysis of safe motorcycle riding behaviours
- Report promptly and/or rectify identified problems, faults or malfunctions that may arise while developing safe motorcycle riding behaviours in others
- Road positioning skills
- Speed management skills
- Teach, facilitate learning and demonstrate skills in the development of safe motorcycle riding behaviours, with learner-centred approach
- Work collaboratively with other road users when riding a motorcycle
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements relating to safe motorcycle riding
  - identification of hazards and human factors that may impact on riding situations and implementation of
EVIDENCE GUIDE

Responsive safe motorcycle riding practices
- recognition of road signs and signals, and implementation of pertinent action to enable safe motorcycle riding

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:
- road transport law, for example:
  - legislation and related regulations applicable to riding and using motorcycles in relevant state or territory
  - motorcycle rider learner permit, rider licence requirements and issue procedures applicable in
RANGE STATEMENT

relevant state or territory
- occupational health and safety legislation in relevant state or territory
- equal opportunity legislation in relevant state or territory
- workplace relations legislation in relevant state or territory

Safe riding principles include:
- requirements of safe riding
- abiding by the road laws
- importance of cooperation with other road users
- importance of motivation to riding safely, which includes values, emotions and personal needs
- safe riding policies
- correct riding position
- appropriate navigational skills, including ability to plan a trip
- road safety issues
- management of fatigue, alcohol, drugs and medication
- rules and regulations applicable to safe riding
- implications of unsafe riding behaviours

Principles behind low-risk riding include:
- specific factors that constitute an actual risk of a collision
- factors contributing to the formation of opinions
- beliefs about low-risk riding
- road safety issues
- human psychological and physiological aspects

Characteristics of clients may include information in relation to:
- gender
- age (within regulatory guidelines)
- riding experience, including learner rider, mature age rider being re-tested, overseas rider and experienced rider being rehabilitated after an accident
- educational background and general knowledge
- social and economic background with diverse attitudes
- effects of prior and current learning
- individual learning styles
- novice rider's beliefs about capacity for learning to ride, i.e. their self-efficacy
- client motivation
- client's capacity to self-monitor own learning and riding

Communication may include:
- oral, aural or signed communication
- written communication
RANGE STATEMENT

Factors that affect client's progress may include:
- level of confidence
- effects of previous and current learning
- decision making skills in a range of riding situations
- self-esteem and peer pressure on client
- external expectations of client performance, e.g. parents/guardians
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of riding ability; and underestimation of accident risk)
- causal attribution (explains that a rider's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)

Resources may include:
- training materials and publications
- location
- personnel
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:
- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training

Training delivery and riding may be undertaken in/at:
- a range of motorcycle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- day or night

Training delivery methods and practice may include:
- facilitation of small group discussions
- demonstrations
- explanations
- problem solving
- mentoring
RANGE STATEMENT

- coaching while riding (an individual rider or a group of riders, in a public street and off-street training environments)
- instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice rider
- commentary riding
- working in a team with other instructors
- combination of the above

Training sessions may include:
- one-to-one demonstration
- small group demonstration (2 to 6 persons)

Training assessment may include:
- affective, e.g. satisfaction with the program
- cognitive, e.g. knowledge and skills gain
- psychomotor skills, e.g. ability to change gear smoothly
- modification of techniques based on client feedback, e.g. by use of client feedback sheets

Training support may include:
- language and literacy specialists
- training and assessment partners
- trainers, teachers and assessors

Variables for achieving competency may include:
- participant characteristics
- resources, e.g. time, location, space, people and costs

Workplace documents and procedures may include:
- company/enterprise/organisational procedures and policies
- record of clients’ riding skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures and checklists
- emergency procedures

Unit Sector(s)

Not Applicable

Competency Field

Competency Field M - Training and Assessment
TLIM4004A Mentor individuals or small groups

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to prepare for, undertake and review mentoring to develop the required workplace competence in other workers on a one-to-one or small group basis in an on-the-job environment.

Application of the Unit
This unit applies to experienced workers who take on the role of mentoring individuals or small groups (two to five people) in an on-the-job environment.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1 Prepare for mentoring</th>
<th>1.1 Specific mentoring needs are identified and confirmed through consultation with appropriate personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Mentoring objectives are matched to identified development needs</td>
</tr>
<tr>
<td></td>
<td>1.3 Mentoring relationship is established with mentoring participant/s</td>
</tr>
<tr>
<td></td>
<td>1.4 Mentoring approaches are planned, documented and agreed with mentoring participant/s</td>
</tr>
<tr>
<td></td>
<td>1.5 Mentoring delivery methods are selected appropriate to mentoring participant/s needs, mentor availability, location and resources</td>
</tr>
<tr>
<td>2 Mentor in the workplace</td>
<td>2.1 Mentoring is conducted in a safe and accessible workplace environment</td>
</tr>
<tr>
<td></td>
<td>2.2 Strategies and techniques are employed that facilitate the learning process</td>
</tr>
<tr>
<td></td>
<td>2.3 Mentoring objectives, sequence of activities and assessment processes are discussed with mentoring participant/s on a regular basis</td>
</tr>
<tr>
<td></td>
<td>2.4 Systematic approach is taken to mentoring, which is regularly revised and modified to meet mentoring participant/s needs</td>
</tr>
<tr>
<td>3 Provide opportunities for practice</td>
<td>3.1 Practice opportunities are provided for participant/s</td>
</tr>
<tr>
<td></td>
<td>3.2 Various methods for encouraging learning are implemented to meet mentoring participant/s needs</td>
</tr>
<tr>
<td>4 Review mentoring</td>
<td>4.1 Mentoring participant/s are encouraged to evaluate own performance and mentoring experience, and to identify areas for improvement</td>
</tr>
<tr>
<td></td>
<td>4.2 Own performance as a mentor is evaluated and areas for improvement are identified</td>
</tr>
<tr>
<td></td>
<td>4.2 Mentoring participant readiness for assessment is monitored and assistance is provided to collect evidence of satisfactory performance</td>
</tr>
<tr>
<td></td>
<td>4.3 Mentoring plan and process are evaluated in context of self-assessment, mentoring participant/s feedback, evaluation of own performance, supervisor comments and measurements against workplace objectives</td>
</tr>
<tr>
<td></td>
<td>4.4 Mentoring details are recorded according to enterprise and legislative requirements</td>
</tr>
</tbody>
</table>
4.5 Review results are used to guide further workplace mentoring
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access, equity and human rights issues in relation to own area of work
- Correct use of equipment and any other processes and procedures appropriate for mentoring
- Cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander peoples and their communities
- Ethical handling of performance issues
- Identification of evidence of competency
- Intended mentoring outcome
- Job/role environment skills
- Mentoring methodologies and strategies
- Planning own work including predicting consequences and identifying improvements
- Relevant legislation, regulations, codes of practice, standards, policies and procedures such as:
  - equal employment opportunity (EEO)
  - occupational health and safety (OH&S)
- Relevant workplace tasks, skills and knowledge
- Workplace:
  - application of relevant competencies
  - training plan for competency development

Required skills:

- Build trust with mentoring participant/s
- Communicate effectively verbally and in writing using a range of strategies:
  - ensuring language used suits target audience
  - giving and receiving feedback
  - listening
  - questioning
- Complete and maintain required documentation and records
- Maintain confidentiality
- Make recommendations for further mentoring opportunities
- Motivate mentoring participant/s
- Plan and manage time effectively
- Plan for and manage contingencies
- Transfer and apply skills and knowledge to new contexts
- Work in a culturally diverse environment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>sequencing mentoring activity in a way that facilitates the development of competence</td>
</tr>
<tr>
<td></td>
<td>ensuring currency of relevant legislative and regulatory knowledge</td>
</tr>
<tr>
<td></td>
<td>developing effective planning documents</td>
</tr>
<tr>
<td></td>
<td>providing high quality reports.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Performance is demonstrated consistently over time and in a suitable range of contexts.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Resources for assessment include access to:</td>
</tr>
<tr>
<td></td>
<td>workplace where mentoring individuals or small groups can be conducted</td>
</tr>
<tr>
<td></td>
<td>tools, equipment and personal protective equipment currently used in industry</td>
</tr>
<tr>
<td></td>
<td>relevant regulatory and equipment documentation that impacts on work activities</td>
</tr>
<tr>
<td></td>
<td>range of relevant exercises, case studies and/or other simulated practical and knowledge assessments</td>
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<tr>
<td></td>
<td>appropriate range of relevant operational situations in the workplace.</td>
</tr>
</tbody>
</table>

In both real and simulated environments, access is required to:

|  | relevant and appropriate materials and equipment |
|  | applicable documentation including workplace procedures, regulations, codes of practice and operation manuals. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>Practical assessment must occur in an:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>appropriately simulated workplace environment and/or</td>
</tr>
<tr>
<td></td>
<td>appropriate range of situations in the workplace.</td>
</tr>
</tbody>
</table>

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

|  | direct observation of the candidate mentoring individuals or small groups |
|  | direct observation of the candidate applying relevant |
OH&S requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Mentoring needs may include:
- Industry/enterprise or other performance competency standards
- Industry/workplace mentoring processes and practices
- Organisational business plans that identify skill development requirements
- Results of mentoring needs analyses
- Standard operating and/or other workplace procedures

Appropriate personnel may include:
- Assessors
- Consultative committees
- Managers/employers
- Mentoring and assessment coordinators
- Mentoring participant/s
- Representative government regulatory bodies
- Team leaders/supervisors/technical experts
- Union/employee representatives

Mentoring delivery methods and practise opportunities may include:
- Demonstrations
- Experiential learning
- Explanations
- Group work
- Job rotations
- On-the-job problem-solving and decision-making
- Peer mentoring
- Presentations
- Problem-solving
- Combination of the above

Mentoring participant/s needs may include:
- Age
- Cultural, language and educational background
- Gender
- Language, literacy and numeracy needs
- Level of confidence and self-esteem
- Physical ability
- Previous learning, training, coaching, mentoring or assessment experience
- Work organisation or roster

Resources may include:
- Enterprise/industry standard operating
procedures
- Finances/costs
- Location
- Personnel
- Materials and equipment
- Time
- OH&S and other workplace requirements

Strategies and techniques may include:
- Active listening
- Group discussion
- Points of clarification
- Targeted questioning

Unit Sector(s)
Not applicable.

Competency Field
M - Training and Assessment
TLIO1002A Follow security procedures when working with passengers and personnel

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industry. It includes checking and maintaining the security of any passengers, workplace personnel and visitors; identifying and responding to any security threats or situations; and completing all required security records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable security regulations and the relevant sections of a transport organisation's workplace security program and procedures.

Work is performed under some supervision generally within a team environment. It involves the application of an organisation's workplace security program and procedures and regulatory requirements to ensure that appropriate security procedures are followed when carrying out work activities in the transport and logistics industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Maintain security of passengers, workplace personnel and visitors | 1.1 Where applicable, security checks of passengers, workplace personnel and visitors are carried out in accordance with workplace security program and procedures and within limits of role and responsibilities  
1.2 Precautions and measures aimed at protecting the security of passengers, workplace personnel and visitors are followed in accordance with workplace security procedures and applicable security regulations  
1.3 Signs of suspicious behaviour of passengers or other personnel are recognised and reported promptly to designated personnel in accordance with workplace security procedures  
1.4 Any breaches of security requirements for passengers, workplace personnel and visitors are reported promptly to designated personnel in accordance with workplace procedures |
| **2** Identify a security threat or situation | 2.1 Signs of security threats are recognised and investigated where applicable in accordance with workplace security procedures  
2.2 Security threat or situation is promptly identified, assessed and reported in accordance with workplace security procedures  
2.3 Implications of the security threat or situation are evaluated in accordance with workplace security procedures  
2.4 Relevant personnel are alerted to the security threat or situation as required within workplace security  
2.5 Communications are maintained with relevant personnel to determine appropriate course of action |
| **3** Respond to a security threat or situation | 3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan where relevant  
3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care  
3.3 Responsibilities are fulfilled in accordance with workplace security procedures and regulatory requirements  
3.4 Assistance is provided in controlling the site both prior to and following arrival of security and/or emergency services  
3.5 In the case of a security threat or emergency, assistance is provided to other staff and emergency services personnel conducting an initial survey of the scene  
3.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions |
ELEMENT | PERFORMANCE CRITERIA
---|---
4 Maintain security records | 4.1 Records of security checks and precautions are kept as applicable in accordance with workplace security procedures
 | 4.2 Reports of security incidents or threats are completed as applicable in accordance with workplace security procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines
- Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies
- Relevant quarantine regulations and requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them
- Applicable measures for the securing of transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels
- Signs of pillaging and theft
- Signs of suspicious behaviour of passengers and other personnel
- Precautions and procedures aimed at protecting the security of passengers, workplace personnel and visitors
- Focus of operation of work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industries
- Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems
- Relevant documentation and reporting requirements
- Layout of worksite, vehicle, vessel, train or aircraft and operating procedures
- Procedures for operating any electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when following security procedures
Required skills:

- Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries
- Complete required documentation and reports related to security procedures
- Work collaboratively with others when following security procedures
- Identify and solve and/or report problems that arise when following security procedures
- Modify activities depending on differing workplace contexts, risk situations and environments
- Adapt to differences in equipment, facilities, cargo and passengers
- Apply procedures for security checks and precautions as per limits of role and responsibilities
- Recognise signs of pillage and theft
- Recognise signs of security threats and situations
- Promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures
- Follow security threat/incident response plan and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant communications and other equipment required when following security procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - identifying signs of a possible security threat
  - responding to a possible security threat
  - applying relevant legislation and workplace procedures

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE
for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Transport and logistics enterprises may involve:

- warehousing and distribution
- road transport
- rail transport
- aviation
- maritime
- freight forwarding and customs broking
- multimodal transport and logistics

Work may be conducted:

- in a range of work environments by day or night
- in large, medium or small transport terminals and storage facilities
- at international airports, domestic airports, regional
**RANGE STATEMENT**

Security procedures may be aimed at preventing or identifying:

- persons trespassing on security zones and restricted areas
- unauthorised airside access at security controlled airports and airfields
- carriage or storage of prohibited goods
- the carriage of improvised explosive devices
- smuggling of goods
- acts or threats of terrorism
- hijacking of a vehicle, train, aircraft or vessel
- extortion
- assault
- fraud
- vandalism and graffiti

Security measures may include:

- security guards at access points and gates to secured areas
- locked doors, gates and fences
- use of personal electronic access cards
- recording of carrier and vehicle registration details at gates and checkpoints
- bag check points
- escorts for visitors in restricted areas
- access control into and out of restricted security areas
- use of ID cards
- video surveillance equipment
- X-ray screening of passengers, workplace personnel and visitors
- explosives trace detection (ETD) screening of passengers, workplace personnel and visitors
- screening of passengers, workplace personnel and visitors using hand-held and walk through magnetometers

Communication in the work area may include:

- phone
- radio
- fax
- email
- electronic data transfer (EDI)
- internet
- oral, aural or signed communications

Personal protection equipment may include:

- gloves
- safety headwear and footwear
- eye and ear protection
- safety glasses
RANGE STATEMENT

Depending on the organisation concerned workplace procedures may be called:

- two-way radios
- high visibility clothing
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- Australian transport security legislation and regulations
- Australian and international codes of practice and regulations relevant to the secure transport of passengers
- workplace security procedures and related policies and procedures
- workplace standard operating procedures and policies
- signs and instructions pertaining to security matters
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- supplier and/or client instructions

Applicable legislation, regulations and codes may include:

- Australian transport security legislation and regulations
- Australian and international codes of practice and regulations relevant to the secure transport of passengers
- export/import/quarantine regulations
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security
TLIO2003A Undertake loading and unloading in a designated secured environment

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to undertake loading and unloading of cash-in-transit in a designated secured environment, including selecting loading site, undertaking load transfer, and completing required transfer documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant sections of the regulations of the relevant state or territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in designated secured environments.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Select loading site | 1.1 Plans of site access, exit points and key physical features are identified  
1.2 Site for goods transfer is selected in accordance with security plan and with due regard for own safety, safety of security team, members of the public and consignment  
1.3 Loading site(s) mandated by customer and/or specific loading and unloading requirements are identified and assessed for accessibility and security  
1.4 Alternative sites are identified where pre-determined site is assessed as inappropriate  
1.5 Proposed changes to loading site(s) are referred to management personnel and authorisation sought where appropriate |
| 2 Undertake load transfer | 2.1 Permission to enter and exit loading area (where required) is obtained in accordance with enterprise procedures  
2.2 Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques, are undertaken in accordance with operational plan and regulatory requirements  
2.3 Contingency plans are identified and confirmed with other team members  
2.4 The environment is constantly monitored to maintain a safe working environment  
2.5 Goods are identified and details are verified and checked for conformity with manifest  
2.6 Non-conforming consignments are documented and reported in accordance with enterprise procedures  
2.7 Load characteristics are identified and considered when determining appropriate loading and unloading procedures  
2.8 Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements  
2.9 Consignment is delivered/stored and secured in accordance with operational plan, enterprise procedures and regulatory requirements |
| 3 Complete transfer documentation | 3.1 Details of consignment delivery are verified by client or client representative  
3.2 Transfer documentation is completed in accordance with enterprise procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory permit and licence regulations and requirements
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks and hazards when transferring cash-in-transit and related precautions to control the risk
- Operational procedures for identification of security risks
- Contingency planning relating to managing and controlling security risks
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Typical problems that can occur when loading and unloading cash-in-transit in a designated secured environment and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when loading and unloading cash-in-transit in a designated secured environment
- Read and interpret instructions, procedures, information and labels relevant to the loading and unloading of cash-in-transit in a designated secured environment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading and unloading of cash-in-transit in a designated secured environment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when loading and unloading cash-in-transit in a designated secured environment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems or incidents that may occur when loading and unloading cash-in-transit in a designated secured environment in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during loading and unloading of cash-in-transit in a designated secured environment
- Plan own work including predicting consequences and identifying improvements
- Apply relevant agreements, codes of practice or other legislative requirements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Safely use correct manual handling techniques
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Hazards may include:
- vehicular and pedestrian traffic
- firearm handling
- persons with felonious intent
- uneven ground, steps, road surfaces
- contamination of, or from, materials being handled
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature

Consultative processes may involve:
- clients
- private security personnel
- public sector security personnel
- police
- security consultants
- other employees and supervisors
- management
- other professional or technical staff

Consignment risk may include:
- staff fidelity
- other theft
- loss through negligence

Communication in the work area
- mobile and fixed phones
- radio
RANGE STATEMENT

may include:
- oral, aural or signed communications

Security systems/devices may include:
- two key safes
- ATM vaults
- surveillance cameras
- VCRs
- alarm systems
- access control systems
- time delay devices

Secured environment may be:
- on or off normal site of operations

Security arrangements are varied in line with:
- workplace policies and procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information documents may include:
- workplace procedures and policies
- job specifications
- relevant manufacturers specifications
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- state/territory OH&S regulations and legislation, including manual handling regulations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- licensing and permits for firearms and security
TLIO2003A Undertake loading and unloading in a designated secure environment  Date this document was generated: 16 August 2014

RANGE STATEMENT

occupations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

Unit Sector(s)
Not Applicable

Competency Field
Competency Field O - Security
TLIO2011A Provide revenue protection measures

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor This unit involves the skills and knowledge required to provide revenue protection measures during transport operations, including preparing for revenue protection activities and implementing revenue protection procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit Work must be carried out in compliance with the relevant regulations related to the protection of transport revenue.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures and regulatory requirements to the provision of revenue protection measures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
**Employability Skills Information**

**Employability Skills**
This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for revenue protection activities | 1.1 Strategies to check customer ticketing are planned  
1.2 Resources to implement ticket checks are arranged to suit anticipated passengers numbers  
1.3 Queuing systems and barriers are set up to ensure ticket checks are comprehensive  
1.4 Staff are allocated to planned activities according to organisation procedures and policy  
1.5 Staff are briefed on strategies for checking customers’ tickets |
| 2 Implement revenue protection procedures | 2.1 Ticket checks are conducted against organisational requirements  
2.2 Fares are collected or infringement notices are issued  
2.3 Use of concession, special and privilege passes is monitored for compliance with organisational policies |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant state and territory regulations and requirements pertaining to revenue protection  
- Relevant OH&S and environmental protection procedures and guidelines  
- Organisational policies and procedures  
- Risks and hazards when providing revenue protection within a transport system and related precautions to control the risk  
- Organisation’s transport services  
- Complementary transport services  
- Fare structures  
- Concessional privileges  
- Timetables  
- Typical problems that can occur when providing revenue protection measures and appropriate action that can be taken to prevent or solve them  
- Customer service requirements

**Required skills:**
Required skills:

- Communicate effectively with others when providing revenue protection measures
- Resolve conflict situations
- Read and interpret instructions, procedures and information relevant to the provision of revenue protection measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of revenue protection measures
- Operate electronic communication equipment to required protocol
- Calculate fares
- Work collaboratively with others when providing revenue protection measures
- Deploy staff
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing revenue protection measures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when providing revenue protection measures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of revenue protection measures
- Monitor work activities in terms of planned schedule
- Manage stress
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate barriers
- Validate tickets
- Apply basic mechanical skills
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Revenue protection policy implementation could mean:
- company procedures
- sale of tickets
- confiscation of invalid tickets
- identification confirmation
- checking of concessional, special and privilege passes

Staff allocation could be to:
- comply with company procedures
- the organisation's embarking and disembarking points
- the transportation units

Resources to monitor fare compliance may include:
- company procedures
- barrier equipment
- timetable and transport system information
- tickets
- automatic ticket collection equipment
- radio
- fare schedule
- infringement notice

Strategies for the checking of ticketing can include:
- company procedures
- continuous checking
- random checking
- casual checking

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies and procedures
- customer requests books
- safeworking forms
- dangerous goods manifests
- relevant regulations concerning revenue protection within transport systems
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- security and emergency procedures

Applicable regulations and
- relevant state/territory regulations and legislation concerned with revenue protection within transport
RANGE STATEMENT

Legislation may include: systems
- relevant state/territory OH&S regulations and legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security
TLIO2013A Administer the security of assets and facilities

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to administer the security of assets and facilities in the transport and distribution industry, including assessing asset security requirements, developing and implementing asset security programs, and monitoring and evaluating asset security programs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations of the relevant state/territory authorities related to the administration of assets and facilities in the transport and distribution industry.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures and regulatory requirements to the administration of the security of assets and facilities in the transport and distribution industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Assess security requirements</td>
<td>1.1 Adequacy of insurance cover is determined</td>
</tr>
<tr>
<td></td>
<td>1.2 Adequacy of physical protection over assets and facilities is determined</td>
</tr>
<tr>
<td></td>
<td>1.3 Methods to improve security requirements are assessed and recommended</td>
</tr>
<tr>
<td></td>
<td>1.4 Breakdowns/breaches of security are recorded and reported</td>
</tr>
<tr>
<td>2 Develop and implement security programs</td>
<td>2.1 Staff are consulted regularly regarding security programs</td>
</tr>
<tr>
<td></td>
<td>2.2 Improvements to security procedures are documented, trialed, refined and implemented</td>
</tr>
<tr>
<td></td>
<td>2.3 Input is given to assist in the preparation of coronial reports and enquires</td>
</tr>
<tr>
<td></td>
<td>2.4 Statements are gathered and reports prepared which assist in the issuance of summonses</td>
</tr>
<tr>
<td>3 Monitor and evaluate security programs</td>
<td>3.1 Reports and statements produced where security has broken down or has been breached, are analysed and conclusions documented</td>
</tr>
<tr>
<td></td>
<td>3.2 Security procedures are regularly monitored to ensure their implementation</td>
</tr>
<tr>
<td></td>
<td>3.3 Security systems are regularly tested and evaluated to ensure operational effectiveness</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and requirements pertaining to the administration of the security of assets and facilities in the transport and distribution industry
- Relevant OH&S and environmental protection procedures and guidelines
- Risks and hazards when administering the security of assets and facilities, and related precautions to control the risk
- Relevant operational procedures for accessing, storing, using and securing resources
- Stock handling procedures
- Basic financial procedures
- Relevant operational procedures relating to the administration of the security of assets and
REQUIRED KNOWLEDGE AND SKILLS

facilities

- Types and levels of insurance cover
- Risk management policies
- Reporting procedures
- Corporate organisation chart
- Basic legal rights and responsibilities
- Typical problems that can occur when administering the security of assets and facilities and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate and negotiate effectively with others when administering the security of assets and facilities
- Read and interpret instructions, procedures, information and signs relevant to the administration of the security of assets and facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation and records related to the administration of the security of assets and facilities
- Operate electronic communication equipment to required protocol
- Gather, collate and present data when administering the security of assets and facilities
- Work collaboratively with others when administering the security of assets and facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when administering the security of assets and facilities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when administering the security of assets and facilities
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Audit the security of assets and facilities
- Select and use appropriate computer and office equipment when administering the security of assets and facilities
- Adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Equipment may include:
- insurance notes and information
- organisation security procedures
- documentation of physical protection facilities
- security programs

Coding identification of assets may include:
- stocktakes
- assets register (coded and labelled)
- monitoring insurance requirements

Regular insurance assessments may include:
- conditions of insurance
- insurance assessment of premises
- monitoring insurance requirements

Work organisation procedures and practices may include:
- financial/administrative procedures
- security procedures

Consultative processes may involve:
- private and public sector security personnel
- police
- security consultants
- other employees and supervisors
- management

Communication in the work area may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Consultative processes may involve:
- private and public sector security personnel
- police
- security consultants
- other employees and supervisors
- management

Communication in the work area may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace
- company procedures
- enterprise procedures
- workplace procedures
RANGE STATEMENT

procedures may include:
- established procedures

Information/documents may include:
- workplace procedures, regulations, guidelines practices and policies
- organisation security reports
- coronial reports and enquiries
- event statements
- summonses
- assets register
- organisation insurance requirements
- relevant manufacturers specifications and guidelines
- codes of practice and regulations concerning transport and distribution assets
- job specifications
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency response procedures
- state/territory OH&S regulations and legislation concerning transport and distribution assets
- relevant Australian Standards and certification requirements
- relevant state/territory insurance legislation
- relevant state/territory legislation relevant to asset security

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  O - Security
TLIO2021A Follow security procedures when working with goods and cargo

Modification History
Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.
In Release 2 additions have been made to following Range Statements:

- Transport and logistics enterprises
- Security measures.

Release 2 is equivalent to the previous release.

Unit Descriptor
This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industries. It includes checking and maintaining the security of any goods and cargo, identifying and responding to any security threats or situations, and completing all required security records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable security regulations and the relevant sections of a transport organisation’s workplace security program and procedures.
Work is performed under some supervision generally within a team environment. It involves the application of an organisation's workplace security program and procedures and regulatory requirements to ensure that appropriate security procedures are followed when carrying out work activities in the transport, distribution, logistics and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Maintain security of goods and cargo

1.1 Where applicable, goods and cargo are secured within specified locations, transport vehicles, vessels or aircraft in accordance with workplace security procedures and applicable security regulations

1.2 Seals, tamper proof packaging, locks and other security measures on goods or cargo are checked and maintained in accordance with workplace security procedures

1.3 Signs of pillaging, theft and interference are recognised and reported in accordance with workplace security procedures

1.4 Signs of suspicious goods and cargo are recognised and reported promptly to designated personnel

1.5 Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace security procedures

2 Identify a security threat or situation

2.1 Security threat or situation is promptly identified and assessed and response is prioritised in accordance with the workplace security program and procedures

2.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures

2.3 Relevant personnel are alerted to the security threat or situation as required within workplace security procedures and program

2.4 Communications are maintained with relevant personnel to determine appropriate course of action

3 Respond to a security threat or situation

3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan where relevant

3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care
3.3 Responsibilities are fulfilled in accordance with the workplace security program and regulatory requirements

3.4 Assistance is provided in controlling the site both prior to and following arrival of security and/or emergency services

3.5 In the case of a security threat or emergency, assistance is provided to other staff and emergency services personnel conducting an initial survey of the scene

3.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions

4 Maintain security records

4.1 Records of security checks and precautions are kept as per workplace procedures

4.2 Reports of security incidents or threats are completed in accordance with workplace requirements and applicable security requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines
- Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies
- Relevant quarantine and bond regulations and requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them
- Applicable measures for the securing of transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels
- Signs of pillaging, theft and interference with goods, cargo and mail
- Focus of operation of work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industries
- Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems
- Relevant documentation and reporting requirements
- Layout of worksite, vehicle, vessel, train or aircraft and operating procedures
- Procedures for operating any electronic communications equipment with required protocol

Required skills:

- Communicate effectively with others when following security procedures
- Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries
- Complete required documentation and reports related to security procedures
- Work collaboratively with others when following security procedures
- Identify and solve and/or report problems that arise when following security procedures
- Modify activities depending on differing workplace contexts, risk situations and environments
- Adapt to differences in equipment, facilities, cargo and passengers
- Apply procedures for security checks and precautions as per limits of role and responsibilities
- Recognise signs of pillage, theft and interference with goods, cargo and mail
- Recognise signs of security threats and situations
- Promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures
Follow security threat/incident response plan and procedures

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant communications and other equipment required when following security procedures

Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying the underpinning knowledge and skills
- identifying signs of disruption to goods and cargo
- identifying signs of a possible security threat
- responding to a possible security threat
- applying relevant legislation and workplace procedures

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Transport and logistics enterprises may involve:
- warehousing and distribution
- road transport
- rail transport
- aviation
- maritime
- stevedoring
- freight forwarding and customs broking
- multimodal transport and logistics

Work may be conducted:
- in a range of work environments by day or night, including in large, medium or small transport terminals and storage facilities and on vehicles, trains, aircraft and vessels

Security procedures may be aimed at preventing or identifying:
- persons trespassing on security zones and restricted areas
- carriage or storage of prohibited goods
- the carriage of improvised explosive devices in cargo and mail
- smuggling of goods
- pillage, theft and interference with cargo, goods and mail
- acts or threats of terrorism
- hijacking of a vehicle, train, aircraft or vessel
- extortion
- assault
- fraud
- vandalism and graffiti

Security measures may include:
- security guards at access points and gates to secured areas
- locked doors, gates and fences
- use of personal electronic access cards
- recording of carrier and vehicle registration details at gates and checkpoints
- bag check points
- escorts for visitors in restricted areas
- access control into and out of restricted security areas
- use of ID cards
- video surveillance equipment
- X-ray screening of baggage, cargo and goods
- explosives trace detection (ETD) screening of passengers, baggage, cargo and goods
- screening of passengers using hand-held and walk through magnetometers
Communication in the work area may include:

- phone
- radio
- fax
- email
- electronic data transfer (EDI)
- internet
- oral, aural or signed communications

Personal protection equipment may include:

- gloves
- safety headwear and footwear
- eye and ear protection
- two-way radios
- high visibility clothing

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- Australian transport security legislation and regulations
- Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and storage of cargo and goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- workplace security program and related policies and procedures
- workplace standard operating procedures and policies
- signs and instructions pertaining to security matters
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- tickets, labels, manifests, bar codes, and container identification/serial numbers (as applicable)
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)

Applicable legislation, regulations and codes may include:

- Australian transport security legislation and regulations
- Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and storage of cargo and goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- export/import/quarantine/bond regulations
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable.

Competency Field
O - Security
TLIO3004A Conduct control procedures for transferring explosives and dangerous/hazardous/high risk goods

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to conduct safety and hazard control procedures for transferring dangerous goods including clarifying movements of explosives, hazardous or high risk goods; implementing safety and hazard control procedures for loading, unloading or goods movement activities; and reviewing and completing goods transfer operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant state/territory regulations concerning the transfer of dangerous goods, hazardous substances and high risk goods and involves the application of routine procedures and relevant regulatory requirements.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Clarify movements of explosives and dangerous, hazardous or high risk goods</td>
<td>1.1 Schedule details, nature of risk, special precautions and procedures are clarified with line managers or supervisory staff</td>
</tr>
<tr>
<td></td>
<td>1.2 Information is collected/checked against workplace procedures and relevant regulatory framework</td>
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<tr>
<td></td>
<td>1.3 Activities requiring special approvals or workplace procedure changes are identified and approvals obtained</td>
</tr>
<tr>
<td></td>
<td>1.4 Safety and hazard control procedures are communicated to relevant parties</td>
</tr>
<tr>
<td>2 Implement safety and hazard control procedures for loading, unloading or goods movement activities</td>
<td>2.1 Transfer operations are conducted in accordance with workplace procedures and relevant legislation</td>
</tr>
<tr>
<td></td>
<td>2.2 Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors</td>
</tr>
<tr>
<td></td>
<td>2.3 Procedures to control movement of equipment and personnel within the goods movement area affected by the risks are implemented</td>
</tr>
<tr>
<td></td>
<td>2.4 Safety and hazard control procedures are monitored and maintained with action taken to modify procedures where necessary (in accordance with scope of authority)</td>
</tr>
<tr>
<td></td>
<td>2.5 Goods are moved within relevant workplace procedures and statutory regulations</td>
</tr>
<tr>
<td>3 Review and complete goods transfer operation</td>
<td>3.1 Completed activities are checked against operational plan</td>
</tr>
<tr>
<td></td>
<td>3.2 Relevant documentation is completed</td>
</tr>
<tr>
<td></td>
<td>3.3 Specialised equipment used for the process is maintained and stored</td>
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<tr>
<td></td>
<td>3.4 Worksite is checked and returned to operational status</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory mass and loading and other relevant regulations, codes and permit requirements as they apply to the transfer of explosives and dangerous/hazardous/high risk goods
- OH&S procedures and guidelines concerning the transfer of explosives and
REQUIRED KNOWLEDGE AND SKILLS

dangerous/hazardous/high risk goods

- Risks when transferring explosives and dangerous/hazardous/high risk goods and related precautions to control the risk
- Workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following the loading of explosives and dangerous/hazardous/high risk goods
- Relevant permit and licence requirements
- Typical problems that can occur when transferring explosives and dangerous/hazardous/high risk goods and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when controlling the transfer of explosives and dangerous/hazardous/high risk goods
- Read and interpret instructions, procedures, information and signs relevant to the transfer of explosives and dangerous/hazardous/high risk goods
- Identify goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the transfer of explosives and dangerous/hazardous/high risk goods
- Operate electronic communication equipment to required protocol
- Estimate the mass, volume and special handling requirements of a load
- Work collaboratively with others when controlling the transfer of explosives and dangerous/hazardous/high risk goods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling the transfer of explosives and dangerous/hazardous/high risk goods in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when controlling the transfer of explosives and dangerous/hazardous/high risk goods
- Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of explosives and dangerous/hazardous/high risk goods
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment required to load explosives and dangerous/hazardous/high risk goods
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing operational suitability of equipment and vehicles pertinent to transfer of explosives and dangerous/hazardous/high risk goods
  - estimating weight and dimensions of load and any special handling requirements
  - determining (any) required permits
  - identifying hazards and implementing safety and hazard control procedures and requirements to minimise risks when transferring explosives and dangerous/hazardous/high risk goods
  - selecting appropriate equipment and work systems to enable safe, efficient work

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Vehicle refers to:
- all applicable transportation modes

Transfer of dangerous goods/hazards substances and high risk goods may require:
- special precautions and handling procedures as specified by the manufacturer

Hazards in the work area may include exposure to:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
RANGE STATEMENT

- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- dust/vapours
- ignition sources

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator and breathing apparatus
- high visibility clothing

Load restraint systems are:
- as detailed in the National Load Restraint Guide

Transport documentation may include:
- Initial Emergency Response Guide
- Emergency Procedure Guide
- descriptions for explosives and dangerous goods/hazards substances and high risk goods (i.e. class, and division, shipping name, UN number, current ADG declarations, material safety data sheets, etc.)

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits
- ADG declarations

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange
RANGE STATEMENT

- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Safety equipment on vehicle may include:

- fire extinguishers
- portable warning devices
- eye wash kit

Information/documents may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications, instructions and labelling advice including material safety data sheets
- workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods
- goods identification numbers and codes, including IMDG markings and HAZCHEM signs
- supplier and/or client instructions
- operations manuals, job specifications and induction documentation
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
RANGE STATEMENT

- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- relevant Australian Standards for the types of explosives and dangerous/hazardous/high risk goods concerned
- relevant state/territory environmental protection legislation
- workplace relations regulations
- equal opportunity and affirmative action legislation
- equal opportunity legislation
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security
TLIO3007A Undertake emergency response action to a security threat

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to undertake emergency action to a potential security threat, including selecting emergency actions to be applied, maintaining communications, and reporting the incident in accordance with established procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic security principles, routine procedures and regulatory requirements to undertake appropriate emergency response action to a security threat.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Select emergency actions to be applied | 1.1 Threats or potential threats are recognised  
1.2 Where able, agency/branch/base and/or police are alerted to potential security threat with all relevant details and requests for supportive action being detailed  
1.3 Range of emergency actions are identified and analysed  
1.4 Security threat and appropriate emergency plans are matched  
1.5 Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and the consignment  
1.6 Emergency actions are modified consistent with changes within the emergency environment |
| 2 Maintain communications | 2.1 Communication is maintained with agency/branch/base and relevant agencies/personnel in accordance with enterprise and emergency procedures  
2.2 Information is conveyed in a clear, concise and accurate manner |
| 3 Report incident | 3.1 Reporting arrangements are completed according to enterprise procedures  
3.2 Police or other emergency services are provided with reports as required |

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant state and territory permit and licence regulations and requirements
- Relevant OH&S procedures and guidelines
- Risks and hazards when transferring cash-in-transit and related precautions to control security threats
- Operational procedures for identification of security threats and undertaking emergency response
- Contingency planning relating to managing and controlling security threats
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Typical problems that can occur when undertaking emergency response action to a security threat
REQUIRED KNOWLEDGE AND SKILLS

threat and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when undertaking emergency response action to a security threat
- Read and interpret instructions, procedures, information and signs relevant to emergency response action to a security threat
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to emergency response action to a security threat
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when undertaking emergency response action to a security threat
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when undertaking emergency response action to a security threat in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when undertaking emergency response action to a security threat
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during emergency response action to a security threat
- Apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Safely use correct manual handling techniques
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Hazards may include:
- vehicular and pedestrian traffic
- firearm handling
- persons with felonious intent
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature

Consultative processes may involve:
- clients
- private security personnel
- public sector security personnel
- police
- security consultants
- other employees and supervisors
- management
- other professional or technical staff

Incidents may include:
- actual or potential breaches of security arrangements

Emergency actions are undertaken within:
- workplace policy and procedures

Communication may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:
- workplace procedures and policies
- job specifications
- relevant manufacturers specifications
RANGE STATEMENT

- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- licensing and permits for firearms and security occupations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- state/territory OH&S regulations and legislation, including manual handling regulations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field O - Security
TLIO3012A Manage disruptive and/or unlawful behaviour

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage disruptive and/or unlawful behaviour on transport systems, including monitoring passenger behaviour, identifying and attending to disruptive/unlawful activity, taking appropriate action to control disruptive/unlawful behaviour, and reporting and documenting incident(s). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations of the relevant state/territory authorities related to the management of disruptive and/or unlawful behaviour on transport systems.

Work is performed individually, but skills are required to work within a team environment. It involves the application of routine procedures and regulatory requirements to the management of disruptive and/or unlawful behaviour on transport systems.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
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<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1**  | Monitor passenger behaviour | 1.1 Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour  
1.2 Potential problem situations are quickly identified and steps taken to defuse the situation in accordance with agreed procedures  
1.3 Incidents which breach legislation are identified and appropriate action is taken  
1.4 Surveillance equipment is operated within legal and workplace parameters |
| **2**  | Identify and resolve disruptive/unlawful activity | 2.1 The nature of disruptive or unlawful behaviour is accurately assessed and, if possible, conflict is resolved using relevant conflict resolution strategies  
2.2 Procedures are followed to isolate the offender(s) and minimise disruption to other passengers where appropriate  
2.3 Assistance is sought from other staff and external support services where necessary  
2.4 The situation is resolved and follow-up action is implemented according to the appropriate workplace rules, regulations and guidelines |
| **3**  | Take action to control unlawful behaviour | 3.1 Assistance is sought from other staff and external support services where necessary  
3.2 The nature of the offence and the consequences of the behaviour are clearly communicated to the offender  
3.3 Staff involvement in the apprehension of offenders is undertaken within legal and workplace parameters |
| **4**  | Report and document incident(s) | 4.1 Incidents are reported using the appropriate document format in accordance with workplace policies and procedures  
4.2 All documentation is drafted in accordance with workplace rules, regulations and guidelines |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Relevant state and territory regulations and requirements pertaining to the management of disruptive and unlawful behaviour on transport systems
- Relevant OH&S and environmental protection procedures and guidelines
- Risks and hazards when managing disruptive behaviour on a transport system and related precautions to control the risk
- Transport services provided
- Procedures for the management of disruptive and unlawful behaviour
- Legal and workplace parameters with regard to unlawful behaviour
- By-laws and service rules as they apply to disruptive behaviour on transport systems
- Common law as it applies to disruptive and unlawful behaviour on transport systems
- Customer service requirements
- Typical problems that can occur when managing disruptive and unlawful behaviour on transport systems and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate and negotiate effectively with others when managing disruptive and unlawful behaviour on transport systems
- Resolve conflict situations
- Read and interpret instructions, procedures, guidelines and information relevant to the management of disruptive and unlawful behaviour on transport systems
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing disruptive and unlawful behaviour on transport systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing disruptive and unlawful behaviour on transport systems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when managing disruptive and unlawful behaviour on transport systems
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the management of disruptive and unlawful behaviour on transport systems
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or
Required skills:
- damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
EVIDENCE GUIDE

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted in:

- in a range of work environments and weather conditions
- by day or night

Customers may be:

- internal or external

Facilities and transportation units may include:

- stations/interchanges/stops
- carriages
- buses/coaches
- amenities
- depots/other transport facilities
- cafeterias
- toilets
- ticket offices

Problems may include:

- arguments
- hostilities
- fare evasion
- verbal abuse
- physical abuse
- graffiti
- lack of compliance with no smoking signs
- lack of compliance with transport regulations
- drunken behaviour

Equipment may include:

- video/audio equipment
- security services (internal or external)
- warning lighting
- security mirrors
- alarms
RANGE STATEMENT

Contingency processes may involve:
- notification of external agencies where necessary e.g. police, security guards etc.
- assistance from other staff if necessary

Customer safety surveillance may include:
- foot patrol
- automatic camera monitoring
- local and remote monitoring
- vehicle patrol

Consultative processes may involve:
- customers
- private and public sector security personnel
- police
- security consultants
- other employees and supervisors
- management

Communication in the work area may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:
- workplace procedures, regulations, guidelines practices and policies
- job specifications
- organisation insurance requirements
- reports of incidents
- documentation and records of security breaches
- conflict resolution documentation
- relevant manufacturers specifications for equipment used
- competency standards and training materials
- codes of practice and regulations concerning transport security
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency response procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- rules and regulations in regard to disruptive/unlawful behaviour
- state/territory OH&S regulations and legislation concerning transport security
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- licensing and permits for firearms and security occupations
- relevant state/territory road rules and traffic acts

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security
TLIO3015A Maintain security of railway property and revenue

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to maintain the security of railway property and revenue in accordance with regulatory and workplace requirements, including monitoring and maintaining security of railway property, securing cash revenue, and securing railway property. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant regulations.
Work is performed under some supervision, generally within a team environment.
Work involves the application of regulatory requirements and workplace procedures when maintaining the security of railway property and revenue as part of workplace activities in the transport and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Monitor and maintain the security of railway property | 1.1 Security procedures for the workplace are correctly followed  
1.2 Team members are informed of workplace security procedures  
1.3 Team members are provided with feedback in regard to the implementation of security procedures  
1.4 The security of railway property is monitored and situations, behaviour or other evidence indicating a possible breach of security are recorded and reported in accordance with workplace procedures and relevant regulatory requirements  
1.5 Matters that may potentially affect railway security are reported in accordance with workplace procedures and policy |
| 2 Secure cash revenue          | 2.1 Reconciliation procedures are followed and full and correct documentation is provided  
2.2 Legal and regulatory requirements for stock and cash handling are followed  
2.3 Security of cash, cash registers and keys are maintained in accordance with workplace procedures and policy |
| 3 Secure railway property     | 3.1 All moveable items are identified and secured in accordance with workplace asset security and management procedures  
3.2 Risks of theft are identified and measures are taken to minimise theft of easily stolen railway property in accordance with workplace procedures  
3.3 Records of action taken to secure railway property are maintained in accordance with workplace requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations and codes of practice relevant to maintaining the security of railway property and revenue
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for maintaining the security of railway property and revenue
- Workplace security layout
- Workplace security systems and requirements
REQUIRED KNOWLEDGE AND SKILLS

- Cash-handling procedures
- Insurance and public liability implications
- Equipment and materials used when maintaining the security of railway property and revenue, and precautions and procedures that should be followed in their use
- Problems that may occur when maintaining the security of railway property and revenue and appropriate action that can be taken to resolve the problems
- Documentation, reporting and record requirements
- Communication and negotiation requirements when maintaining the security of railway property and revenue

Required skills:

- Communicate, consult and negotiate effectively with others when maintaining the security of railway property and revenue
- Read and interpret instructions, procedures, information and manuals relevant to the security of railway property and revenue
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the security of railway property and revenue
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining the security of railway property and revenue
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when maintaining the security of railway property and revenue in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when maintaining the security of railway property and revenue
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and materials when maintaining the security of railway property and revenue
- Adapt to differences in equipment in accordance with standard operating procedures
- Monitor performance of security equipment and take appropriate action if required
Required skills:

- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- by day or night
- in a range of work environments
- in restricted spaces
- in exposed conditions
- in controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Resources may include:
- security documentation
- security instruments

Work organisation procedures and practices may include:
- financial/administrative procedures
- security procedures

Consultative processes may involve:
- private and public sector security personnel
- police
- security consultants
- other employees and supervisors
- management

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace security procedures, regulations, guidelines, practices and policies
RANGE STATEMENT

- job specifications and induction materials
- work orders and operational manuals
- workplace security reports
- workplace cash-handling requirements
- event statements
- assets register
- organisation insurance requirements
- relevant manufacturers specifications and guidelines
- codes of practice and regulations concerning transport and distribution assets
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency response procedures
- state/territory OH&S regulations and legislation concerning railway security
- relevant Australian Standards and certification requirements
- relevant state/territory insurance legislation
- relevant state/territory legislation relevant to asset security
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field O - Security
TLIO3016A Apply and monitor workplace security procedures

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to apply and monitor security procedures in workplaces in the postal, warehousing, stevedoring, transport, distribution and allied industries in accordance with workplace and regulatory requirements. This includes checking and monitoring personnel and goods entering the worksite, carrying out surveillance of work areas, dealing with security incidents and emergencies, and completing required reports and surveillance documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the regulations and workplace requirements pertaining to the security procedures in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of workplace procedures and regulatory requirements to security operations as part of work activities in the postal, warehousing, stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Check and monitor personnel and goods entering the existing worksite</td>
</tr>
<tr>
<td></td>
<td>1.1 The entry and/or exit of personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations to prevent improper entry or unlawful removal of goods and cargo</td>
</tr>
<tr>
<td></td>
<td>1.2 Potential breaches of security which may cause goods to be at risk are observed and reported promptly to designated personnel in accordance with workplace procedures</td>
</tr>
<tr>
<td>2</td>
<td>Carry out surveillance of work areas</td>
</tr>
<tr>
<td></td>
<td>2.1 Surveillance of work areas is in accordance with workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Breaches of security are identified and action is initiated and/or the incident reported in accordance with workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td>3</td>
<td>Deal and write reports on security incidents emergencies</td>
</tr>
<tr>
<td></td>
<td>3.1 Security incidents/emergencies are dealt with in accordance with regulations and site operational procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Appropriate police/security/emergency services are contacted, if required, in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Written reports of incidents/emergencies communicate intended message in accordance with workplace requirements</td>
</tr>
<tr>
<td>4</td>
<td>Complete required documentation</td>
</tr>
<tr>
<td></td>
<td>4.1 Surveillance documentation and reports are completed and files despatched in accordance with workplace procedures and regulatory requirements</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to the security arrangements during the transfer of cargo, freight and mail
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace security procedures and policies when transferring cargo/freight/mail
- Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight/mail
- Security problems that may occur when transferring cargo, freight and mail and appropriate action that can be taken to resolve or avoid the problems
- Site layout and operating procedures
REQUIRED KNOWLEDGE AND SKILLS

- Types of hazardous cargo and special handling procedures
- The marking and numbering systems for cargo/freight/mail
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when applying and monitoring security procedures for cargo, freight and mail
- Read and interpret instructions, procedures and information relevant to the security of cargo, freight and mail
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the security of cargo, freight and mail
- Receive, acknowledge and send messages with available communications equipment
- Work collaboratively with others when applying and monitoring security procedures for cargo, freight and mail
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when applying and monitoring security procedures for cargo, freight and mail in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when applying and monitoring security procedures for cargo, freight and mail
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo, freight and mail
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Workplaces may comprise:
- large, medium or small worksites

Customers may be:
- internal or external

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Hazards may include:
- vehicular traffic and pedestrians
- dust and vapours
- chemicals and hazardous or other dangerous materials
- humidity, air temperature
- lighting conditions
- movements of equipment, goods, and materials
- noise

Security procedures for high value goods may include:
- identification codes/marks/numbers identified and recorded
- goods to be secured are tallied
- storage location matches product characteristics including fire risks, weather damage or requirements workplace
- reporting of shortages and damage

Recording procedures for the receipt/delivery of cargo/freight/mail etc. may include:
- carrier and vehicle registration
- cargo/freight/mail, including marks/numbers/identification codes
- cargo/freight/mail documentation
- number of pallets
- gate pass and time of exit

Documentation may include:
- export receiveal advice
- customs clearance
- gate pass/VMO clearance

Depending on workplace context, authorised personnel seeking entry to terminal/wharf/workplace may include:
- carriers
- customs
- officers of the Australian Quarantine and Inspection Service
- port authority
- shipping agents
- employees of related industries
RANGE STATEMENT

- work crews
- union representatives
- contractors
- site visitors
- contractors
- official representatives

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Surveillance areas may include:

- buildings, gates and perimeter fence
- personnel and property are authorised to be in a secured area
- customers, visitors and contractors are safe
- monies, premises and equipment are secure

Information/documents may include:

- workplace policies, operating procedures and practices
- goods identification numbers and codes
- manifests, consignment notes, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the secure transfer of cargo/freight/mail/parcels including ADG Code
- dangerous goods declarations and material safety data sheets (where applicable)
- quality assurance procedures
- induction documentation
- competency standards and training materials
RANGE STATEMENT

- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions'
- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures
- relevant codes and regulations for the transfer of cargo/freight/mail
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field O - Security
TLIO3019A Apprehend offenders

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit covers the knowledge and skills required to determine offences committed under relevant public transport legislation. It includes preparing for operational activities; carrying out ticket checks; observing and/or detecting offences; performing an arrest; gathering evidence for reports and records; and completing, reviewing and submitting required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work involves the duties and tasks applicable to authorised officers working on public trams, trains and buses.
Work is performed under general supervision.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for operational activities** | 1.1 Participation in briefing meetings on operational duties is undertaken and appropriate instructions are received and correctly interpreted in performing the duties of an authorised officer  
1.2 All equipment and operational documentation required for operational duties are obtained before commencement, in accordance with policy and procedures |
| **2 Carry out ticket check**      | 2.1 Vehicle or operational area is entered in accordance with policy and procedures  
2.2 Ticket issuing and validating equipment are checked to ensure correct operation and relevant faults and malfunctions are recorded and/or reported in accordance with policy and procedures  
2.3 Where appropriate, passengers are advised that a ticket inspection will commence, in accordance with policy and procedures  
2.4 Tickets are inspected in accordance with policy and procedures, relevant acts and/or regulations either independently or in collaboration with other authorised officers |
| **3 Observe and/or detect offence** | 3.1 Ticket irregularities are detected in accordance with policy and procedures  
3.2 Other offences as specified in the relevant acts and/or regulations are observed and recorded, as appropriate  
3.3 Offenders are questioned to ascertain if a reportable offence has occurred  
3.4 Decisions are made on appropriate action in accordance with the relevant acts and/or regulations and policy and procedures  
3.5 Appropriate actions are carried out in accordance with policy and procedures |
| **4 Perform arrest**             | 4.1 Assessments are carried out to ensure the arrest is warranted and can be made in accordance with the relevant act and/or regulations and policy and procedures  
4.2 Assistance, where required, is sought in a timely manner in accordance with policy and procedures  
4.3 Arrests are carried out with regard to all legal and organisational policy and procedures  
4.4 Offenders are detained in accordance with the relevant Act and/or regulations and policy and procedures, prior to hand over to police |
| **5 Gather evidence for reports and records** | 5.1 Appropriate evidence is collected and or recorded in accordance with the principles of the 'points of proof' for the offence |
ELEMENT

PERFORMANCE CRITERIA

concerned

5.2 Offenders are questioned, to collect additional information for the reports

5.3 Exhibits relevant to the offence are collected and attached to the reports

6  Complete required reports and records

6.1 Field reports of non compliances are compiled in accordance with policy and procedures

6.2 Relevant information and offences, observations and conversations are recorded in accordance with policy and procedures.

7  Review and submit all required documentation

7.1 All required documentation is checked for content, relevance and validity in accordance with policy and procedures

7.2 All field reports of offences are checked to see if all sections are completed to ensure the sufficiency, accuracy and integrity of the evidence

7.3 All reports and documentation are lodged in accordance with policy and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Applicable legislation and regulations, including case law
• Standard operating procedures and policies for apprehending offenders
• Principle of ‘points of proof’
• Code of conduct for the apprehension of offenders
• Procedures for checking tickets and validating machines
• Ways of observing and detecting offences
• Options available following observation and detection of offences
• Procedures for the use of the phonetic alphabet
• Procedures for completing all required documentation

Required skills:

• Communicate effectively with others when apprehending offenders
Required skills:

- Access, read, interpret and apply instructions, regulations and standard operating procedures relevant to apprehending offenders in a transport context
- Complete reports, records and other documentation related to apprehending offenders in a transport context
- Work in accordance with instructions
- Interact with customers
- Work collaboratively with others including requesting assistance to restrain an offender
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Observe passengers carrying out suspected offensive activities and decide whether or not they should be apprehended
- Promptly solve and/or report any identified problems when apprehending offenders in a transport context
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Maintain currency on all operational procedures
- Apply legal arrest and detention techniques
- Use reasonable force when apprehending offenders in a transport context
- Use the phonetic alphabet
- Apply personal safety techniques
- Select and utilise equipment and communication technology required when apprehending offenders in a transport context

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment

- other relevant aspects of the range statement
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Briefing may include:
- required operational duties for the shift
- special instructions
- updates on legislation
- enforcement directives as announced

Equipment may include:
- ticket issuing and validating equipment
- portable ticket readers

Operational documentation may
- mobile communication equipment
RANGE STATEMENT

include:
- official identification
- official notebook and report of non-compliance
- fares and travel guide
- ticket manual

Operational area may include:
- designated areas in railway stations
- on board trains, trams and buses
- tram and bus stops

Relevant acts and/or regulations may include:
- transport act and legislation
- regulations under the act
- OH&S legislation
- privacy legislation

Detected may include:
- checking tickets
- observing offenders committing offences
- acting on information received

Offences may include:
- offences under the relevant legislation
- ticket irregularities
- behavioural irregularities
- vandalism
- fraud
- theft
- assault
- criminal damage

Action may include:
- reported offence
- direct offender to buy or validate ticket
- direct offender to leave premises
- remove offender from vehicle
- give a warning
- contact police
- arrest offender

Reports may include:
- details of offence
- details of offender
- reason for offence
- details of journey
- other pertinent details
- details of the corroborator
- police details when in attendance
- accompanying offenders

Documentation/records may include:
- code of conduct
- company policies and procedures
RANGE STATEMENT

- departmental directives
- operational procedures
- official notebook
- ticket manual

Applicable legislation, regulations and codes may include:

- transport legislation and associated regulations
- relevant case law
- code of conduct

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security
TLIO5005A Plan and manage security procedures for the enterprise

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan and manage security procedures for the workplace in accordance with relevant regulatory requirements and workplace procedures, including assessing security risks, specifying security requirements, implementing the security plan, and monitoring and reviewing the system performance. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Assess security risks | 1.1 Records of security breaches, thefts and damage are reviewed to identify past security incidents  
1.2 Assessment of potential risks to the security of stock, personnel, facilities, information and equipment are made, considering both internal and external factors  
1.3 Relative risks from a range of sources are assessed and compared with existing security measures  
1.4 Discrepancies between identified risk and current security processes are noted |
| 2 Specify security requirements | 2.1 Decisions and adjustments to security equipment, facilities and services are made based on risk assessment in relation to benefits to the organisation  
2.2 Security organisational arrangements are documented and implementation strategies are established  
2.3 A finalised security plan including performance indicators is prepared in accordance with workplace requirements and circulated for feedback prior to implementation  
2.4 Questions and feedback from stakeholders are responded to promptly and, where appropriate, incorporated in the plan |
| 3 Implement security plan | 3.1 Priorities for implementation are identified and management and workplace personnel are informed  
3.2 Competency needs for the work are identified and staff allocated and/or trained and assessed to meet those needs  
3.3 Equipment and facilities are allocated and/or obtained  
3.4 Workplace personnel and equipment are organised to meet requirements ensuring that work loads are balanced and other workplace activities are met  
3.5 Workplace security policies and procedures are amended and trialed to improve performance  
3.6 Operating procedures and methods are explained to workplace personnel and follow-up communication methods are used to ensure that work requirements are applied |
| 4 Monitor and review system performance | 4.1 Security reports are collated and categorised  
4.2 Reports are compared to identify any trends in breaches  
4.3 Security procedures are modified to rectify any gaps identified |

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, codes of practice and legislative requirements relevant to the planning and management of security procedures within a workplace
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the planning and management of security procedures
- Problems that may occur during the planning and management of security procedures for transport and logistics enterprises and action that can be taken to resolve the problems
- Risks and hazards related to the planning and management of security procedures and ways of controlling the risks involved
- Business policies for security provision, including out-sourcing of components of operations and engaging additional resources
- Focus of operation of security systems, resources, management and workplace operating systems
- Transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- Regulatory, licence and permit requirements relevant to security procedures
- Relevant Australian Standards and certification requirements
- Workplace policies including issue resolution and grievance procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when planning and managing security procedures for transport and logistics enterprises
- Read and interpret instructions, procedures, operational data and regulatory requirements relevant to the planning and management of security procedures for transport and logistics enterprises and convey that information to team members
- Complete documentation and records related to the planning and management of security procedures for transport and distribution enterprises
- Provide leadership and work collaboratively with others when planning and managing security procedures for transport and distribution enterprises
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and managing security procedures for transport and distribution enterprises in accordance with
Required skills:

- regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise systems and activities, and prioritise work
- Implement contingency plans for unplanned events which may include a breach of the security procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night

The workplace environment may involve:
  - twenty-four hour operation
  - single and multi-site location
  - large, medium and small workplaces

Security may be provided: • by internal or contract staff

Security coding for the identification of assets may include:
  - stocktakes
  - assets register (coded and labelled)

Regular insurance assessments may include:
  - conditions of insurance
  - insurance assessment of premises
  - monitoring insurance requirements

Work organisation procedures and practices may include:
  - financial/administrative procedures
  - security procedures

Consultative processes may include:
  - internal and contract security staff
RANGE STATEMENT

involve:

• police
• security consultants
• relevant authorities, government departments and institutions
• other employees and supervisors
• management
• industrial relations and OH&S specialists
• other professional or technical staff

Communication in the work area may include:

• mobile and fixed phones
• radio
• oral, aural or signed communications
• fax
• email
• electronic data transfer of information
• mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Documentation/records may include:

• codes of practice and regulations relevant to the planning and management of security procedures
• workplace security procedures and policies
• insurance notes and information
• documentation of physical protection facilities
• security programs operations manuals, job specifications and procedures and induction documentation
• supplier and/or client instructions
• Australian and International standards, criteria and certification requirements
• communications technology equipment and/or oral, aural or signed communications
• quality assurance standards and procedures
• emergency procedures
• relevant competency standards and training materials
• QA plans, data and document control
• conditions of service, legislation and industrial agreements including workplace agreements and awards
• regulations and codes of practice relevant to the planning and management of security procedures
• relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:


RANGE STATEMENT

- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security
TLIO5006A Plan and manage security procedures for transferring and transporting dangerous goods

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to plan and manage security procedures for transferring and transporting dangerous goods in accordance with relevant regulatory requirements and workplace procedures, including the current ADG Code. This includes clarifying the movements of hazardous or high risk goods; implementing procedures for loading, unloading or goods movement activities; checking and monitoring personnel and goods within the work area; coordinating responses on security incidents/emergencies; carrying out surveillance of work areas; and reviewing and completing goods transfer operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice, including the ADG Code.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
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| **1** Clarify movements of hazardous or high risk goods | 1.1 Transport schedule details, nature of risk, special precautions and procedures are planned with line managers, supervisory staff and loaders  
1.2 Where applicable, appropriate permits and licences for transfer site/transport route are obtained/confirmed or exemptions sought  
1.3 Potential risks or hazards are identified, assessed and processes planned to manage risk  
1.4 Information collected is checked against workplace procedures and relevant regulatory framework  
1.5 Activities requiring special approval or workplace procedure changes are authorised and/or approvals obtained  
1.6 Security procedures are communicated to relevant parties |
| **2** Implement procedures for loading, unloading or goods movement activities | 2.1 Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors  
2.2 Procedures to control movement of equipment and personnel within the goods movement area in relation to the identified risks are initiated  
2.3 Security procedures are monitored and maintained with action taken to modify procedures when necessary  
2.4 Goods are moved within relevant enterprise procedures and statutory regulations |
| **3** Check and monitor personnel and goods within the work area | 3.1 Personnel and vehicles are checked in accordance with enterprise operational procedures and statutory authority regulations  
3.2 Receival and delivery of consignment is recorded in accordance with enterprise operational procedures to ensure identification of carrier, vehicle, consignment, receiver and documentation |
| **4** Coordinate responses on security incidents/emergencies | 4.1 Security incidents are dealt with in accordance with statutory authority regulations and workplace operational procedures  
4.2 When reports of incidents are communicated, the intended message is transmitted in a concise style that conforms to enterprise policy  
4.3 Potential security risks are observed and reported in accordance with operational procedures |
| **5** Carry out surveillance of work areas | 5.1 Surveillance of work areas is in accordance with workplace operational procedures and regulatory requirements  
5.2 Buildings and vehicles are appropriately secured  
5.3 Personnel and vehicles are authorised to be in a secured area in |
ELEMENT  PERFORMANCE CRITERIA
accordance with workplace security procedures
5.4 Checks are made to ensure that storage areas and consignments are secure
5.5 Measures are taken to confirm that equipment is secure in accordance with workplace procedures

6  Review and complete goods transfer operation
6.1 Activities completed are checked against operational plan
6.2 Relevant documentation is completed
6.3 Specialised equipment used for the process is maintained and stored
6.4 Worksite is checked and returned to operational status

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations and codes concerning the handling, transfer and transport of dangerous goods, including the current Australian Dangerous Goods Code
- Licence and permit requirements applicable to dangerous goods and hazardous substances
- Application of relevant Australian and international standards and associated certification requirements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for planning and managing security for transferring and transporting dangerous goods and hazardous substances
- Security problems that may occur when transferring and transporting dangerous goods and hazardous substances and action that can be taken to report or resolve the problems
- Hazards that may exist when transferring and transporting dangerous goods and hazardous substances and ways of controlling the risks involved
- Focus of operation of work systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control
- Quality and customer service standards, policies and procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures
- Visual inspection procedures
Required skills:

- Communicate effectively with others when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
- Read and interpret instructions, procedures, information and regulations relevant to the planning and managing of security procedures for the transfer and transport of dangerous goods and hazardous substances
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and managing of security procedures for the transfer and transport of dangerous goods and hazardous substances
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
- Identify the factors in work schedules, time and resource requirements (including sourcing expertise external to the work team) when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
- Implement contingency plans for unanticipated situations that may occur when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
- Suggest improvements to housekeeping and workplace operations and negotiate changes
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise systems and activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Provide customer and client service
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing security risks arising from the nature of the load
  - planning and implementing procedures for the safe and efficient loading/unloading and movement of dangerous goods
  - demonstrating knowledge of security procedures required if security measures change
  - determining (any) required permits and licensing requirements
  - identifying job and site hazards and planning work to minimise risks
  - selecting appropriate equipment and work systems to maintain the security of loads within requirements for safe handling and protection of goods, transport, personnel and the public

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:

- in various work environments in the warehousing, storage, transport and distribution industries

Customers may be:

- internal or external

Operations may be conducted:

- by day or night

The workplace environment may involve:

- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces

Indications of potential security risks may include:

- consignment is unsealed
- consignment in unusual position
- consignment displays evidence of having been tampered with
- loose goods in the consignment
- consignment presents a potential fire hazard
- signs of possible security breaches

Plans for dangerous goods transfer/loading operations may encompass consideration of:

- approved transfer site
- positioning of vehicle
- safe operating procedures
- specification of required personal protection and emergency equipment
- specification of required transfer equipment/assemblies
- permitted ullage and filling ratios and/or carrying capacities
- segregation and/or storage requirements
- emergency/incident procedures
RANGE STATEMENT

Planning processes may require:
- customer requirements
- application of problem solving and contingency management skills

Security arrangements may be:
- routine or established for particular purposes

Classes of dangerous goods are as:
- defined in the respective Australian Codes

Standard placarding, marking and signage for identified dangerous goods are as:
- required in the respective Australian Codes, including HAZCHEM codes

Hazards may include:
- hazardous or dangerous materials/goods
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spill, leakages, ruptures
- dust/vapours
- ignition, fire and explosion

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting, transfer and/or handling equipment
- incident/accident/breakdown procedures
- additional gear and equipment
- authorities and permits
- noise restrictions
- hours of operation

Consultative processes may involve:
- employees, supervisors and managers
- suppliers, potential customers and existing clients
- equipment manufacturers and suppliers
- contractors
- regulatory authorities and internal and external emergency services
- dangerous goods and OH&S specialists
- industrial relations specialists
- other professional or technical staff
RANGE STATEMENT

Communications systems may involve:
- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Personal protective equipment may include but is not limited to:
- gloves
- safety clothing
- safety glasses
- safety headwear and footwear
- two-way radios
- face mask and respirators
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances
- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling
- manifests, bar codes, goods and container identification/serial number
- manufacturers specifications, instructions and labelling advice including material safety data sheets
- workplace operating procedures, maintenance schedules and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance and customer service standards and
RANGE STATEMENT

procedures
• emergency procedures
• relevant competency standards and training materials
• QA plans, data and document control
• conditions of service, legislation and industrial agreements including workplace agreements and awards
• regulations and codes of practice related to loading/unloading of goods and manual handling including relevant road rules and mass and loading regulations
• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  • Australian and International Dangerous Goods Codes
  • Australian Marine Orders and the International Maritime Dangerous Goods Code
  • IATA Dangerous Goods by Air regulations
  • Australian and International Explosives Codes
• relevant Australian Standards
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation
• transport licence or permit requirements and associated mass and loading regulations
• patent or copyright arrangements
• relevant workplace relations legislation
• equal opportunity legislation
• relevant workers compensation legislation
• equal opportunity, equal employment opportunity and affirmative action legislation

Applicable procedures and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field O - Security
TLIO5017A Manage security of storage facilities

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage security of storage facilities. It includes assessing security risks; specifying security requirements; and implementing, monitoring and reviewing storage security plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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</thead>
</table>
| 1 Assess security risks | 1.1 Records of security breaches, thefts and damage are reviewed to identify past security incidents of storage facilities  
1.2 Assessment of potential risks to the security of stock, personnel, facilities, information and equipment are made, considering both internal and external factors  
1.3 Discrepancies between identified risk and current security of storage facilities are noted |
| 2 Specify security requirements | 2.1 Decisions and adjustments to equipment and procedures regarding security for the facilities are made based on risk assessment  
2.2 Questions and feedback from stakeholders are sought and responded to promptly  
2.3 A finalised storage security plan offering optimal security of storage facility is devised taking into all feedback and assessments of security risks |
| 3 Implement storage security plan | 3.1 Storage security plan is implemented with appropriate workplace personnel informed  
3.2 Competency needs for staff to implement security plan is addressed with allocation of training  
3.3 Equipment and needs for improvements are allocated and/or obtained  
3.4 Storage security plan, policies and procedures are trialled in conjunction with a system for feedback to identify and suggest further improvements |
| 4 Monitor and review storage security plan performance | 4.1 Security reports are collated and categorised  
4.2 Reports are compared to identify any trends in breaches  
4.3 Security procedures are modified to rectify any gaps identified |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations, codes of practice and legislative requirements relevant to the planning and management of security procedures within a workplace
- Relevant OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- Licence and permit requirements relevant to security procedures
- Relevant Australian Standards and certification requirements
- Workplace procedures for the planning and management of security procedures
- Problems that may occur during the planning and management of security procedures and action that can be taken to resolve the problems
- Risks and hazards related to the planning and management of security procedures and ways of controlling the risks involved
- Business policies for security provision, including out-sourcing of components of operations and engaging additional resources
- Focus of operation of security systems, resources, management and workplace operating systems
- Resource availability including the competencies of individuals in the team/group

Required skills:

- Communicate effectively with others when completing work activities to ensure security approaches are understood and implemented
- Complete documentation related to work activities including documentation of loss, damage or other security issue
- Work collaboratively with others in order to enhance security awareness
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Monitor work activities in terms of planned schedule
- Monitor performance of equipment or technology designed to enhance security

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Regular insurance assessments may include:
- conditions of insurance
- insurance assessment of premises
- monitoring insurance requirements

Security coding for the identification of assets may include:
- stocktakes
- assets register (coded and labelled)
RANGE STATEMENT

Worksite environment may involve:

- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces
- security may be provided by internal or contract staff

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- police
- security consultants
- relevant authorities, government departments and institutions
- other employees and supervisors
- suppliers of security equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- insurance notes and information
- documentation of physical protection facilities
- security programs operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to ADG code
- dangerous goods declarations and material safety data sheets, where applicable
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- relevant planning and management of security procedures within a workplace
- relevant state/territory OH&S and environmental protection legislation
RANGE STATEMENT

- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field O - Security
TLIO5018A Manage compliance with customs excise

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to manage compliance with customs excise. It includes determining the rate of excise under the Customs Tariff Act 1995; determining any conditions and exceptions which apply to goods; interpreting concessional rates of duty; calculating duty amount; and following documentation requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work may be undertaken in various contexts within the logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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</thead>
</table>
| 1 Determine the rate of excise under the Customs Tariff Act 1995 | 1.1 Classification of the goods are made according to the Customs Tariff Act 1995  
1.2 Those goods which incur a customs excise are identified  
1.3 The appropriate rate of excise is determined and applied to the goods |
| 2 Determine any excise conditions and exceptions which apply to the goods | 2.1 Tariff classification is applied to the goods  
2.2 Determination is made as to whether the goods qualify for preferential treatment under free trade agreements and other preferential trade agreements  
2.3 Special duty rates for the goods are determined  
2.4 Determination is made regarding what types of duty applies to the goods |
| 3 Interpret concessional rates of duty according to the Customs Tariff Act 1995 | 3.1 Interpretative rules of Schedule 2 of the Customs Tariff Act 1995 are applied  
3.2 Duty concession AusIndustry assistance schemes are applied to the goods  
3.3 The relevant tariff concession order is interpreted |
| 4 Calculate duty amount | 4.1 The duty amount payable is calculated  
4.2 Accuracy of the duty calculation is verified  
4.3 INCOTERMS 2000 relevant to the invoice are identified  
4.4 Determination is made as to whether and when duty is payable |
| 5 Follow documentation requirements | 5.1 Relevant documentation is passed on to the client  
5.2 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Customs Tariff Act 1995 and regulations as they relate to refunds, remissions and drawbacks
- The structure and application of anti-dumping laws in Australia
- Differences between the Tariff Concession (TCS) from the By-Law System and other industry assistance initiatives
REQUIRED KNOWLEDGE AND SKILLS

- The use of the Penalties and Infringement Notice Scheme
- The various forms and functions of securities and temporary importations
- Recovery of shortpaid duties
- The procedures in Payments Under Protest
- Seizure, Forfeiture and Condemnation as it relates to customs clearance practices
- Requirements for preferential treatment of goods under free trade agreements or preferential trade agreements
- Sources of information on new developments in customs clearance practices
- Ways of learning the skills and knowledge required for new developments in customs clearance practices
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities

Required skills:

- Negotiate, communicate and liaise effectively with customers and others
- Select and use relevant computer/communication/office equipment when carrying out customs clearance operations
- Read and interpret instructions, procedures and information relevant to customs clearance practices
- Complete documentation related to work activities
- Work collaboratively as part of a customs broking team
- Present information using appropriate media and technology
- Identify, interpret and learn skills and knowledge required for relevant new developments in freight services
- Plan and organise work activities when carrying out customs clearance operations
- Deal with routine issues that may arise when carrying out customs clearance operations
- Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Implement contingency plans for unplanned events
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- customs and related legislation
- other regulatory requirements pertaining to border clearance functions
- relevant sections of the Australian Customs Manual
- dumping commodities register
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for border clearance functions
- workplace procedures and policies
- client instructions
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- dangerous goods declarations and material safety data sheets, where applicable
- relevant Australian Standards and certification requirements

Applicable legislation and

- Australian Customs Tariff Act 1995
- Australian and international regulations and codes of
RANGE STATEMENT

regulations may include:

- practice for the transport of dangerous goods and hazardous substances
- workplace relations regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field O - Security
TLIO5020A Advise on and manage security and safety in international freight transport

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to advise customers on security and safety requirements within international freight transport and manage the security and safety arrangements for international freight. This includes assessing international freight transport security and safety risks; specifying international transport security and safety requirements; implementing transport security and safety plans and policies; and monitoring and reviewing security and safety system performance. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for persons involved in advising on and managing security and safety in international freight transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Assess international freight transport security and safety risks** | 1.1 Records of international freight transport security and safety breaches, thefts, accidents and damage are reviewed to identify past security and safety incidents  
1.2 Assessment of potential risks to the security and safety of freight, personnel, facilities, information and equipment are made, considering both internal and external factors  
1.3 Relative risks from a range of sources are assessed and compared with existing security and safety measures  
1.4 Discrepancies between identified risk and current security and safety processes are noted |
| **2 Specify international transport security and safety requirements** | 2.1 Decisions and adjustments to security and safety equipment, facilities and services are made based on risk assessment in relation to benefits to the freight forwarding customer and the freight forwarding organisation  
2.2 Transport security and safety plans including performance indicators are prepared in accordance with workplace and regulatory requirements, and circulated for feedback prior to implementation  
2.3 Security and safety arrangements for international freight forwarding activities are documented, and implementation strategies are established as per the freight forwarding organisation's transport security and safety plans and transport security and safety regulations  
2.4 Questions and feedback from stakeholders are responded to promptly and, where appropriate, incorporated in the plans |
| **3 Implement transport security and safety plans and policies** | 3.1 Priorities for implementation are identified, and management and workplace personnel are informed  
3.2 Competency needs for the work are identified, and staff allocated and/or trained and assessed to meet those needs  
3.3 Equipment and facilities are allocated and/or obtained  
3.4 Workplace personnel and equipment are organised to meet requirements ensuring that work loads are balanced and other workplace activities are met  
3.5 Operating procedures and methods are explained to freight forwarding and security and safety personnel, and follow-up communication methods are used to ensure that freight transport and storage security and safety requirements are applied as per the transport security and safety plans and policies  
3.6 Advice is provided to customers on security and safety matters during international freight forwarding projects in accordance with the freight forwarding organisation's transport security and safety plans and policies |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
safety plans and policies
3.7 International freight transport security and safety plans, policies and procedures are implemented in the course of freight forwarding duties and functions

4 Monitor and review system performance
4.1 Reports on security and safety incidents in international freight transport and related action are collated and categorised
4.2 Reports are compared to identify any trends in security and safety incidents and breaches
4.3 International freight transport security and safety policies and procedures are amended and trialled to improve performance

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations, conventions, codes of practice and legislative requirements relevant to the planning and management of international freight transport security and safety procedures both within a freight forwarder's workplace and in other organisations in the international freight transport supply chain
- International and Australian transport security initiatives and regulations related to the importing, exporting and transiting of goods, including aviation and maritime security
- Licence and permit requirements relevant to international freight transport security and safety procedures
- Relevant Australian and international standards and certification requirements
- Definition of transport security in the context of the international freight transport supply chain
- The importance of security and safety in the international transport supply chain
- Security and safety programs and systems in the international freight transport supply chain
- Security and safety measures required when working as an international freight forwarder
- Definition of safety in the context of the international freight transport supply chain
- Safety in the international transport supply chain
- Requirements and procedures for the protection and well-being of employees/workers and other personnel in the transport supply chain
- Requirements and procedures for the protection of the environment
- Requirements and procedures for the protection against fire
- Procedures for the planning and management of international freight transport security and
REQUIRED KNOWLEDGE AND SKILLS

Safety

- Problems that may occur during the planning and management of international freight transport security and safety, and action that can be taken to prevent or resolve the problems
- Risks and hazards related to the planning and management of international freight transport security and safety, and ways of controlling the risks involved
- Business policies for security provision, including out-sourcing of components of operations and engaging additional resources
- Sources of information on security and safety in international freight transport
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when planning and managing international freight transport security and safety procedures, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, operational data and regulatory requirements relevant to the planning and management of international freight transport security and safety procedures
- Complete documentation and records related to the planning and management of international freight transport security and safety
- Provide leadership and work collaboratively with others when planning and managing international freight transport security and safety procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and managing international freight transport security and safety procedures in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise systems and activities, and prioritise work
- Implement contingency plans for unplanned events including a breach of the security and safety procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing international freight transport security and safety risks
  - specifying international transport security and safety requirements
  - implementing transport security and safety plans and policies
  - monitoring and reviewing security and safety system performance

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight transport includes:
- the importing of goods
- the exporting of goods
- the transiting of goods

Work may be undertaken:
- in various work environments in the international freight transport supply chain including the freight forwarding organisation

Operations may be conducted:
- by day or night
- in any weather conditions

Worksite environment may involve:
- twenty-four hour operation
- different time zones
- single and multi-site location both in Australia and overseas
- large, medium and small workplaces

Security services may be provided:
- by internal or contract staff
- by other suitably qualified personnel in the supply chain such as in warehouses, distribution centres, seaports, airports, freight terminals, transit points, vessels, aircraft and road and rail vehicles

Security risks that may occur during an international freight forwarding project include but are not limited to:
- breaches of security (e.g. tampering with locks, packaging etc.)
- theft and pilfering
- fraud
- terrorism
RANGE STATEMENT

Safety risks that may occur during an international freight forwarding project include but are not limited to:
- revolution
- war
- transport accident
- faulty packaging, loading or stowage of cargo
- leaks of dangerous gases, powders, biological agents and liquids
- incorrect handling of cargo
- use of inappropriate or faulty cargo handling equipment
- explosion or fire
- damage to the cargo
- natural disasters (e.g. flood, fire, storm, tsunami, earthquake etc.)
- injury to workers or members of the public arising from an accident during the handling or transport of the international freight

Regular insurance assessments may include:
- conditions of insurance
- insurance assessment of premises
- monitoring insurance requirements

Work organisation procedures and practices may include:
- security procedures
- safety procedures
- freight forwarding procedures
- financial/administrative procedures

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail
RANGE STATEMENT

Consultative processes may involve:
- internal and contract security and safety staff
- security and safety consultants
- relevant authorities, government departments and institutions
- police and emergency services
- other employees and supervisors
- management
- industrial relations, security and safety (OH&S) specialists
- other professional or technical staff

Information/documents may include but are not limited to:
- Australian and international codes of practice, conventions and regulations relevant to the planning and management of international freight transport security and safety
- documentation of physical protection facilities
- workplace security and safety procedures and policies
- insurance notes and information
- documentation of physical protection facilities
- security and safety programs and related operations manuals
- job specifications and procedures and induction documentation
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment and/oral, aural or signed communications
- emergency procedures
- relevant competency standards and training materials
- customer service and quality assurance standards and procedures

Applicable legislation and regulations may include:
- Australian and international regulations, conventions and codes of practice for the safe and secure international transport of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field O - Security
TLIP2014A Capture records into a records keeping system

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to capture records into a records keeping system in accordance with workplace requirements including identifying records to be captured and registering the identified records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to capture records into a records management system in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify records to be captured | 1.1 Material identified and classified for registration is sorted in accordance with records keeping system procedures  
1.2 Activity documented by the record is identified from the elements of the record in accordance with organisational procedures  
1.3 Area or action officer to which the record needs to go is identified from elements of the record and staff list in accordance with organisational procedures  
1.4 Any material which cannot be readily identified is referred to the appropriate authority in accordance with organisational procedures |
| 2 Register the record | 2.1 Unique identifier is selected for record in accordance with organisational procedures and records keeping system rules  
2.2 Record is registered into records keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures  
2.3 Access and security status are recorded in accordance with organisational procedures and records keeping system rules  
2.4 Disposal status of the record is recorded in accordance with records keeping system rules and organisational procedures  
2.5 Record is forwarded to its appropriate location, which is recorded, in accordance with the system rules and organisational procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the capturing of records as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the capturing of records into a records management system including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the capturing of records into a records management system
- Problems that may occur when capturing records and appropriate action that can be taken to
REQUIRED KNOWLEDGE AND SKILLS

- Operational workflow within a records management system
- Types of equipment used in the capturing of records into a records management system and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when capturing records
- Read and interpret instructions, procedures and information relevant to the capturing of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the capturing of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when capturing records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when capturing records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the capturing of records into a records management system
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Records may include:
- a simple records series (single disposal class in disposal authority)
- a number of simple series; form-based records (e.g. financial or personnel transactions with limited range of activities in the records)
- action that is either complete or includes sentencing that may be part of the capture process
- media that is paper-based, electronic or other format

The record capturing process is:
- conducted as part of records management activities with the operator using discretion and judgement within established procedures

Operating environment may include:
- operating under supervision
- working as a team effort
- working solo
- a sentencing process encompassing review with team procedures ensuring consistency

Hazards in the work area may include:
- height and reach implications of storage facilities
- dust, chemicals and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- pests
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment
RANGE STATEMENT

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
- machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- RF systems
- electronic data interchange (EDI)
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the requirements for confidentiality and security of information
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
RANGE STATEMENT

- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of Information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP2017A Maintain control of records

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to maintain control of records in accordance with workplace requirements including tracking records, conducting file audits, preparing reports from a records system, preparing staff lists, and implementing disaster recovery procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to maintain control of records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1  Track record | 1.1 Unique identifier of record to be located is determined from request or instructions
1.2 Location of record is obtained from records system in accordance with records system rules and organisational procedures
1.3 History of record location is obtained from records system in accordance with records system rules and organisational procedures
1.4 Information about record is obtained from records system in accordance with records system rules and organisational procedures
1.5 Information about the record is updated and amended in accordance with organisational procedures
1.6 All transactions on the records system are completed within the designated timeframe
2  Conduct a file audit | 2.1 Files are physically located with action officer and in storage areas in accordance with supervisor's instructions
2.2 Discrepancies between nominal and actual record locations are identified
2.3 Supervisor is clearly/specifically informed/notified of any discrepancies and/or issue
2.4 Unacceptable record keeping practices are observed and noted during the audit activities in accordance with organisational procedures
2.5 Information about any anomalous record is updated and amended in accordance with organisational procedures
2.6 Reconciliation statement is prepared and forwarded to supervisor in accordance with organisational procedures and records system procedures
3  Prepare reports from records system | 3.1 Reports are prepared from system in accordance with supervisor's instructions or requests
3.2 Reports are prepared in accordance with workplace procedures and records system procedures
3.3 All reports from the records system are prepared within the designated timeframe
4  Prepare staff lists | 4.1 Staff and user lists are checked and updated to accord with the current locations and designations of organisational staff members in accordance with supervisor's instructions
4.2 Staff and user lists are duplicated and circulated to all those requiring copies in accordance with supervisor's instructions
ELEMENT 5 Implement disaster recovery procedures

PERFORMANCE CRITERIA

5.1 Policies and procedures are identified for disaster recovery
5.2 Recovery actions are undertaken in accordance with workplace procedures and scope of authority
5.3 Appropriate personnel are informed of actions taken in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Regulations relevant to the maintenance of control of records as part of a records management process
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the maintenance of control of records including policies on confidentiality and security of information and records
• Focus of operation of work systems, equipment, management and site operating systems for the maintenance of control of records as part of a records management process
• Problems that may occur with the maintenance of control of records and appropriate action that can be taken to resolve the problems
• Operational workflow within a records management system
• Types of equipment used in the maintenance of control of records and the precautions and procedures that should be followed in their use
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

Required skills:

• Communicate effectively with others when maintaining control of records
• Read and interpret instructions, procedures and information relevant to the maintenance of control of records
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the maintenance of control of records
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when maintaining control of records
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

- interactions with others
- Promptly report and/or rectify any identified problems that may occur when maintaining control of records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the maintenance of control of records
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

and/or

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include movement of: • equipment • goods • products • materials • vehicular traffic

Records may be: • paper- or electronically-based

Storage requirements may include • paper-based
RANGE STATEMENT

records in various modes such as:
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

The record control process is:
- conducted as part of records management activities with the operator using discretion and judgement within established procedures

Record information to be updated may come from:
- supervisor
- user
- file transfer slips
- action officers
- results of file audit
- requests

Standard reports prepared from the record keeping system may include:
- statistics
- resubmits for following day
- over due action reports
- daily correspondence

Those requiring copies of staff/user lists may include:
- managers of record keeping areas
- those undertaking classification and capture

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
RANGE STATEMENT

Hazards in the work area may include:
- other professional or technical staff
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and
RANGE STATEMENT

- affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP2018A Provide information from and about records

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to provide information from and about records in accordance with workplace procedures. It includes identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures, and providing the information in response to users' requests. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to provide information from or about records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify range of records required | 1.1 The specific information required by the user is identified from interpretation of the user's request and clarified where initial request is unclear  
1.2 Range of records likely to contain the information required by the user is identified from analysis of the request  
1.3 The availability of the required records is accessed using appropriate finding aids and record keeping system  
1.4 Where the information required exceeds the staff member's ability to meet the request, the user is referred to an appropriate colleague or external organisation |
| 2 Gather required records | 2.1 Range of records likely to contain the information required by the user is obtained and analysed for the required information content  
2.2 Information is extracted, where required, and information is prepared in line with the request  
2.3 Specific records satisfying the requirements of the user are gathered together in accordance with organisational procedures  
2.4 Records are tracked to record change in location and use by the requesting user in accordance with the record keeping system rules and organisational procedures  
2.5 Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed |
| 3 Interpret and administer access rules and procedures | 3.1 Person requesting the record is identified and access rules and procedures category are confirmed in accordance with organisational procedures  
3.2 Access restriction rules and guidelines are applied to the records requested and to match the access category of the user  
3.3 Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision  
3.4 Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction |
| 4 Provide the information in response to users' requests | 4.1 Where appropriate, specific records, or portions thereof, information and/or records are protected to prevent access, in accordance with access rules and organisational procedures  
4.2 Requested information is prepared for the user in an appropriate format and in accordance with the initial request and organisational procedures  
4.3 All access rules, record preservation requirements, specified |
### ELEMENT PERFORMANCE CRITERIA

- Timelines and occupational health and safety guidelines are adhered to
- The records retrieved and used to provide information are documented according to the system rules and organisational procedures

### Required Skills and Knowledge

#### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the provision of information from or about records as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of information from or about records including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the provision of information from or about records as part of a records management process
- Problems that may occur when providing information from or about records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

**Required skills:**

- Communicate effectively with others when providing information from or about records
- Read and interpret instructions and procedures relevant to the provision of information from or about records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of information from or about records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing information from or about records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

- Interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing information from or about records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and efficiently and effectively use equipment for the provision of information from or about records
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Maintain security and confidentiality of material

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic
RANGE STATEMENT

Records may be: • paper- or electronically-based

Storage requirements may include: • paper-based
records in various modes such as: • computer disks and reels
• CD-ROM
• microfiche
• film
• audio

The information service is conducted as part of:
• records management activities with the operator using
discretion and judgement within established procedures.
Boundaries of requests under freedom of information
legislation and precedents may need to be considered.
Interpretation of access clearances and privacy restrictions
for records within particular levels of access and
associated security releases may be required

Appropriate format for provision of information may include:
• original
• copy of original
• hard or soft copy of original
• digital
• permission to view information/record

Hazards in the work area may include:
• height and reach implications of storage facilities
• dust and vapours
• stationary and moving equipment, parts and materials
• noise, light, energy sources
• electrical equipment
• humidity, air temperature, radiant heat
• debris on floor
• faulty racking
• poorly stacked records or boxes
• faulty equipment

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• safety glasses
• protective clothing
• high visibility clothing

OH&S requirements include:
• manual handling
• protective clothing
• elimination/control of hazards

Communication in the work area may include:
• phone
• fax
• email/internet
RANGE STATEMENT

- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:

- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the privacy, confidentiality, access and security requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:
Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP2024A Conduct financial transactions

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to conduct direct financial transactions as part of courier operations, including operating point of sale equipment, transacting sales, clearing register, and maintaining sales documents. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic financial transaction principles, routine procedures and regulatory requirements to conduct direct financial transactions as part of courier operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 1 Operate point of sale equipment | 1.1 Point of sale equipment is operated and maintained in line with manufacturers specifications and workplace procedures  
1.2 Procedure for opening the sales equipment or register is followed  
1.3 Adequate change is maintained for use in transactions  
1.4 Sales equipment/register is closed off in accordance with workplace cash security procedures |
| 2 Transact sale | 2.1 Amount owing is calculated and customer advised  
2.2 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given |
| 3 Clear register | 3.1 Sales equipment/register is cleared and cash is transferred at required times in accordance with workplace policy  
3.2 Cheques, credit and other non-cash transactions are handled in accordance with workplace policy and procedures  
3.3 Due security is maintained when handling cash in accordance with workplace security procedures |
| 4 Maintain sales documents | 4.1 Records are completed for all transactions including 'refunds' and 'no sales'  
4.2 Adequate supplies of docket, vouchers and point of sale documents are maintained  
4.3 Debtor transactions are processed in line with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and requirements related to the conduct of transactions within courier operations
- Relevant OH&S procedures and guidelines
- Risks and hazards when carrying out transactions and related precautions to control security threats
- Operational procedures for the conduct of direct financial transactions with customers in the courier industry
REQUIRED KNOWLEDGE AND SKILLS

- Contingency planning relating to managing and controlling security threats
- Implications of credit and financial institution codes of practice
- Requirements of courier work systems, operations and relevant equipment
- Typical problems that can occur when conducting financial transactions and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when conducting financial transactions
- Read and interpret instructions, procedures and information relevant to the conduct of financial transactions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of financial transactions
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting financial transactions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when conducting financial transactions in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of financial transactions
- Plan own work including predicting consequences and identifying improvements
- Apply relevant agreements, codes of practice or other legislative requirements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing workplace contexts, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use transaction equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Safely use correct manual handling techniques

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Operations may be conducted:  
• in a range of work environments and weather conditions  
• by day or night

Customers may be:  
• internal or external

Hazards may include:  
• vehicular and pedestrian traffic  
• uneven ground, steps, road surfaces  
• dust and vapours  
• hazardous or dangerous materials  
• humidity, air temperature and radiant heat  
• light including UV  
• noise

Consultative processes may involve:  
• clients  
• other employees and supervisors  
• union representatives  
• industrial relations and OH&S specialists  
• management  
• other professional or technical staff  
• local government authorities

Finance processing equipment may include:  
• manual and electronic cash registers  
• EFTPOS and credit card facilities  
• smart card  
• manual ticketing resources

Financial transactions are undertaken:  
• within workplace policy and procedures

Communication may include:  
• mobile and fixed phones  
• radio  
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
• company procedures  
• enterprise procedures  
• organisational procedures  
• established procedures

Personal protective equipment may include:  
• gloves  
• safety headwear and footwear  
• firearms  
• two-way radios

Information/documents may include:  
• workplace procedures and policies  
• job specifications  
• relevant manufacturers specifications and instructions for the use of transaction equipment
RANGE STATEMENT

- operations manuals
- induction documentation
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- regulatory requirements for conducting financial transactions
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory OH&S regulations and legislation
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP2029A Prepare and process financial documents

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to prepare and process financial documents, including recording and balancing petty cash transactions, balancing all other transactions, rectifying discrepancies as directed, preparing invoices for debtors, and preparing and process banking documents. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant financial codes of practice and regulations.

Work is performed under general supervision. It involves the application of routine principles and procedures to prepare and process financial documents.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Record and balance petty cash transactions** | 1.1 Petty cash vouchers are prepared in accordance with workplace procedures  
1.2 Petty cash claims and vouchers are checked for accuracy and authenticity before processing  
1.3 Petty cash transactions are recorded  
1.4 Irregularities are noted and referred to nominated person/section in accordance with workplace procedures |
| **2 Balance all transactions** | 2.1 Transactions are presented to nominated person/section for checking in accordance with workplace procedures  
2.2 Invoices for payment to creditors are reconciled in accordance with workplace procedures  
2.3 Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with workplace procedures  
2.4 Errors in invoice charges are identified and corrective action is undertaken within scope of authority in accordance with workplace procedures |
| **3 Rectify discrepancies as directed** | 3.1 Correct and authorised invoices are processed for payment and, where required, entered into financial records  
3.2 Creditor enquiries are resolved within scope of authority or referred to other personnel in accordance with workplace procedures |
| **4 Prepare invoices for debtors** | 4.1 Preparatory calculations are performed to produce accurate invoices  
4.2 Relevant documentation is completed to ensure accuracy of contents  
4.3 Invoices are distributed to nominated personnel for verification prior to despatch  
4.4 Verified invoices are despatched within designated timelines  
4.5 Verified figures are entered into financial journals  
4.6 Documents are filed for auditing purposes and, if required, follow-up action |
| **5 Prepare and process banking documents** | 5.1 Financial transactions are listed on deposit forms in accordance with financial institution’s requirements  
5.2 Pay-in documentation is balanced with all financial calculations  
5.3 Financial institution deposit totals are balanced with internal records  
5.4 Deposits are lodged with the financial institution |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant financial regulations, codes and procedures including pertinent taxation documentation requirements
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the preparing and processing of financial documents
- Contacts and sources of information/documentation needed for the preparation and processing of financial documents
- Customer service policies and procedures
- Documentation requirements of banking institutions, governments and other relevant agencies
- Typical problems that can occur when preparing and processing financial documents and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when preparing and processing financial documents
- Read and interpret instructions, procedure and information relevant to the preparation and processing of financial documents
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation and processing of financial documents
- Operate electronic communication equipment to required protocol
- Perform required calculations both manually and with the aid of relevant equipment and calculators
- Work collaboratively with others when preparing and processing financial documents
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing and processing financial documents in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when preparing and processing financial documents
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
Required skills:

- Select and use relevant equipment when preparing and processing financial documents, including the use of an appropriate range of office equipment, computer systems and financial software packages
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
- a range of organisations in the transport, warehousing, distribution and/or storage industries and may be conducted by day or night

Customers may be:
- internal or external

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- specified loading operations
- communications equipment
- hours of operation
- authorities and permits
- financial regulations and processes
- privacy and security procedures

Processing of financial documents may include:
- recording and balancing petty cash transactions
- balancing all transactions
- rectifying discrepancies as directed
- preparing invoices for debtors
- preparing and processing banking documents

Lodgement of transactions with financial institutions may include:
- electronic banking
- manual processes including the use of third parties

Preparation of documentation is undertaken:
- within scope of authority

Business source documents may include:
- electronic banking
- requisitions
- orders
- service statements
- invoices and receipts
RANGE STATEMENT

- despatch and receival notes
- credit notes
- statements
- sales tax statements
- consignment notes

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities
- banking institutions
- other agencies
- management and union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established procedures

Documentation/records may include:
- operations manuals, job specifications and procedures and induction documentation
- guidelines concerning relevant financial regulations, codes and procedures including relevant taxation requirements
- competency standards and training materials
- manufacturers/client specifications, instructions and labelling advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- OH&S procedures
- quality assurance procedures
- security procedures

Applicable regulations and legislation may include:
- relevant financial regulations, codes and procedures including relevant taxation requirements
- Australian and international standards and certification
RANGE STATEMENT

requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- international transport regulations, codes and procedures

Unit Sector(s)
Not Applicable

 Competency Field
Competency Field  P - Administration and Finance
TLIP2030A Conduct courier/delivery cash transactions

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to conduct courier/delivery cash transactions, including establishing price with customers, conducting transactions safely and securely, and recording transaction details. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant codes and regulations concerned with the conduct of cash transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic cash transaction principles, routine procedures and regulatory requirements to conduct cash transactions as part of courier/delivery operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Establish price with customers</td>
</tr>
<tr>
<td>1.1</td>
<td>Cost of delivery/operation is confirmed with customer</td>
</tr>
<tr>
<td>1.2</td>
<td>Customer queries are answered courteously and accurately</td>
</tr>
<tr>
<td>1.3</td>
<td>Pricing structure is explained within workplace guidelines as required</td>
</tr>
<tr>
<td>1.4</td>
<td>Bill/invoice is presented to customer</td>
</tr>
<tr>
<td>2</td>
<td>Conduct cash transaction</td>
</tr>
<tr>
<td>2.1</td>
<td>Cash handed to courier/deliverer is checked and securely stored</td>
</tr>
<tr>
<td>2.2</td>
<td>Change is given in appropriate denomination coins/notes</td>
</tr>
<tr>
<td>2.3</td>
<td>Rounding of price is undertaken within workplace policy</td>
</tr>
<tr>
<td>2.4</td>
<td>Appropriate security measures are taken when carrying out the cash transaction in accordance with workplace procedures</td>
</tr>
<tr>
<td>3</td>
<td>Record cash transaction details</td>
</tr>
<tr>
<td>3.1</td>
<td>Invoice/bill is receipted or receipt provided to customer in accordance with workplace policy</td>
</tr>
<tr>
<td>3.2</td>
<td>Record of transaction is made and kept</td>
</tr>
<tr>
<td>3.3</td>
<td>Records at base are updated upon return to reflect transactions</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and requirements related to the conduct of transactions within courier operations
- Relevant OH&S procedures and guidelines
- Risks and hazards when carrying out cash transactions and related precautions to control security threats
- Operational procedures for the conduct of cash transactions with customers in the courier industry
- Contingency planning relating to managing and controlling security threats
- Implications of financial regulations and codes of practice
- Requirements of courier work systems/operations and relevant equipment
- Typical problems that can occur when conducting courier and delivery cash transactions and appropriate action that can be taken to prevent or solve them

Required skills:
Required skills:

- Communicate effectively with others when conducting courier and delivery cash transactions
- Read and interpret instructions, procedures and information relevant to the conduct of courier and delivery cash transactions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of courier and delivery cash transactions
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting courier and delivery cash transactions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting courier and delivery cash transactions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting courier and delivery cash transactions
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of courier and delivery cash transactions
- Apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Hazards may include:
- vehicular and pedestrian traffic
- uneven ground, steps, road surfaces
RANGE STATEMENT

- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

Consultative processes may involve:
- clients
- other employees and supervisors
- union representatives
- industrial relations and OH&S specialists
- management
- other professional or technical staff
- local government authorities

Transactions may involve:
- coins and notes

Cash transactions and completion of related transaction records are undertaken in accordance with:
- workplace policy and procedures

Communication may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:
- workplace procedures and policies
- job specifications
- relevant manufacturers specifications and instructions for the use of transaction equipment
- operations manuals
- induction documentation
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice and regulations concerning cash transaction
- award, enterprise bargaining agreement, other industrial
RANGE STATEMENT

- arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- regulatory requirements for conducting cash transactions
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory OH&S regulations and legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP2032A Maintain petty cash account

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to maintain petty cash account customers in accordance with workplace requirements, including preparing petty cash documentation and conducting cash transactions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of petty cash accounts.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of petty cash accounts as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare petty cash documentation | 1.1 Requests for petty cash advances are validated and required vouchers are prepared  
1.2 Petty cash claims are validated and attached receipts are checked  
1.3 Claim documentation is prepared and checked for accuracy before processing  
1.4 Claims and vouchers are presented to nominated person/section for checking and approval appropriate to workplace limits  
1.5 Irregularities are noted and referred to nominated person/section for resolution  
1.6 Details of claims and vouchers are recorded to enable tracing and balancing of cash holding |
| 2 Conduct cash transactions | 2.1 Petty cash is provided against claims and vouchers from cash holding  
2.2 Petty cash returns are secured and return receipts are provided  
2.3 Petty cash returns are documented to enable tracing and balancing of cash holding  
2.4 Documented transactions are reconciled against cash held  
2.5 Cash is drawn using workplace procedures to maintain a balance appropriate to normal transaction levels  
2.6 Cash is secured in accordance with workplace security requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codes of practice and regulations relevant to the maintenance of petty cash accounts
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the maintenance of petty cash accounts
- Focus of operation of work systems, equipment, management and site operating systems for the maintenance of petty cash accounts
- Problems that may occur when maintaining petty cash accounts and appropriate action that can be taken to resolve the problems
- Documentation requirements for the maintenance of petty cash accounts
REQUIRED KNOWLEDGE AND SKILLS

- Instruments of payment including letters of credit, cheques, promissory notes, bank drafts etc.

Required skills:

- Communicate and negotiate effectively with others when maintaining petty cash accounts
- Read and interpret instructions and procedures relevant to petty cash accounts
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to petty cash accounts
- Work collaboratively with others when maintaining petty cash accounts
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when maintaining petty cash accounts in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail
- Select and use relevant computer, communication and office equipment
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
EVIDENCE GUIDE

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
  • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Equipment may include: • filing and record keeping system
  • cash holding box/system
  • cash transaction record book
  • relevant computer software
  • paper-based or electronic

Recording mechanisms/systems may be:

Business source documents may include, but are not exclusive to: • purchase requisitions
  • invoices
RANGE STATEMENT

- delivery dockets
- bank statements
- cash register rolls
- purchase orders
- receipts
- credit notes
- remittance advice
- deposit books

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:
- other employees and supervisors
- current and potential customers
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- high visibility clothing

Information/documents may include:
- workplace procedures and policies concerning petty cash transactions including security procedures
- codes of practice and regulations relevant to petty cash accounts
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
RANGE STATEMENT

- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the provision of credit services
- privacy legislation
- conditions of credit extension policies and related government legislation
- audit and financial legislation
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP2033A Sell products and services

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to sell products and services in accordance with regulatory and workplace requirements, including preparing for financial transactions, promoting products and services, selling products and/or services, processing refunds, and reconciling financial transactions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant trade practices regulations.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures when selling products and services in the transport and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for financial transactions | 1.1 Float, goods and services are prepared in accordance with workplace policies and procedures  
1.2 Point of sale is established to meet workplace requirements and standards |
| 2 Promote products and services | 2.1 Strategies to promote products and services are developed in accordance with workplace policies and procedures  
2.2 Strategies to promote products and services are implemented in accordance with workplace procedures |
| 3 Sell products or services | 3.1 Product knowledge is applied when answering customer inquiries  
3.2 Sales transactions are conducted in a courteous manner to the customer's satisfaction  
3.3 The price is correctly calculated and charged and the correct change and receipt is issued |
| 4 Process refunds | 4.1 Claim for refund is substantiated in accordance with company procedures  
4.2 Refund claim application processes are completed to ensure transaction details are recorded  
4.3 The customer refund is correctly calculated and issued in a courteous manner |
| 5 Reconcile financial transactions | 5.1 The value of money and vouchers issued and refunded are calculated to enable reconciliation against total sales to validate cash on hand  
5.2 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations and codes of practice relevant when selling products and services
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for selling products and services
REQUIRED KNOWLEDGE AND SKILLS

- Overview of the tourism industry and franchising arrangements
- Australian and international transport industry guidelines
- Workplace products and services
- Applicable insurance and public liability
- Relevant consumer laws and trade practice requirements
- Transport system fare structure and schedules
- Advertising policies
- Equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use
- Problems that may occur when selling products and services and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when selling products and services

Required skills:

- Communicate and negotiate effectively with others when selling products and services
- Network with others in travel agencies and sales outlets
- Read and interpret instructions, procedures and product information relevant to the sale of products and services
- Interpret and follow operational instructions and prioritise work
- Complete documentation and entry of data related to the sale of products and services
- Work collaboratively with others when selling products and services
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems or objections that may arise when selling products and services in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Carry out research activities required when selling products and services
- Market and promote products and services
- Create promotional layouts
- Select and use relevant office and communications equipment and materials when selling products and services
- Adapt to differences in equipment in accordance with standard operating procedures
## Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

### Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments

Goods and services may include:
- tickets
- vouchers
- items sold on an occasional basis such as surplus equipment or stock
- marketing or promotional items

Equipment may include:
- point of sale equipment
- ticket machines
- pricing equipment
- electronic calculators

Customers may include:
- employees or external customers

Service entitlements may include:
- tickets for travel or admission
- vouchers to be exchanges for services

Consultative processes may involve:
- customers and potential customers
- other workplace personnel
- supervisors and managers
- representatives of travel agencies and sales outlets
- official representatives

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- face-to-face communication and memos
- signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for selling products and services
- work instructions, job description and induction materials
- pricing information including catalogues and computerised information
- published or computerised information on available products and services
RANGE STATEMENT

- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations, including trade practice and consumer protection regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- relevant codes and regulations pertaining to sales of products and services, including trade practice and consumer protection requirements
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field
P - Administration and Finance
TLIP2037A Carry out financial transactions and maintain records

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to carry out financial transactions and maintain records when providing taxicab services. It includes operating a taxicab meter in accordance with different tariff structures and taxi hire arrangements, calculating fares and handling payment transactions, and maintaining records for accounting purposes. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

This unit applies to the role of taxi driving. The work involves using basic financial transaction principles, routine procedures and regulatory requirements to handle payment transactions and maintain financial records as part of taxi driving operations.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Operate a taxi meter in accordance with tariff structures and hiring arrangements | 1.1 Tariff structures and the various forms of taxi hire are identified and applied  
1.2 Meter functions are identified and applied  
1.3 Meter is operated at beginning, throughout and at the end of hiring, in line with regulations and workplace procedures  
1.4 Meter is used to access information to complete driver running sheet, end-of-shift reports and reconciliation taking/fares |
| 2 Calculate fares and handle payment transactions | 2.1 Amount owing is calculated and customer is advised  
2.2 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given  
2.3 Adequate change is maintained for use in transactions  
2.4 Adequate supplies of dockets, vouchers and point of sale documents are maintained  
2.5 Cash, credit and other non-cash payment transactions are handled in accordance with workplace policy and procedures  
2.6 Due security is maintained when handling payments in accordance with workplace security procedures  
2.7 Process taxi subsidy scheme transaction according to state requirements |
| 3 Maintain daily records | 3.1 Records are completed for all cash, credit and other non-credit transactions in accordance with workplace policy and procedures  
3.2 Calculations to complete the driver running sheet are carried out  
3.3 End-of-shift reconciliation is completed  
3.4 Appropriate records are maintained for taxation purposes |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and codes of practice related to the conduct of transactions and maintenance of records within taxi operations
- Relevant OH&S procedures and guidelines
- Operational procedures for the conduct of direct financial transactions with customers in the taxi industry and the maintenance of records
REQUIRED KNOWLEDGE AND SKILLS

- Sources of information and documentation needed when conducting financial transactions and maintaining records within the taxi industry
- Typical problems that can occur when carrying out financial transactions and maintaining records, and appropriate action that can be taken to prevent or solve them
- Risks and hazards when carrying out financial transactions and maintaining records, and related precautions to control security threats
- Contingency planning relating to managing and controlling security threats
- Implications of credit and financial institution codes of practice
- Requirements of taxi work systems, operations and relevant equipment
- Tariff structures
- Hiring arrangements
- Taxi meter functions

Required skills:

- Communicate effectively with others when conducting financial transactions and maintaining records
- Read and interpret instructions, procedures and information relevant to the conduct of financial transactions and maintenance of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of financial transactions and maintenance of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting financial transactions and maintaining records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when conducting financial transactions and maintaining records, in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of financial transactions and maintenance of records
- Plan own work including predicting consequences and identifying improvements
- Apply relevant agreements, codes of practice or other legislative requirements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing workplace contexts, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use transaction equipment, processes and procedures
Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures
- Use basic mathematical calculations
- Use EFTPOS equipment
- Complete documentation and maintain records for taxation purposes
- Complete a business activity statement

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - applying tariff structures and taxi hire arrangements
  - operating a taxi meter
  - operating EFTPOS and other manual card equipment in a taxicab
  - selecting and using appropriate mathematical processes when conducting transactions
  - selecting and using appropriate aids for carrying out calculations
  - conducting cash, credit and other non-cash payment transactions
  - filling out documents, vouchers, point of sale documents and other relevant taxi documentation legibly
  - responding appropriately to telephone inquiries
  - identifying required credit card clearances and transaction limits
  - using appropriate communication methods and strategies
  - locating, interpreting and applying relevant
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
  - on actual financial equipment used in the taxi industry

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tariff structures and hiring arrangements may include:

- various forms of hiring
- relevant tariffs, tolls and fees

Amount owing is determined:

- in accordance with workplace policy and procedures
- in conformance with legal and regulatory requirements
RANGE STATEMENT

Transactions are conducted using:
- EFTPOS machine
- calculators
- various forms of cards
- manual card imprinting resources

Finance processing equipment may include:
- manual and electronic cash registers
- EFTPOS and credit card facilities
- smart card
- manual ticketing resources

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies
- job specifications
- relevant manufacturers specifications and instructions for the use of transaction equipment
- operations manuals
- induction documentation
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- regulatory requirements for conducting financial transactions
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory OH&S regulations and legislation
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts
Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP2038A Conduct, balance and secure financial transactions

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the knowledge and skills required to communicate with customers and operate a range of point-of-sale equipment to perform sales transactions, and to balance and reconcile a register or terminal. It involves conducting transactions, clearing the register, counting money, calculating non-cash transactions, and reconciling and recording takings.

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

Application of the Unit
This unit applies to frontline staff working under some supervision and requires the application of organisational policy and procedures in undertaking work tasks.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Operate point-of-sale equipment

1.1 Point-of-sale equipment is operated in accordance with design specifications

1.2 Point-of-sale terminal is opened and closed in accordance with organisational policies and procedures

1.3 Point-of-sale terminal is cleared and tender is transferred in accordance with organisational policies and procedures

1.4 Cash handling is conducted in accordance with organisational security procedures

1.5 Supplies of change and cash float are maintained in point-of-sale terminal in accordance with organisational policies and procedures

1.6 Records of transaction errors are recorded in accordance with organisational policies and procedures

1.7 Adequate supplies of dockets, vouchers and point-of-sale documents are maintained

### 2 Perform point-of-sale transactions

2.1 Point-of-sale transactions are completed in accordance with organisational policies and procedures and relevant legislation

2.2 Organisational procedures for cash and non-cash transactions are identified and applied

2.3 Organisational policies and procedures for exchanges and returns are identified and applied

2.4 Information is entered correctly into point-of-sale equipment

2.5 Total price and amount of cash received is verbally stated and correct change is tendered

### 3 Complete sales

3.1 Relevant documentation is completed in accordance with organisational policies and procedures

3.2 Sales transactions are processed in a timely manner in accordance with organisational policies and procedures

### 4 Remove takings from register or terminal

4.1 Register or terminal is balanced at designated times in accordance with organisational policies and procedures

4.2 Cash float is separated from takings prior to balancing and is secured in accordance with organisational policies and procedures

4.3 Change is supplied to register or terminal in accordance with
organisational policies and procedures

4.4 Register or terminal reading or printout is obtained and interpreted

4.5 Cash and non-cash documents are removed and secured in accordance with organisational policies and procedures

5 Reconcile takings

5.1 Cash is counted accurately

5.2 Non-cash documents are calculated accurately

5.3 Balance between register or terminal reading and sum of cash and non-cash transactions is determined correctly

5.4 Discrepancies between register or terminal reading and sum of cash
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Cash and non-cash handling procedures, including:
  - balancing point-of-sale terminal
  - calculating non-cash documents
  - change required and denominations of change
  - clearance of terminal and transference of tender
  - counting cash
  - credit and returns
  - credit cards
  - EFTPOS
  - maintenance of cash float
  - opening and closing point-of-sale terminal
  - recording takings
  - security of cash and non-cash transactions
- Organisational policy and procedures in relation to:
  - cash float
  - operation of equipment used at register or terminal
  - register or terminal balance
  - security of cash and non-cash transactions
- Relevant health and hygiene regulations and requirements
- Relevant legislation, regulations and codes of practice such as:
  - consumer law
  - work health and safety (WHS)/occupational health and safety (OHS)
  - privacy
  - good and services tax
- Records:
  - electronic
  - manual
- Workplace policies and procedures in regard to client service and point-of-sale techniques

Required skills:
- Balance point-of-sale terminal or register
- Calculate:
  - total price
  - non-cash transactions
  - discrepancies between reported and actual takings
- Count cash
- Communicate effectively verbally and non-verbally
- Implement organisational policies and procedure in relation to:
  - credits and returns
  - customer refunds
- Interpret and complete documentation
- Manage time effectively and complete tasks in a set timeframe
- Operate terminal or register
- Report on takings
- Tender correct change
- Use point-of-sale equipment such as:
  - calculators
  - credit cards
  - EFTPOS
  - registers
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- operating register or terminal equipment in accordance with manufacturer instructions and organisational policies and procedures
- applying relevant organisational policies and procedures (handling cash and removing takings from register or terminal, cash float, reading registers and recording information)
- processing documentation and records responsibly in accordance with organisational policies and procedures
- reconciling takings in accordance with organisational policies and procedures.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
• in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Point-of-sale equipment may include:
- electronic:
  - terminal and screen
  - bar code scanner
  - EFTPOS equipment
- manual:
  - cash register
  - credit card equipment

Organisational policies and procedures may include:
- cash handling security
- health and hygiene requirements
- operation of point-of-sale equipment
- sales transactions
- staffing

Cash handling may include:
- balancing point-of-sale terminal
- calculating non-cash documents
- clearing terminal and transferring tender
- counting cash
- ensuring security of cash and non-cash transactions
- maintaining cash float
- opening and closing point-of-sale terminal
- recording takings
- tendering change

Point-of-sale transactions may include:
- cheques
- credit cards
- customer refunds
- EFTPOS
- smart cards

Non-cash documents may include:
- cash on delivery (COD)
- cheques
- credit cards
- refunds

Relevant personnel may include:
- manager
- supervisor
- team leader
Unit Sector(s)
Cross sector

Competency Field
P – Administration & Finance
TLIP2039A Ensure the confidentiality, privacy and security of customer information

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to apply principles and requirements relating to confidentiality, privacy and security of information collected when providing services to customers.

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

Application of the Unit
This unit applies to individuals working in customer service roles in transport and other organisations who may be required to collect personal information from customers. The unit covers maintaining the confidentiality, privacy and security of customer personal information under legislation, and organisational policies and procedures. It covers working within accepted codes of conduct and following confidentiality, privacy and security provisions.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

| 1 Work within accepted codes of conduct | 1.1 Work requirements and/or delegated task/s are confirmed with relevant personnel |
| 1.2 Types of information required to be collected from customers is identified and confirmed to be in accordance with organisational and legislative requirements |
| 1.3 Customers are treated professionally and with respect when collecting personal data |

| 2 Follow confidentiality and privacy procedures | 2.1 Information and requests for information are assessed with regard to what is and what is not disclosable |
| 2.2 Discretion and judgement is used in all communications |
| 2.3 Customer-related matters are only discussed with appropriate personnel |
| 2.4 Advice and clarification is sought from relevant personnel where potential confidentiality issues arise in dealings with information or requests for information |

| 3 Follow security procedures | 3.1 Customer information and other confidential documentation is secured appropriately |
| 3.2 All documents required by legislation to be stored for certain periods are clearly labelled and stored securely in accordance with organisational policies and procedures |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Organisational policies and procedures for confidentiality, privacy and security
- Relevant legislation, regulations, codes of practice and standards that impact on business operations, such as:
  - anti-discrimination
  - ethics
  - freedom of information
  - privacy
  - work health and safety (WHS)/occupational health and safety (OHS)

Required skills:

- Access and secure records
- Clarify requirements and resolve difficult issues with customers
- Communicate effectively with customers and relevant personnel
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying types of inquires that are likely to be made and providing appropriate responses
- documenting activities in which confidentiality, privacy and security are maintained, which may include:
  - examples of actions taken
  - how difficult situations were addressed
  - how guidance was provided about confidentiality, privacy and security, and clarification obtained (as required).

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Relevant personnel may include:

- managers
- specialised staff
- supervisor

Unit Sector(s)

Cross sector

Competency Field

P - Administration and Finance
TLIP3015A Document a records system

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to document a records system in accordance with workplace requirements. It includes identifying records creators and their accountability requirements; locating records creators in their organisational structure; identifying the activities/function documented by the records; analysing and describing the record keeping system to identify the series; describing the links between record keeping series; describing the anomalies to the normal order of the series; and documenting the records series and its relationships over time. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to document a records system in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| **1 Identify the records creators and their accountability requirements** | 1.1 The creating organisation is identified as a public or private entity and likely sources of information about the creator are identified and assessed as relevant  
1.2 The record creator is identified by establishing who or what part of an organisation created the records  
1.3 Where there is more than one creator over time, all the creators are located in their organisational and chronological context  
1.4 The accountability requirements and functional responsibilities of the records creators are identified from available information sources  
1.5 Sources of information used in the research are identified as authentic and copies kept in accordance with organisational record keeping practice |
| **2 Locate the records creators in their organisational structure** | 2.1 The nature of the jurisdiction governing the organisation is identified and described  
2.2 The location and context of the records creators are described in their organisational structure and context |
| **3 Identify the activities/function documented by the records** | 3.1 The actions/activities which the records are generated by, or documented, are identified  
3.2 The boundaries of the activities are identified from the records and checked against a functional analysis of the organisation  
3.3 The records are matched to the functions for which the records creators are responsible  
3.4 Date-ranges for the records are determined from the records, supplemented where necessary from external sources  
3.5 Changes to the activities/function are documented over the time period of the records |
| **4 Analyse and describe the record keeping system in which the records are created to identify the series** | 4.1 Elements of the record keeping system(s) are identified from the records and documented  
4.2 The records series is/are identified and documented in accordance with organisational standards and procedures  
4.3 The history and context of the records system is documented in accordance with organisational standards and procedures |
| **5 Describe the links between record keeping series** | 5.1 Related record series which make up the records series system are identified from analysis of the available source information and the records themselves  
5.2 Predecessor and subsequent records series are described to place the series in its chronological context  
5.3 Anomalies to the normal order of the series are described |
| **6 Describe the anomalies** | 6.1 Anomalies which have occurred over time to the systemic order |
ELEMENT

to the normal order of
the series

PERFORMANCE CRITERIA

of the series are identified from analysis of the available source information and the records themselves

6.2 Any anomalies to the systemic order of the series are described and corrected in the way the records are maintained in accordance with organisational procedures

6.3 Where they are identifiable, the causes of the anomalies which have occurred over time are described

7 Document the records series and its relationships over time

7.1 Documentation is complete, including all available information and analysis results

7.2 Documentation is formatted to enable easy access for following researchers and users

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Regulations relevant to the documentation of a records system as part of a records management process

• Relevant OH&S and environmental protection procedures and guidelines

• Workplace procedures and policies for the documentation of a records system including policies on confidentiality and security of information and records

• Focus of operation of work systems, equipment, management and site operating systems for the documentation of a records system

• Problems that may occur when documenting a records system and appropriate action that can be taken to resolve the problems

• Operational workflow within a records management system

• Types of equipment used in the documentation of a records system and the precautions and procedures that should be followed in their use

• Housekeeping standards and procedures required in the workplace

• Site layout and obstacles

Required skills:

• Communicate effectively with others when documenting a records system

• Read and interpret instructions, procedures, information and signs relevant to documenting a records system
Required skills:

- Interpret and follow operational instructions and prioritise work
- Work collaboratively with others when documenting a records system
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when documenting a records system in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the documentation of a records system
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or
EVIDENCE GUIDE

- other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Workplace environment may include movement of:

- equipment
- goods
- products
- materials
- vehicular traffic

Records may be:

- paper- or electronically-based
RANGE STATEMENT

Storage requirements may include records in various modes such as:

- paper-based
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

Record system documentation may include but is not limited to:

- the administrative and functional context over time
- the identity of the creators
- the links to other related series
- the record keeping system

Records may range from:

- single series to multiple series in a system
- complexity of records creating context (multiple changes over time)
- complexity of system including anomalies and exception to system rules
- multiplicity of activities
- date-range and size of records series
- in various formats including paper, electronic storage media, structured; free text, graphic

Hazards in the work area may include exposure to:

- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

OH&S requirements include:

- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
- machine guarding

Communication in the work area

- phone
RANGE STATEMENT

may include:

- fax
- email/internet
- barcode readers
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:

- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the security and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and
RANGE STATEMENT

affirmative action legislation
• workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP3016A Identify and classify records to be captured

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to identify and classify records to be captured in accordance with workplace requirements including identifying records to be captured, classifying records, and registering records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to identify and classify records to be captured as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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| **1 Identify records to be captured** | 1.1 Incoming material is categorised in accordance with organisational procedures for records which are to be captured  
1.2 Storage for records including specific environmental conditions and accessibility requirements are noted and actioned as required  
1.3 Activity documented by the record is identified from the elements of the record in accordance with organisational procedures  
1.4 Area or action officer to which the record needs to go is identified from elements of the record or its content and staff list, in accordance with organisational procedures  
1.5 Incoming material is assessed against organisational checklist to identify what material needs to be captured  
1.6 Material which does not need to be registered is dealt with in accordance with organisational procedures  
1.7 Where required by organisational procedures, the format/media of the record is modified in accordance with organisational requirements and procedures |
| **2 Classify the record** | 2.1 The identified transaction/action/activity documented by the record is matched to the organisation’s classification scheme  
2.2 The full classification of the record is selected in accordance with the system rules and organisational procedures  
2.3 The classified record is linked to other records in the system in accordance with the system rules and organisational procedures  
2.4 Indexing points (cross-reference terms) are selected for the record in accordance with the system rules and organisational procedures |
| **3 Register the record** | 3.1 Unique identifier is selected for record in accordance with organisational procedures and record keeping system rules  
3.2 Record is registered into record keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures  
3.3 Access and security status are determined in accordance with organisational procedures and documented in accordance with record keeping system rules  
3.4 Disposal status of the record is determined and recorded in accordance with the record keeping system rules and organisational procedures  
3.5 Record is forwarded to its appropriate location, which is recorded in accordance with the system rules and organisational procedures |
ELEMENT

PERFORMANCE CRITERIA

procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the identification and classification of records to be captured as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the identification and classification of records to be captured including policies on privacy, confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the identification and classification of records to be captured as part of a records management process
- Problems that may occur with the identification and classification of records to be captured and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the identification and classification of records to be captured and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when identifying and classifying records to be captured
- Read and interpret instructions, procedures and information relevant to the identification and classification of records to be captured
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the identification and classification of records to be captured
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when identifying and classifying records to be captured
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when identifying and classifying records to be captured in accordance with regulatory requirements and workplace
Required skills:

- procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment and consumables for the identification and classification of records to be captured
- Adapt to differences in equipment in accordance with standard operating procedures
- Use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Records may be:
- electronic
- paper-based
- microform
- graphic
- mainframe or PC-based applications
RANGE STATEMENT

Storage requirements may include records in various modes such as:
- paper-based
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

The record identification and classification process is:
- conducted as part of records management activities with the operator using discretion and judgement within established procedures

Access status of records may be:
- confidential
- high security (restricted)
- open

Records may be registered (captured) into:
- current records systems
- archival control systems
- business systems
- storage facilities systems

Storage may be:
- centralised or decentralised
- off-line or off-site
- in-house or out-sourced
- commercial storage service or government repository
- CD storage
- imaging systems
- microform
- audio-visual/multimedia formats with special storage requirements (temperature controlled, dust-free, strict air-conditioning specifications)

Hazards in the work area may include:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
RANGE STATEMENT

Communication in the work area may include:
- machine guarding
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management

Applicable regulations and legislation may include:
RANGE STATEMENT

- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP3019A Provide records retrieval service

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to provide a records retrieval service in accordance with workplace requirements including locating/retrieving records required, ensuring security of records, and delivering the record or record information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to provide a records retrieval service as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Locate/retrieve records required</td>
<td>1.1 Search criteria are refined in consultation with user making request, and key words (or other indexing terms) are identified to retrieve records</td>
</tr>
<tr>
<td></td>
<td>1.2 Sources are searched to retrieve records according to agreed criteria</td>
</tr>
<tr>
<td></td>
<td>1.3 Records are retrieved or located to match request</td>
</tr>
<tr>
<td>2 Ensure security of records</td>
<td>2.1 Person requesting the record is identified and access category confirmed in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Access and security clearance documents are checked for match with category of identified person requesting the record</td>
</tr>
<tr>
<td></td>
<td>2.3 Where access is denied, the user is informed of the denial in accordance with organisational procedures</td>
</tr>
<tr>
<td>3 Deliver the record or record information</td>
<td>3.1 Where record is to be provided, it is retrieved from the storage location in accordance with record keeping system operation, organisational, and occupational health and safety procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Where information about the record is to be provided, it is given to the user</td>
</tr>
<tr>
<td></td>
<td>3.3 Where required by the record keeping system, records of the transaction are documented in accordance with record keeping system operation and organisational procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Where records are provided to the user, the new locations are recorded in accordance with the system rules and organisational procedures</td>
</tr>
<tr>
<td></td>
<td>3.5 Record, or record information is delivered to the authorised person within the specified timeframes</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the provision of a records retrieval service as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of a records retrieval service including policies on privacy, confidentiality and security of information and records
REQUIRED KNOWLEDGE AND SKILLS

- Focus of operation of work systems, equipment, management and site operating systems for the provision of a records retrieval service as part of a records management process
- Problems that may occur when providing a records retrieval service and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the provision of a records retrieval service and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when providing a records retrieval service
- Read and interpret instructions, procedures and information relevant to the provision of a records retrieval service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of a records retrieval service
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing a records retrieval service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing a records retrieval service in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the provision of a records retrieval service
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Records may be:
- paper- or electronically-based

Storage requirements may include records in various modes such as:
- paper-based
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

The record retrieval service is:
- conducted as part of records management activities with the operator using discretion and judgement within established procedures

Requests may be:
- written
- verbal
- computer-generated or system-generated

Information about the record may include:
- location or a unique identifier

Hazards in the work area may include:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment
RANGE STATEMENT

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  P - Administration and Finance
TLIP3020A Sentence records

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to sentence records within a workplace records system in accordance with workplace requirements including identifying records for sentencing, examining records for sentencing, selecting disposal status for records, and recording the disposal status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to sentence records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify records for sentencing</td>
</tr>
<tr>
<td>1.1</td>
<td>Records on which action is complete are located, removed, or copied from the active record keeping system, in accordance with organisational procedures</td>
</tr>
<tr>
<td>1.2</td>
<td>Records are identified from request or supervisor's instructions</td>
</tr>
<tr>
<td>2</td>
<td>Examine records for sentencing</td>
</tr>
<tr>
<td>2.1</td>
<td>Any record on which action is not complete is returned to active record keeping system in accordance with organisational procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>Activity, group of related activities, or groups of transactions documented by the records are correctly identified at the appropriate level in accordance with organisational procedures</td>
</tr>
<tr>
<td>2.3</td>
<td>Client is consulted concerning sentencing date and proposed actions for records is confirmed by client</td>
</tr>
<tr>
<td>3</td>
<td>Select disposal status for records</td>
</tr>
<tr>
<td>3.1</td>
<td>The disposal class is identified for the record in the records authorised schedule applicable to the activity or transactions</td>
</tr>
<tr>
<td>3.2</td>
<td>Records are identified for further periods of retention, calculated in accordance with organisational procedures or for immediate destruction</td>
</tr>
<tr>
<td>3.3</td>
<td>The items identified for immediate destruction are separated from the rest of the body of records</td>
</tr>
<tr>
<td>3.4</td>
<td>Items which cannot be sentenced are handled in accordance with organisational disposal procedures</td>
</tr>
<tr>
<td>4</td>
<td>Record the disposal status</td>
</tr>
<tr>
<td>4.1</td>
<td>The disposal status, disposal action and date of disposal action are recorded with the record keeping system in accordance with organisational disposal procedures and record keeping systems rules</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the sentencing of records as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the sentencing of records including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for
REQUIRED KNOWLEDGE AND SKILLS

the sentencing of records as part of a records management process

- Problems that may occur when sentencing records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the sentencing of records and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when sentencing records
- Read and interpret instructions, procedures and information relevant to the sentencing of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the sentencing of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when sentencing records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when sentencing records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the sentencing of records
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- in a range of work environments
- by day or night

Customers may be:  
- internal or external

Workplaces may comprise:  
- large, medium or small worksites

Workplace environment may include movement of:  
- equipment
- goods
- products
- materials
- vehicular traffic

Records may include:  
- a simple records series (single disposal class in disposal authority)
- a number of simple series; form-based records (e.g. financial or personnel transactions limited range of activities in the records)
- action that is either complete or includes sentencing that may be part of the capture process
- media that is paper-based, electronic or other format

The record sentencing process is conducted as part of:  
- records management activities with the operator using discretion and judgement within established procedures

Operating environment may include:  
- operating under supervision
- working as a team effort
- working solo
- a sentencing process encompassing review with team procedures ensuring consistency

Hazards in the work area may include:  
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:  
- gloves
- safety headwear and footwear
- safety glasses
RANGE STATEMENT

OH&S requirements include:
- protective clothing
- manual handling
- protective clothing
- elimination/control of hazards

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management

Applicable regulations and legislation may include:
RANGE STATEMENT

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP3021A Undertake disposal program

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to undertake a records disposal program in accordance with workplace requirements including preparing for disposal activities, undertaking disposal activities, supervising disposal actions, and seeking approval for disposal actions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures when undertaking a disposal program as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| 1 Prepare for disposal activities | 1.1 Records or areas where records are due for disposal action are identified from request or schedule  
1.2 Resources needed to undertake the program are assembled in the location and at the time required |
| 2 Undertake disposal activities | 2.1 Records are assessed to determine what disposal action can be undertaken immediately, whether records need to be sentenced or reviewed, and whether any records need to be appraised  
2.2 Disposal actions are distributed and delegated to be conducted in accordance with organisational rules, guidelines and procedures  
2.3 Quality control measures are undertaken in accordance with organisational procedures to ensure consistency in determining disposal status and retention periods  
2.4 Certificate of destruction documentation is completed and information provided to client as required |
| 3 Supervise disposal actions | 3.1 Disposal sentences referred by delegates are reviewed and disposal actions determined from existing schedules or from appraisal results  
3.2 Checks are made to ensure that disposal decisions are recorded in the record keeping system and that disposal actions taken are in accord with the decisions recorded |
| 4 Seek approval for disposal actions | 4.1 Approval is sought from the appropriate individual/body for disposal actions  
4.2 Records which are no longer required for any purpose are destroyed in accordance with approval and organisational procedures  
4.3 Records which need to be kept for a further period are stored in accordance with organisational records storage requirements  
4.4 All disposal actions are recorded and authorised in accordance with organisational procedures and record keeping system requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Regulations relevant to disposal of records within a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the disposal of records including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the disposal of records as part of a records management process
- Problems that may occur when undertaking the disposal of records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in a records disposal program and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when undertaking the disposal of records
- Read and interpret instructions, procedures and information relevant to the disposal of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the disposal of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when undertaking the disposal of records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when undertaking the disposal of records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the disposal of records
Required skills:
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

environment at the registered training organisation, and/or
• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Workplace environment may include movement of:
• equipment
• goods
• products
• materials
• vehicular traffic

Records may be:
• paper- or electronically-based

Storage requirements may include records in various modes such as
• paper-based
• computer disks and reels
• CD-ROM
• microfiche
• film
• audio

The records disposal program is conducted as part of:
• records management activities with the operator using discretion and judgement within established procedures

Range of records may include:
• single series
• multiple series
• multiple systems
• in various formats including paper; electronic storage media; structured; free text; graphic

Hazards in the work area may include:
• height and reach implications of storage facilities
• dust and vapours
• stationary and moving equipment, parts and materials
RANGE STATEMENT

- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation and machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
RANGE STATEMENT

- relevant regulations including confidentiality and security requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP3022A Undertake movement of records

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to undertake the movement of records in accordance with workplace requirements including selecting records for movement, maintaining control of records, and transferring records as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to the movement of records within a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the movement of records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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</thead>
<tbody>
<tr>
<td>1 Select records for movement</td>
<td>1.1 Reason for the movement is understood and clarified if necessary</td>
</tr>
<tr>
<td></td>
<td>1.2 Specific records to be moved are identified from the instructions and supporting documentation, and located</td>
</tr>
<tr>
<td></td>
<td>1.3 Records are retrieved from storage location, or flagged in the system, in accordance with workplace procedures, legal requirements, and occupational health and safety procedures</td>
</tr>
<tr>
<td>2 Maintain control of records</td>
<td>2.1 Transfer documentation is prepared by recording the unique identifiers of the records to be moved in a form compliant with the workplace rules and procedures for the transfer of custody, ownership and/or responsibility of records</td>
</tr>
<tr>
<td></td>
<td>2.2 Records are prepared for movement in accordance with the requirements of their storage medium</td>
</tr>
<tr>
<td></td>
<td>2.3 Identifying documentation for records is retained for organisational records and a copy retained with the records themselves during transit</td>
</tr>
<tr>
<td></td>
<td>2.4 Where appropriate, transit locations for records to be moved are recorded in the location control system</td>
</tr>
<tr>
<td>3 Transfer records</td>
<td>3.1 Method, timeframe and personnel to undertake the movement is determined in accordance with workplace procedures and the records requirements</td>
</tr>
<tr>
<td></td>
<td>3.2 The relocation of the records is documented in the location control system and other systems in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 The movement of the records is completed and documented in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Proof of receipt is obtained and forwarded to the appropriate authority (where required)</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the movement of records as part of a records management system
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the movement of records including policies on
REQUIRED KNOWLEDGE AND SKILLS

- Confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the movement of records as part of a records management system
- Problems that may occur when moving records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the movement of records and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when moving records
- Read and interpret instructions, procedures, information and signs relevant to the movement of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the movement of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when moving records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when moving records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the movement of records
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Record storage may be:
- centralised or decentralised
- off-line or off-site
- in-house or out-sourced
- commercial storage service or government repository
- CD storage
- imaging systems
- microform
- audio-visual multimedia formats with special storage requirements (e.g. temperature controlled, dust-free, strict air-conditioning specifications)

The record movement process is conducted as part of:
- records management activities with the operator using discretion and judgement within established procedures

Key aspects of the process may include:
- request for movement may be written, verbal, computer-generated or system-generated
- paper, microform or audio-visual/multimedia records may be boxed for movement
- electronic records may be flagged and copied to new database for storage off-line or in new medium

Information relating to the transfer may include:
- locations
- dates
- titles
- destination
- originating organisation
- approving officer
- who undertook the transfer
- method to be used
RANGE STATEMENT

Hazards in the work area may include:
- range of record unique identifiers
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation and machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to
RANGE STATEMENT

records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP3023A Destroy records

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to destroy records in accordance with workplace requirements including collecting records to be destroyed, selecting destruction mode, destroying records, and documenting procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to the destruction of records within a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to destroy records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Collect records to be destroyed | 1.1 Records for destruction are verified and assembled  
1.2 Confirmation of destruction requirement is sought and obtained  
1.3 Records are bundled, marked or labelled for destruction in line with organisational procedures  
1.4 Destruction mode is confirmed from workplace documents |
| 2 Select destruction mode | 2.1 Records are assembled and made ready for destruction  
2.2 Arrangements for records to be destroyed off site (where required) are undertaken in accordance with workplace procedures  
2.3 Suitable controlled or secure environment is selected for handling/storage of documents to be destroyed |
| 3 Destroy records | 3.1 Confirmation of actions is obtained  
3.2 Bundles of documents are checked for identification  
3.3 Selected destruction method is used maintaining security, personal safety and environmental protection  
3.4 Shredded and pulped records are collected for recycling  
3.5 Electronic recording systems are checked to confirm erasure of required documents |
| 4 Document procedures | 4.1 Documentation of completed operations is completed  
4.2 Clients are notified of actions taken  
4.3 Workplace records are updated to reflect activities undertaken  
4.4 Off site destruction is confirmed with appropriate personnel |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the destruction of records as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the destruction of records including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the destruction of records as part of a records management process
- Problems that may occur when destroying records and appropriate action that can be taken to
REQUIRED KNOWLEDGE AND SKILLS

resolve the problems

- Operational workflow within a records management system
- Types of equipment used in the destruction of records and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when destroying records
- Read and interpret instructions, procedures and information relevant to the destruction of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the destruction of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when destroying records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when destroying records in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Identify, select and efficiently and effectively use equipment for the destruction of records
- Maintain security and confidentiality of material
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Records may be:
- paper- or electronically-based

Storage requirements may include records in various modes such as:
- paper-based
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

The record destruction process is:
- conducted as part of records management activities with the operator using discretion and judgement within established procedures. Paper based records may need to be separated from packaging before shredding, pulping or recycling

Methods of destruction may include:
- pulping
- shredding
- incineration
- recycling
- electronic data erasure

Hazards in the work area may include:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment
RANGE STATEMENT

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
- machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- relevant codes and regulations pertaining to records

Applicable regulations and
RANGE STATEMENT

legislation may include:

- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of Information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP3026A Maintain financial records in a small business

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to maintain financial records in a small business in the transport, warehousing, distribution and/or storage industries, including establishing system requirements, establishing the financial management system, and maintaining the financial reporting systems. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the maintenance of financial records.

Work is performed in either a team or autonomous working situation. It involves the application of routine accounting principles and procedures to maintain basic financial records in a small business.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Establish system requirements | 1.1 The output requirements of the financial system are established in accordance with business plans and statutory and regulatory obligations  
1.2 The system needs and statutory reporting requirements are identified |
| 2 Establish financial management system | 2.1 The financial administrative systems established match the identified requirements of the business  
2.2 Mechanisms for the review of terms of trade and fee structures are suited to the business's needs and meet industry standards  
2.3 Equipment and software needed for the operation of the financial administrative system is identified, acquired and installed in association with relevant accounting and technical staff  
2.4 Financial administration, reporting and the performance indicators to be provided by the system are in accordance with business's statutory obligations  
2.5 Financial administrative systems are implemented in accordance with planned processes and policies |
| 3 Maintain financial reporting systems | 3.1 Financial reports required to monitor business performance, to ensure accurate and timely information on working capital and cash flow, and to meet statutory obligations are accurately prepared to the prescribed format and at the required times  
3.2 Financial reports are distributed to the relevant personnel and organisations by the due dates  
3.3 Financial administration and reporting systems are evaluated against established performance indicators |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant agreements, codes of practice and legislative requirements pertaining to the maintenance of financial records in a small business or cost centre
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the maintenance of financial records in a small business or cost centre, including: compilation and use of cash receipts and cash payments journals, basic
REQUIRED KNOWLEDGE AND SKILLS

preparation, interpretation and analysis of financial reports, recording and balancing of petty cash transactions for financial records, completion of tax reconciliations and documentation, development and use of debtors and creditors records systems, completion of tax documentation and requirements, and reconciliation of bank statements with cash records

- Contacts and sources of information/documentation needed when maintaining financial records in a small business or cost centre
- Customer service policies and procedures
- Documentation requirements of banking institutions, governments and clients
- Accounting and auditing processes
- Financial control procedures
- Debt control processes
- Typical problems that can occur when maintaining financial records in a small business and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when maintaining financial records in a small business
- Read and interpret instructions, procedures, information and financial documentation relevant to the maintenance of financial records in a small business
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the maintenance of financial records in a small business
- Use relevant communications systems and equipment when maintaining financial records
- Work collaboratively with others when maintaining financial records in a small business
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when maintaining financial records in a small business in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when maintaining financial records in a small business
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Use relevant computerised systems for communication and document generation
- Adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

Approved

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Transport & Logistics Industry Skills Council
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- small businesses or semi-autonomous cost centres in the transport, warehousing, transport and/or storage industries

Customers may be:
- internal or external

Requirements for work may include:
- relevant financial and taxation regulations
- communications and computing equipment
- hours of operation
- basic accounting software and documentation

Financial records may include:
- invoices
- computer spreadsheets
- ledgers
- wage sheets
- tax information

Financial operations may include:
- compilation and use of cash receipts and cash payments journals
- basic preparation, interpretation and analysis of financial reports
- recording and balancing of petty cash transactions for financial records
- completion of tax reconciliations and documentation
- development and use of debtors and creditors records systems
- completion of tax documentation and requirements
- reconciliation of bank statements with cash records

Consultative processes may involve:
- other employees and supervisors
- banking institutions
- Australian Taxation Office representatives
- suppliers and clients
- relevant authorities
- other agencies
- management
- other office or technical staff

Communications systems may involve:
- telephone
- fax
- email
- mail

Depending on the type of organisation concerned and the
- company procedures
- workplace procedures
RANGE STATEMENT

local terminology used, workplace procedures may include:
- organisational procedures
- established procedures

Documentation(records may include:
- workplace financial operating procedures and policies
- financial and taxation regulations and requirements
- invoices, receipts and other financial documentation
- journals and ledgers
- operations manuals, job specifications and procedures and induction documentation
- manufacturers instructions for the use of calculators, computers and other equipment used in financial operations
- relevant Australian and international standards, criteria and certification requirements
- competency standards and training materials
- supplier and/or client instructions
- relevant OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- Australian and state/territory financial regulations, codes and procedures
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- Australian taxation regulations and requirements relevant to small businesses

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP3027A Organise freight invoicing and payment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to organise freight invoicing and payment, including preparing invoices, coordinating documentation, and processing payments. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work involves discretion and judgement for self and others in organising freight invoicing and payment. It is performed under limited or minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for the organising of freight invoicing and payment and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare invoices | 1.1 Purchase order or documentation regarding request for invoice is registered, validated and filed appropriately  
1.2 Payment method, timing and where required, currency and exchange rates are noted on the documentation  
1.3 Invoice documents which commit the business to providing goods and services are registered and sourced  
1.4 An invoice is raised listing items in a full, clear, legible and unambiguous description  
1.5 Invoice original is checked and authorised by a signatory at an appropriate level  
1.6 Required documentation is forwarded to business or organisation requesting invoice  
1.7 Invoice details are recorded and filed in accordance with workplace policy |
| 2 Coordinate documentation | 2.1 Chart of accounts is checked at the end of the agreed period to verify payment or outstanding debt(s) against invoice(s) raised  
2.2 Debtor's ledger is produced from balance sheet  
2.3 Follow-up contacts of any outstanding account(s) are made according to workplace policy  
2.4 Monthly statements are cross-checked at required intervals  
2.5 Reminder notices are forwarded to customers in accordance with workplace policy |
| 3 Process payments | 3.1 Workplace policy and any particular contractual requirements are followed when making payments  
3.2 Records of payments and any required government returns are completed and filed  
3.3 Payments received are registered  
3.4 Receipts are attached to payments with any corresponding documents and filed appropriately  
3.5 Receipts are forwarded to customers  
3.6 Files are retained according to archival regulations for audit purposes |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the organisation of freight invoicing and payment
- Relevant workplace business management policies and practices, including requirements for accounts, payments and record keeping
- Legal and commercial requirements for the work
- Focus of operation of financial systems, resources, management and workplace operating systems
- Resource availability including the processing capacity of equipment and software systems for planning activities
- Typical problems that can occur when organising freight invoicing and payment and related appropriate action that can be taken

Required skills:

- Communicate and negotiate effectively with others when organising freight invoicing and payment
- Read and interpret instructions, procedures and information relevant to the organisation of freight invoicing and payment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of freight invoicing and payment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when organising freight invoicing and payment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems errors that may occur when organising freight invoicing and payment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising freight invoicing and payment
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Process invoices and payments
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
Required skills:
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium or small companies

Services, products, risks, work systems and requirements may potentially:

- vary across different sections of the workplace

Operations involve:

- internal and external customer contact and coordination

Invoices may be:

- raised manually (typed/written) or computer-generated by authorised personnel

Transactions may be:

- in Australian or foreign currency

Consultative processes may involve:

- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- procedures for the organisation of freight invoicing and payment
- workplace records of invoices and payments
RANGE STATEMENT

- customer/client instructions and assessed requirements
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- invoices and receipts
- relevant agreements, codes of practice including the National Standards for Services and Operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace financial procedures and processes
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures
- relevant regulations, standards and codes of practice
- taxation and trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP3034A Advise on and construct fares for customers

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to advise on and construct fares for customers in accordance with regulatory and workplace requirements, including advising on air, coach, ferry, tram, bus and rail fares; constructing fares and itineraries; and issuing documents. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace requirements and Australian and international tourist industry regulations.

Work is performed individually, but skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when advising on and constructing fares for customers in the transport and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Advise on fares</td>
<td>1.1 Transport provider information is correctly interpreted to provide accurate information on fare details and conditions</td>
</tr>
<tr>
<td></td>
<td>1.2 Customers are clearly advised on features of the fares most appropriate to their needs</td>
</tr>
<tr>
<td></td>
<td>1.3 Accurate fare quotations are provided to customers according to workplace policy and guidelines</td>
</tr>
<tr>
<td>2 Construct fares and itineraries</td>
<td>2.1 Fares are accurately constructed using standard industry techniques, providing the best fare and maximum travel benefits for the customer</td>
</tr>
<tr>
<td></td>
<td>2.2 Appropriate travel schedules are used to create the optimum itinerary for customers</td>
</tr>
<tr>
<td>3 Issue documents</td>
<td>3.1 Documents are correctly issued with all details accurately recorded according to workplace and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>3.2 Coupons/tickets are processed in accordance with workplace and industry guidelines</td>
</tr>
<tr>
<td></td>
<td>3.3 Refunds are processed where required in accordance with workplace and industry guidelines</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and codes of practice relevant to advising on and constructing fares for customers including trade practice and consumer protection requirements
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for advising on and constructing fares for customers
- International and Australian tourism and transport industry policies and regulations
- Workplace travel products and services
- Applicable insurance and public liability
- Relevant consumer law and trade practice requirements
- International regulations affecting Australian tourism operations
- Air, coach, ferry, tram and rail fare structures and schedules
- Procedures for quotation development
- Applicable health regulations
REQUIRED KNOWLEDGE AND SKILLS

- Information on agents commissions
- Equipment, and materials used when advising on and constructing fares for customers, and precautions and procedures that should be followed in their use
- Problems that may occur when advising on and constructing fares for customers, and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when advising on and constructing fares for customers

Required skills:

- Communicate and negotiate effectively with others when advising on and constructing fares for customers
- Read and interpret instructions, procedures and information relevant to advising on and constructing fares for customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to advising on and constructing fares for customers including the preparation of travel documentation
- Work collaboratively with others when advising on and constructing fares for customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when advising on and constructing fares for customers in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Carry out sales and refund procedures
- Design and construct itineraries
- Construct fares
- Process coupons
- Carry out research and analysis relevant to advising on and constructing fares for customers
- Select and use relevant office and communications equipment and materials when advising on and constructing fares for customers
- Adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments

Fares/itineraries to be constructed may include:

- air
- bus
- coach
- ferry
- rail
- tram
- combinations

In providing advice to suit the needs of the customer the following types of fares must be considered:

- published fares
- constructed fares
- net fares
- promotional fares

Information used when advising on and constructing fares for customers may include:

- market trend information
- customer requirements regarding tour packages
- agency and outlet agreements
- workplace budget and business objectives information

Travel documentation may include:

- tickets
- pre-paid ticket advice
- miscellaneous charge orders
- credit card charge forms

All documentation issued must be in accordance with:

- International Air Transport Association/Domestic Agency Program Australia and Australian transport regulations

Transport provider information includes:

- air, coach, rail, ferry guides
- fare manuals
- computerised data
- general travel information

Document details include:

- tickets
- miscellaneous charge orders
- pre-paid ticket advice
- credit card charge forms

Consultative processes may involve:

- customers and potential customers
- other workplace personnel
- supervisors and managers
- representatives of other transport agencies and organisations
- official representatives
RANGE STATEMENT

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- face-to-face communication and memos
- signed communications and forms

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for advising on and constructing fares for customers
- work instructions, job description and induction materials
- air, coach, rail, ferry guides, fare manuals, computerised data and general travel information
- travel documentation
- information related to advertising and promotional activities within the industry
- tickets, miscellaneous charge orders, pre-paid ticket advice and credit card charge forms
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations including trade practice and consumer protection regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures
- relevant codes and regulations pertaining to advising on and constructing fares for customers, including trade practice and consumer protection requirements
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field

P - Administration and Finance
TLIP4001A Develop plans to meet customer and organisation needs

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs, including contributing to strategic planning, analysing market needs, contributing to business documentation, and communicating on planning matters with other members of the organisation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for the development of work plans and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Contribute to strategic planning | 1.1 A contribution is made to a shared vision and values for the workplace by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives  
  1.2 A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace |
| 2 Analyse market needs | 2.1 Customer needs are researched and the outcomes analysed and interpreted to establish business options and opportunities  
  2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace’s market focus in suitable directions |
| 3 Contribute to business documentation | 3.1 Contributions are made to the preparation of the workplace’s business plans/budgets  
  3.2 All workplace insurance needs are identified and suitable cover taken out |
| 4 Communicate to other members of the organisation | 4.1 The outcomes of the planning process are communicated to appropriate persons in the organisation and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the development of plans to meet customer and organisation needs, including: strategic planning, tactical planning and quality improvement of services/operations/products
- Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality
- Insurance requirements relevant to business operations
- Focus of operation of business planning systems and resources
- Resource availability including the processing capacity of equipment and software systems for
REQUIRED KNOWLEDGE AND SKILLS

planning activities

- Typical problems that can occur when developing plans to meet customer and organisation needs and related appropriate action that can be taken

Required skills:

- Communicate and negotiate effectively with others when developing plans to meet customer and organisation needs
- Read and interpret instructions, procedures, information and signs relevant to the development of plans to meet customer and organisation needs
- Interpret and follow operational instructions and prioritise work
- Survey and assess organisation and customer requirements
- Complete documentation related to the development of plans to meet customer and organisation needs
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when developing plans to meet customer and organisation needs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when developing plans to meet customer and organisation needs in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when developing plans to meet customer and organisation needs
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Operations involve:
- internal and external customer contact and coordination

Plans may include:
- operational plans
- marketing plans
- financial plans

Consultative processes may involve:
- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:
- procedures for the development of workplace plans and budgets
- customer/client instructions and assessed requirements
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- insurance requirements
- relevant agreements, codes of practice including the National Standards for Services and Operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- reports of accidents and incidents within regulatory requirements and workplace procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- taxation and trading regulations relevant to business operations
- relevant insurance regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP4002A Facilitate and capitalise on change in the workplace

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to facilitate and capitalise on change and innovation in the workplace, including participating in planning for the introduction of change, developing creative and flexible approaches to solutions to change-related problems, and managing emerging challenges and opportunities in the workplace. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in facilitating and capitalising on change and innovation in the workplace.

A range of opportunities may be used to support the development of changes to work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for facilitating change in the workplace and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Participate in planning the introduction of change</td>
</tr>
<tr>
<td></td>
<td>1.1 Opportunities are taken to respond to the changing needs of customers and the organisation</td>
</tr>
<tr>
<td></td>
<td>1.2 Effective contributions are made to the organisation's planning processes to introduce change</td>
</tr>
<tr>
<td></td>
<td>1.3 Plans to introduce change are made in consultation with affected individuals/groups</td>
</tr>
<tr>
<td></td>
<td>1.4 The organisation's objectives and plans to introduce change are explained clearly to individuals/teams</td>
</tr>
<tr>
<td>2</td>
<td>Develop creative and flexible approaches to solutions</td>
</tr>
<tr>
<td></td>
<td>2.1 Alternative approaches to managing workplace issues and problems are identified and analysed</td>
</tr>
<tr>
<td></td>
<td>2.2 Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation</td>
</tr>
<tr>
<td></td>
<td>2.3 The workplace is managed in a way that promotes the development of innovative approaches and outcomes</td>
</tr>
<tr>
<td></td>
<td>2.4 Creative and responsive approaches to resource management improves productivity and/or reduces costs in a competitive environment</td>
</tr>
<tr>
<td>3</td>
<td>Manage emerging challenges and opportunities</td>
</tr>
<tr>
<td></td>
<td>3.1 Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities</td>
</tr>
<tr>
<td></td>
<td>3.2 Coaching and mentoring assists individuals/teams develop competencies to handle change efficiently and effectively</td>
</tr>
<tr>
<td></td>
<td>3.3 Individuals/teams are kept informed of progress in the implementation of change</td>
</tr>
<tr>
<td></td>
<td>3.4 Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the facilitation and capitalisation of change in the workplace, including: risk management, problem solving, strategic planning, quality improvement, and customer service
REQUIRED KNOWLEDGE AND SKILLS

- Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality
- Focus of operation of business planning systems and resources
- Resource availability including the processing capacity of equipment and software systems for planning activities
- Typical problems that can occur when planning and facilitating the introduction of changes and innovations in the workplace and related appropriate action that can be taken

Required skills:

- Communicate and negotiate effectively with others when planning and facilitating the introduction of changes and innovations in the workplace
- Read and interpret instructions, procedures and information relevant to the planning and facilitation of changes and innovations in the workplace
- Interpret and follow operational instructions and prioritise work
- Survey and assess organisation and customer requirements for change and innovation
- Complete documentation related to the planning and facilitation of changes and innovations in the workplace
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning and facilitating the introduction of changes and innovations in the workplace
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and facilitating the introduction of changes and innovations in the workplace in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Change may include:
- new management
- new work practices
- new products or services
- changes in work locations
- changes in work structures
- new quality systems
- new training programs

Learning methods may include:
- mentoring
- coaching
- exchange/rotation
- action learning
- shadowing
- structured training programs

Relevant regulations/legislation may be related to:
- contract disputation
- confidentiality
- goods regulatory requirements
- probity

Consultative processes may involve:
- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- procedures for the development of workplace plans and budgets
- customer/client instructions and assessed requirements
- legislation, regulations and related documentation relevant
RANGE STATEMENT

to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- insurance requirements
- relevant agreements, codes of practice including the National Standards for Services and Operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- reports of accidents and incidents within regulatory requirements and workplace procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- taxation and trading regulations relevant to business operations
- relevant insurance regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP4003A Implement, maintain and evaluate dangerous goods transport procedures within the workplace

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to implement, maintain and evaluate dangerous goods transport procedures within the workplace in accordance with relevant regulatory requirements and workplace procedures. This includes implementing a policy framework for the transport and storage of dangerous goods; establishing and maintaining procedures for identifying hazards and risks; establishing and maintaining assessment procedures for monitoring conformance and controlling risks; implementing and monitoring procedures for maintaining dangerous goods records; and evaluating the implementation of dangerous goods transport policies, procedures and programs within the workplace. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice, including the current Australian Dangerous Goods Code (ADG Code).

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Implement a policy framework for the transport and storage of dangerous goods | 1.1 Policies are developed to implement the current ADG Code and dangerous goods transport and storage regulations consistent with overall workplace policies  
1.2 Responsibilities and duties for the transport and storage of dangerous goods are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions  
1.3 Licensing requirements for employees (where relevant) are confirmed  
1.4 Consultative processes are developed and implemented  
1.5 Emergency incident/accident procedures are developed and implemented  
1.6 Information, instruction and training on dangerous goods transport and storage procedures are provided to enable employees to effectively implement the required systems and processes |
| 2 Establish and maintain procedures for identifying hazards and risks | 2.1 Hazards in the work area are identified and confirmed  
2.2 Procedures for ongoing identification of hazards and risks are developed and integrated within work systems  
2.3 Hazard identification is addressed at the planning, design and evaluation stages of any workplace change  
2.4 A maintenance and inspection program is instituted to confirm that vehicles, equipment and storage areas comply with regulatory and enterprise requirements |
| 3 Establish and maintain assessment procedures for monitoring conformance and controlling risks | 3.1 Ongoing system for the control of risks, based on a hierarchy of control is developed and integrated within general work procedures  
3.2 Measures to control assessed risks and monitor conformance are developed and implemented, in accordance with the current ADG Code, relevant dangerous goods transport regulations, code of practice and priorities identified in the workplace  
3.3 Non-conformance is investigated and procedures for rectification instituted  
3.4 Inadequacies in dangerous goods transport procedures are identified and measures are implemented to improve workplace practice |
| 4 Implement and monitor procedures for maintaining dangerous goods records | 4.1 A dangerous goods records system is established in accordance with relevant legislative framework  
4.2 Accurate and legible records for operation within the workplace are completed in accordance with the current ADG Code, dangerous goods transport enterprise policies and legislative requirements |
ELEMENT

5 Evaluate the implementation of dangerous goods transport policies, procedures and programs within the workplace

PERFORMANCE CRITERIA

5.1 The effectiveness of the dangerous goods transport policies, procedures and programs is assessed

5.2 Improvements to dangerous goods transport procedures are identified and implemented

5.3 Compliance with the current ADG Code, dangerous goods transport regulations and codes of practice is assessed to ensure legal requirements are maintained as a minimum and exceeded where possible

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and codes concerning the transport of goods and freight
- Current ADG Code and relevant Australian Standards applicable to dangerous goods and hazardous substances
- Relevant OH&S and environmental protection procedures and regulations
- Workplace processes for implementing, maintaining and evaluating dangerous goods transport procedures
- Problems that may occur during the transport of dangerous goods and hazardous substances and action that can be taken to report or resolve the problems
- Hazards that may exist during the transport of dangerous goods and hazardous substances and ways of controlling the risks involved
- Focus of operation of dangerous goods transport systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control
- Regulatory, licence and permit requirements for dangerous goods transport
- Quality and customer service standards, policies and procedures
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:
Required skills:

- Communicate effectively with others when implementing, maintaining and evaluating dangerous goods transport procedures
- Read and interpret instructions, procedures, information and manuals relevant to the implementation, maintenance and evaluation of dangerous goods transport procedures
- Manage and prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to the implementation, maintenance and evaluation of dangerous goods transport procedures
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when implementing, maintaining and evaluating dangerous goods transport procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when implementing, maintaining and evaluating dangerous goods transport procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations when implementing, maintaining and evaluating dangerous goods transport procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Identify the factors in work schedules, time and resource requirements (including sourcing expertise external to the work team) when implementing, maintaining and evaluating dangerous goods transport procedures
- Plan and organise systems and activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Provide customer and client service
- Select and apply appropriate technology, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - implementing and monitoring policies and processes for the transport of dangerous goods
  - suggesting improvements to dangerous goods transport procedures and negotiating changes where required
  - demonstrating knowledge of the hierarchy of control and its implementation in the workplace
  - liaising with authorities, drivers, line managers and customers to ensure that policies and procedures are meeting required needs
  - identifying requirements of tasks and organising planning, job completion and evaluation stages
  - mediating and resolving issues surrounding the transport of dangerous goods, maximising positive outcomes for the workplace and the individuals within it

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:
- in various work environments in the warehousing, storage, transport and distribution industries

Customers may be:
- internal or external

Operations may be conducted:
- by day or night
- in all weather conditions

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces

Plans for dangerous goods transport procedures may encompass consideration of:
- approved transfer site
- positioning of vehicle when loading/unloading
- safe operating and driving procedures
- specification of required personal protection and emergency equipment
- specification of required transfer equipment/assemblies
- permitted ullage and filling ratios and or carrying capacities
- segregation and/or storage requirements
- emergency/incident/breakdown procedures
- customer requirements

Classes of dangerous goods are:
- as defined in the respective Australian codes

Policies and procedures for the transportation of dangerous goods must:
- conform to relevant legislative framework and guidance material

Hazards may include:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
RANGE STATEMENT

- stationary and moving machinery, parts or components
- service lines
- spill, leakages, ruptures
- dust/vapours

Hazard management is consistent with:
- the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised transfer/transport equipment
- incident/accident/breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:
- employees, supervisors and managers
- supplier instructions
- equipment manufacturers and suppliers
- contractors
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:
- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Personal protective equipment may include but is not limited to:
- gloves
- safety clothing
- safety headwear and footwear
- safety glasses
- two-way radios
- face mask, respirators and breathing apparatus
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Documentation/records may include:

- all relevant Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG Code
- goods identification numbers and codes, including current ADG code and IMDG markings and HAZCHEM signs
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling
- manifests, bar codes, goods and container identification/serial number
- manufacturers specifications, instructions and labelling advice including material safety data sheets
- workplace operating procedures, maintenance schedules and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance and customer service standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- regulations and codes of practice related to transport of goods and manual handling including relevant road rules and mass and loading regulations
- Australian and international regulations and codes of practice for the handling, transfer and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
RANGE STATEMENT

- Australian and International Explosives Codes
- relevant Australian Standards
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- workplace relations regulations
- equal opportunity legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP4005A Manage workplace information

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to manage workplace information, including identifying and sourcing information needs; collecting, analysing and reporting information; using management information systems; contributing to the preparation of operational plans; and preparing resource proposals. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves the use of discretion and judgement for self and others when managing workplace information systems.

A range of opportunities may be used to develop the work area and to support the development of information systems and appropriate strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for management of information processing and storage systems in the workplace and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify and source information needs</td>
<td>1.1 The information needs of individuals/teams is determined and the potential sources of information are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Information held by the organisation is reviewed to determine suitability and accessibility</td>
</tr>
<tr>
<td></td>
<td>1.3 Arrangements are made to obtain information which is not available/accessible within the organisation</td>
</tr>
<tr>
<td>2 Collect, analyse and report information</td>
<td>2.1 Collection of information is timely and relevant to the needs of individuals/teams</td>
</tr>
<tr>
<td></td>
<td>2.2 Information is in a format suitable for analysis, interpretation and dissemination</td>
</tr>
<tr>
<td></td>
<td>2.3 Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired</td>
</tr>
<tr>
<td>3 Use management information systems</td>
<td>3.1 Management information systems are used effectively to store and retrieve data for decision making</td>
</tr>
<tr>
<td></td>
<td>3.2 Technology available in the work area/organisation is used to manage information efficiently and effectively</td>
</tr>
<tr>
<td></td>
<td>3.3 Recommendations for improving the information system are submitted to designated persons/groups</td>
</tr>
<tr>
<td>4 Contribute to the preparation of operational plans</td>
<td>4.1 Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes</td>
</tr>
<tr>
<td></td>
<td>4.2 Operational plans are prepared and presented in accordance with the workplace's guidelines and requirements</td>
</tr>
<tr>
<td>5 Prepare resource proposals</td>
<td>5.1 Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management</td>
</tr>
<tr>
<td></td>
<td>5.2 Estimates of resource needs and utilisation reflects the workplaces business plans and customer and supplier requirements</td>
</tr>
<tr>
<td></td>
<td>5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection responsibilities, policies and procedures
- Workplace protocols and procedures for the management of workplace information
- Workplace business policies and plans as they relate to financial reporting and information system management and improvement
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Typical problems that can occur with the management of workplace information and related appropriate action that can be taken

**Required skills:**

- Communicate effectively with others when managing workplace information
- Read and interpret instructions and procedures relevant to the management of workplace information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of workplace information
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing workplace information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the management of workplace information in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and efficiently use information management systems and technologies
- Select and appropriately apply technology, information systems and procedures to workplace tasks
Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer and supplier contact and related information coordination

Information may be:

- in print or electronic form and may include forms, letters, memos, operational data, faxes, manifests, inventories, orders, invoices, freight documentation and other documents, records and data required within warehousing, stevedoring, transport & distribution operations

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace policies and procedures
- relevant contracts and agreements
- quality or enterprise work specifications and procedures
RANGE STATEMENT

- manufacturers specifications and/or supplier's advice, recommended procedures, policies and instructions
- guidelines relating to minimising risks to the environment and compliance with OH&S requirements
- supplier and/or client instructions
- material safety data sheets
- relevant agreements and codes of practice
- legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures
- workplace agreements and awards
- workers compensation
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field: P - Administration and Finance
TLIP4010A Assess lift requirements and provide quotation

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to assess job requirements for a lift using a mobile crane, and provide a quotation to a customer, including establishing customer requirements, determining the credit rating of customer, identifying the scope of the work, specifying job requirements and methods with customers, and documenting the quotation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision. It involves the application of some judgement and routine principles and procedures to the assessment of lift requirements and the provision of a quotation for a mobile crane lift in a variety of operational contexts including specialised lifts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Establish customer requirements | 1.1 Customer is addressed in a courteous and business-like manner  
1.2 Customer requirements and degree of urgency are established promptly  
1.3 Impact of relevant legislation or workplace policy for dealing with requirements, and ability to respond are identified  
1.4 Service requests requiring additional research are allocated a priority and arrangements made for follow-up |
| 2 Determine credit rating of customer | 2.1 Customer's full credit details are taken to enable suitable reference checks to be made  
2.2 Unclear or uncertain credit information is referred to management for decision prior to proceeding  
2.3 When necessary, special payment arrangements are negotiated or service is refused according to workplace policy |
| 3 Identify scope of work | 3.1 Location, time, type of lift, type of crane and service needs are clarified  
3.2 Need to refer job to supervisor is determined and arrangements made according to workplace procedures  
3.3 Suitability of available equipment, materials and personnel is established against customer's requirements  
3.4 Need for permits, notifications and authorisations from authorities is identified  
3.5 Special requirements for access and/or the lift are established and confirmed with the customer  
3.6 Information regarding possible hazards is sought from customer and any hazards noted  
3.7 Workplace records and rate schedules are used to determine applicable rate for customer  
3.8 Suitable allowances for contingencies are provided based on findings from site inspection |
| 4 Specify job requirements and methods with customers | 4.1 Equipment, time and labour requirements to complete job safely and efficiently are established in line with legislative requirements and workplace procedures  
4.2 Job requirements, proposed method for operation and costs are presented to customer with clear explanations of contingencies  
4.3 Lift charts and drawings where applicable are used in clarifying job requirements to customer  
4.4 Opportunities are provided for customer to seek clarification on costing and proposed methods  
4.5 Quotation is followed up according to workplace procedures  
4.6 Quotation is confirmed with customer and signed authorisation |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
of quotation and relevant indemnity forms obtained in line with workplace policy and procedures
4.7 Agreed terms and conditions are included in the written quotation

5 DOCUMENT QUOTATION
5.1 Quotation format is in accordance with workplace requirements
5.2 Information is clear, concise and relevant
5.3 Copy of quotation is provided to client promptly
5.4 Quotation and related documentation is filed and other records updated accurately, legibly and promptly according to workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Company work procedures concerning the assessment of lift requirements and the provision of a quotation for a mobile crane lift
- Costing structures for mobile crane lifts
- Sources of information required to assess lift requirements and provide a quotation for a mobile crane lift
- Procedures and protocols for checking the credit rating of a customer
- Typical problems that may occur when assessing lift requirements and providing a quotation and appropriate related action and solutions
- Prioritising and multi-tasking work
- Focus of operation of work systems and equipment
- Operational procedures for crane crews

Required skills:
- Communicate effectively with others when assessing lift requirements and providing a quotation
Required skills:

- Read and interpret instructions, procedures, information and technical data relevant to the assessment of lift requirements and provision of a quotation
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the assessment of lift requirements and provision of a quotation
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when assessing lift requirements and providing a quotation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems that may be identified when assessing lift requirements and providing a quotation in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when assessing lift requirements and providing a quotation
- Apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly assess requirements for equipment, processes and procedures needed during a lift
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include:
- equipment
- goods
RANGE STATEMENT

movement of:

- materials
- vehicular traffic
- internal or external

Customers may be:

Quotations may be provided for mobile crane lifts in a range of industry sectors including:

- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Specialised lifts may include:

- large surface areas-pools
- tilt-up panels
- drive-in movie screens
- tree removal and replacement
- bridge beams
- multiple crane lifts
- passing loads to other cranes
- tailing out of loads
- turning loads over
- lifting high value goods
- recovery work
- specialised operations-drag lines
- clam shell
- pile driving
- barge work
- work involving work box duties

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

Hazard management is consistent

- the principle of hierarchy of control with elimination,
RANGE STATEMENT

with: substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:
- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- crane and equipment manufacturers specifications and guidelines
- workplace operating procedures and policies
RANGE STATEMENT

- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to specialised mobile crane operations
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP4013A Implement and monitor logistics planning and process

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to implement and monitor logistics planning and process. It includes planning an efficient logistics operation; developing a contingency management strategy; producing operational schedules; and monitoring and coordinating systems for logistics operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Plan efficient logistics operation</td>
<td>1.1 Relevant Australian and international codes and regulations and workplace policies for logistics operation are identified&lt;br&gt;1.2 Specifications and/or requirements for task outcomes are obtained, interpreted and, where necessary, clarified and applied to the development of a work plan&lt;br&gt;1.3 Preliminary schedules are matched against operational capacity and capability of available transport systems, equipment and staff&lt;br&gt;1.4 Strategies to address identified deficiencies in operational capability and availability are undertaken in accordance with workplace procedures</td>
</tr>
<tr>
<td><strong>2</strong> Develop contingency management strategy</td>
<td>2.1 Sequence of required activities is identified in accordance with company requirements&lt;br&gt;2.2 Typical problems that may arise with logistics operations are identified and strategies for dealing with them determined&lt;br&gt;2.3 Contingency management strategies for identified issues/incidents are established and evaluated including reference to previous scenarios of similar nature</td>
</tr>
<tr>
<td><strong>3</strong> Produce operation schedules for logistics</td>
<td>3.1 Resources are arranged in association with relevant Australian and overseas personnel to meet the operational schedules, policy and procedures&lt;br&gt;3.2 Australian and international regulatory requirements, codes of practice and workplace procedures are identified and accounted for in operational schedule&lt;br&gt;3.3 Records are stored in accordance with workplace procedures</td>
</tr>
<tr>
<td><strong>4</strong> Monitor and coordinate systems for logistics operations</td>
<td>4.1 Outcomes are checked and compared with planned objectives, task instructions and specifications to ensure all requirements are met&lt;br&gt;4.2 Non-compliance with quality standards, planned processes or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems&lt;br&gt;4.3 Customer concerns and suggestions for service improvements are acted upon in accordance with workplace procedures&lt;br&gt;4.4 Any changes in Australian and international regulations and codes of practice relevant to export logistics are monitored, identified and appropriate action is initiated to ensure ongoing compliance of export logistics processes and systems</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice as they relate to the level and type of logistics operations undertaken by the enterprise
- Relevant OH&S and environmental procedures and regulations
- Australian and international regulatory, permit and licence requirements relevant to logistics
- Broad principles of supply chain management
- Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
- Workplace policies including issue resolution and grievance procedures
- Coaching and mentoring approaches to support team members to share knowledge and skills

Required skills:

- Read and interpret local and international transport schedules, regulatory requirements, customer instructions, and workplace procedures and manuals
- Identify and solve problems that may arise during the planning and management of export logistics
- Provide leadership to others
- Plan and organise logistics operations
- Select and apply appropriate application of technology, information and communication systems and procedures
- Complete documentation related to work activities
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Develop and document contingency plans as part of the planning process
- Modify activities depending on differing operational contingencies, risk situations and environments

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

Environments and situations that may affect performance.

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- customers and agents

Documentation and records may include:
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to ADG code
- quality assurance procedures
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- Australian Marine Orders and the International Maritime Dangerous Goods Code
- Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- transport licence/permit requirements
- export/import/quarantine/bond requirements
- Marine/Aviation Orders
- equal opportunity, equal employment opportunity and affirmative action
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field P - Administration and Finance
TLIP4028A Administer international trading accounts

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to administer international trading accounts, including calculating ratings on international movement of goods, negotiating and confirming financial terms of trade with customer, monitoring and addressing market changes in international freight forwarding, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight.

Work is performed under general supervision. It involves the application of established workplace procedures to administer international trading accounts.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Calculate ratings on international movement of goods</td>
<td>1.1 Ratings are calculated for the international movement of goods based on the type of transport mode(s), including single or multi-modal and the type and shipping requirements for goods 1.2 Over-ride discounts and rebates for shipments are identified 1.3 International currency rates and exchange regulations are confirmed 1.4 Consolidated rate schedule is established 1.5 Cost of routing schedule is established using consolidated rate schedule</td>
</tr>
<tr>
<td>2 Negotiate and confirm financial terms of trade with customer</td>
<td>2.1 Credit rating for customer is established in accordance with workplace procedures 2.2 Terms of trade, method of payment and currency arrangements are negotiated and confirmed with customer in accordance with workplace procedures and code of practice requirements 2.3 Payment terms with banks and suppliers are negotiated and confirmed in accordance with workplace procedures 2.4 Insurance requirements for security of payment and security of goods in transit are assessed and confirmed with customer and agents</td>
</tr>
<tr>
<td>3 Monitor and address market changes in international freight forwarding</td>
<td>3.1 Changes in international markets are constantly monitored in accordance with workplace procedures 3.2 Alternative strategies and processes for forwarding goods are generated and confirmed with customers and agents where required 3.3 Analyses of future freight forward projections and market trends are undertaken for customers as requested</td>
</tr>
<tr>
<td>4 Complete documentation</td>
<td>4.1 Accounts with banks, customers, suppliers, agents and the like are maintained in accordance with workplace procedures and current legislation 4.2 Trading accounts in relation to the identified performance measures are regularly monitored and reviewed 4.3 Documentation is completed and secured in accordance with workplace requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant agreements, codes of practice and legislative requirements including international trade and freight regulations
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the administration of international trading accounts
- Contacts and sources of information and documentation needed when carrying out the administration of international trading accounts
- Customer service policies and procedures
- Documentation requirements of international and domestic banks, governments, clients, suppliers and agents
- Aspects of contract law relevant to the administration of international trading accounts
- Payment terms and procedures for method of international payments
- Operational procedures for document control
- International legislation regarding carriage of goods
- Banking procedures and exchange rates
- Typical problems that can occur when administering international trading accounts and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when administering international trading accounts
- Negotiate contract requirements and issues related to international trading accounts
- Read and interpret instructions, procedures, information and labels relevant to the administration of international trading accounts
- Prioritise work and coordinate self in relation to others
- Complete documentation related to the administration of international trading accounts
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when administering international trading accounts
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when administering international trading accounts in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when administering international trading accounts
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Select and use relevant computerised systems and equipment for calculations and document generation
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work activities may cover:
- trading accounts related to the international movement of freight and may be conducted by day or night

Customers may be:
- internal or external

Requirements for work may include:
- site restrictions and procedures
- communications equipment
- international markets
- authorities and permits
- international codes of practice
- international financial control and exchange regulations

Methods of payment may include:
- open accounts
- cash against documents
- factoring
- consignments
- bills of exchange
- letters of credit

Currency arrangements may include:
- foreign bank accounts
- forward rates
- spot rates
- dollar rates

Changes in international markets may include:
- foreign bank accounts
- fluctuations in exchange rates
- changes to government regulations
- pricing variations by customers and shipping lines
- transit delays and strikes
RANGE STATEMENT

Forms of freight transport may include:
- road
- rail
- sea
- air
- multi-modal

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities
- shipping lines
- banking institutions
- other agencies
- management and union representatives
- OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established procedures

Documentation/records may include:
- operations manuals, job specifications and procedures and induction documentation
- trading documentation, including trading accounts, consignment notes, bills of exchange, letters of credit
- financial and trading records
- workplace operating procedures and policies
- manufacturers/client specifications, instructions and labelling advice including material safety data sheets
- competency standards and training materials
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- OH&S procedures
- quality assurance procedures
- emergency procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- international transport regulations, codes and procedures
- relevant regulations for the import and export of cargo
- regulations and codes of practice for international trading accounts and the import and export of cargo
- Australian and international standards and certification requirements
- dangerous goods and hazardous substances codes and regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP4031A Maintain customer credit accounts and services

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to maintain customer credit accounts and services in accordance with workplace requirements, including establishing and maintaining customer credit accounts and services, and maintaining a customer information system. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of customer credit accounts and services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of customer credit accounts and services as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Establish and maintain customer credit accounts and services | 1.1 Lines of credit and other credit facilities are established and communicated to customers  
1.2 Payment schedules by customers are monitored  
1.3 Debtors are regularly identified and listed to initiate follow-up action  
1.4 Debt recovery procedures are initiated and if unsuccessful approval is sought to write off bad debts |
| 2 Maintain customer information system | 2.1 Status of credit accounts is conveyed to customers on a regular basis.  
2.2 Statistical returns displaying actual against anticipated performance are prepared  
2.3 Database information regarding products and services sales on credit is maintained  
2.4 Customer queries are dealt with promptly and courteously  
2.5 Security of database and data integrity is maintained |

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the maintenance of customer credit accounts and services
- Focus of operation of work systems, equipment, management and site operating systems for the maintenance of customer credit accounts and services
- Problems that may occur when maintaining customer credit accounts and services and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of credit services, including: credit services offered by the workplace, credit account systems, credit ratings and limits and credit approval policies and procedures
- Documentation requirements for the maintenance of customer credit accounts and services
- Instruments of payment including letters of credit, cheques, promissory notes, bank drafts, etc.
Required skills:

- Communicate, negotiate and liaise effectively with others when maintaining customer credit accounts and services
- Read and interpret instructions, procedures and information relevant to the maintenance of customer credit accounts and services
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the maintenance of customer credit accounts and services
- Work collaboratively with others when maintaining customer credit accounts and services
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when maintaining customer credit accounts and services in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer and communication/office equipment
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Customers include:

- all other rail and freight authorities
- private businesses
- government bodies
- members of the public as well as internal customers

Equipment used may include:

- computer
- intercom system
RANGE STATEMENT

- facsimile machine
- calculator
- telephone
- answering machine
- photocopier

Consultative processes may involve:
- other employees and supervisors
- current and potential customers
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- codes of practice and regulations concerning the operation of credit accounts and services
- customer requests and works orders
- workplace procedures and policies including accounting procedures, credit approval procedures, office organisation procedures, record keeping, credit limits, and levels of credit authority
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- documentation and forms used for credit services
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial
RANGE STATEMENT

- arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for the provision of credit services
- privacy legislation
- conditions of credit extension policies and related government legislation
- audit and financial legislation
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field: P - Administration and Finance
TLIP4038A Monitor a supply chain operation

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to monitor the functions of an established supply chain. It includes applying knowledge of the relevant principles to the relationships and functions within a supply chain. This may include logistics, supply, demand, transport, and the flow of data. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

Work involves the responsibility for the monitoring of supply chain operations. Individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine supply chain functions | 1.1 Functions and objectives of the supply chain operations are confirmed  
1.2 Methodology for measuring the supply chain functions is ascertained  
1.3 Scope of management responsibilities and processes within the supply chain are defined  
1.4 The relationship between suppliers, the supply chain and customers is identified  
1.5 Own level of responsibility and authority within supply chain operations is determined, in accordance with organisational policies and procedures |
| 2 Monitor the supply chain | 2.1 Communication with partners and suppliers is monitored according to the supply chain operations and organisational processes  
2.2 Demand at each level of the supply chain operations is identified, within own scope of responsibility  
2.3 Sales and payments are tracked according to the supply chain operations, relevant legislation and organisational policies and procedures  
2.4 Inconsistencies or discrepancies are reported according to organisational polices and procedures |
| 3 Monitor security of the supply chain | 3.1 Potential threats to the supply chain are analysed  
3.2 Security issues and remedies are identified as they apply to the supply chain  
3.3 Implementation of the supply chain is monitored and security issues are addressed as required according to organisational policies and procedures |
| 4 Contribute to sale forecasting in relation to warehousing, distributions and the supply chain operations | 4.1 Sales forecasting and control processes are determined  
4.2 The relationship and impact between the customer, the market and the sales forecast is analysed  
4.3 The process of sales forecasting and its impact on the supply chain, warehousing and distribution, is evaluated  
4.4 Financial implications of effective sales forecasting is determined  
4.5 A sales forecast is performed to identify the impact on the supply chain, and warehousing and distribution operation |
| 5 Make recommendations to improve supply chain effectiveness | 5.1 The impact of management tools and reporting lines in relation to the supply chain process is analysed  
5.2 Quality measures are applied to the supply chain operations  
5.3 Recommendations are made regarding any potential |
ELEMENT

PERFORMANCE CRITERIA

improvements to the supply chain operations according to organisational policies and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory legislation, regulatory requirements, and codes of practice/or guidelines as they relate to the level and type of supply chain operations
- Relevant OH&S and environmental procedures and guidelines
- Organisational policies and procedures, including those pertaining to compliant monitoring of the supply chain operations
- Application of the organisation's quality system, to enable effective analysis of the supply chain operations
- Software systems commonly used in the transport and logistics industry, to enable the operation of efficient and accurate supply chain processes

Required skills:

- Communicate effectively with others, including partners and suppliers, when monitoring supply chain operations
- Read and interpret relevant work requirements, policies, procedures and other information relevant to monitoring supply chain operations
- Complete documentation related to monitoring supply chain operations
- Use numeracy skills to monitor sales and payments
- Work collaboratively with others, and adapt appropriately to cultural differences in the workplace
- Promptly report and/or rectify any identified problems that may occur when monitoring supply chain operations in accordance with applicable regulatory requirements and workplace procedures
- Monitor and anticipate operational problems, hazards and risks, and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Monitor work activities in terms of planned schedule
- Interpret and apply relevant regulations and instructions
- Adapt own competence in response to any changes in activities when monitoring supply chain operations
Required skills:

- Identify and correctly use equipment required when monitoring supply chain operations

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Supply chain operations may include:
- inventory models
- inventory - purposes/costs
- logistics
- component suppliers (including first and second tier)
- manufacturers
- wholesalers
- third party service providers
- retailers
- customers
- recyclers
- freight
- distribution
- cash flow

Organisational policies and procedures may include:
- OH&S
- environmental sustainability
- reporting
- business relationships
- quality systems
- security procedures
- communication protocols
- despatch processes
- lot sizing and costs
- control strategies
- categorisation and control inventory

Relevant legislation may include:
- relevant OH&S legislation
- environmental protection legislation
- Trade Practices Act
- Sales of Goods Act

Quality measures may include:
- relevant Australian Standards, criteria and certification requirements
- variation analysis
- customer service and satisfaction
- benchmarking SCOR
- lean
- agile
- TQM
RANGE STATEMENT

Sales forecasting may include:

- globalisation
- world economy
- human/physical resource planning
- prediction/projection of sales
- customer needs/demands

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP4039A Monitor transport operations

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to monitor transport operations and identify and report issues and possible improvements. It requires knowledge of transport strategies and methods for local, national and international contexts and regulatory requirements and organisational requirements. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

Work involves the responsibility for the monitoring of transport operations. Individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine transport requirements | 1.1 Organisational transport operations arrangements are accessed  
1.2 Benefits and limitations of the organisations transportation modes are identified  
1.3 The extent of in-house and outsourced transportation methods are confirmed  
1.4 Cost benefits and customer service level between in-house and outsourced transportation methods are evaluated  
1.5 Applicable legislative requirements are identified |
| 2 Monitor unit loads and load building | 2.1 Advantages and limitations of the available transport equipment and unit loads are determined  
2.2 Transport mode options are analysed to determine organisational load application, efficiency and effectiveness  
2.3 Unit loads and load building are monitored for compliance with legislative requirements and organisational policies and procedures  
2.4 Issues or non-compliant practices are reported, according to organisational policies and procedures |
| 3 Examine transport security requirements | 3.1 Transport security risks are identified  
3.2 Security contingencies are determined for use within the transport sector  
3.3 Security breaches are reported and recommendations are made regarding security improvements, in accordance with organisational policies and procedures |
| 4 Analyse transport costing | 4.1 Statistical operational data is identified, to measure transport effectiveness  
4.2 Organisations data capturing procedure is used in the management of transport, route planning and load building  
4.3 Transport cost is analysed according to the organisational cost considerations  
4.4 Transport performance effectiveness is measured  
4.5 Transport cost elements, pricing and operating costs are evaluated, and recommendations are made regarding cost efficiencies where possible  
4.6 Findings are reported according to organisational policies and procedures |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory legislation, regulatory requirements, and codes of practice/or guidelines as they relate to the level and type of transport operations
- Relevant OH&S and environmental procedures and guidelines
- Organisational policies and procedures, including those pertaining to effective monitoring and reporting of transport operations
- Principles of load building, to enable effective and efficient movement of load
- Software applications commonly used to assist in transport, route planning and load building to maximise cost efficiency

Required skills:

- Communicate effectively with others when monitoring transport operations
- Report security breaches
- Convey non-compliance issues
- Advise recommendations regarding possible improvements to transport operations
- Read and interpret relevant work requirements, policies, procedures and other information relevant to monitoring transport operations
- Complete documentation and provide reports related to monitoring transport operations
- Use numeracy skills to analyse transport cost elements, pricing and operating costs
- Work collaboratively with others, and adapt appropriately to cultural differences in the workplace
- Promptly report and/or rectify any identified problems that may occur when monitoring transport operations in accordance with applicable regulatory requirements and workplace procedures
- Monitor and anticipate operational problems, hazards and risks, including security breaches, and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Monitor work activities in terms of planned schedule
- Interpret and apply relevant regulations and instructions
- Adapt own competence in response to any changes in activities when monitoring transport operations
- Identify and correctly use equipment required when monitoring transport operations
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Transport operations may include:
- transport modes:
  - road/rail/air/sea
  - national/international
- transportation methods and strategies:
  - combination
  - full loads
  - partials
- transport systems and infrastructure:
  - hub
  - spoke
  - intermodal
  - ports

Applicable legislation and regulations may include:
- licensing
- OH&S
- environmental sustainability
- load limitations
- permits
- transport configuration
- dangerous goods and hazardous substances
- fatigue management

Load applications may include:
- handling requirements
- quantities
- hazard management
- safe working load limit (SWL) or (SWLL)

Organisational policies and procedures may include:
- OH&S
- environmental sustainability
- documentation requirements
- security procedures
- reporting procedures
- business operations/objectives and targets
- customer service standards

Transport security risks may include:
- spillage/leakage
- timing of transportation
- storage/handling requirements
- public safety
- accident prevention
- pilferage
- robbery
- breakdowns
RANGE STATEMENT

Cost considerations may include:
- transport mode
- demurrage
- timing
- staff costs
- client/customer demand
- transport volumes and throughputs
- fuel costs

Transport performance effectiveness may include:
- fuel measures
- fuel consumption
- driver training
- carbon emission
- maintenance cost
- maintenance measure
- fatigue management

Data capturing may include:
- standard operating procedures (SOP)
- software
- global positioning system (GPS)

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP4040A Monitor warehouse operations

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to monitor warehouse operations and identify and report issues and possible improvements. It requires knowledge of different types of warehouses and their functions and organisational requirements. This includes the use of warehouse equipment, inventory and stock control processes, information technology and communication systems, warehouse security arrangements and the application of engineered standards. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

Work involves the responsibility for the monitoring of warehouse operations. Individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 <strong>Determine warehouse operational requirements</strong></td>
<td>1.1 Standard operating procedures for warehouse operations are accessed&lt;br&gt;1.2 Own areas of responsibility and reporting lines for issues outside own scope of authority are determined&lt;br&gt;1.3 Applicable legislative requirements are identified</td>
</tr>
<tr>
<td>2 <strong>Identify the different types of warehouses</strong></td>
<td>2.1 Different types of warehouses and their functions are analysed&lt;br&gt;2.2 The range of products/goods stored within various types of warehouses is identified&lt;br&gt;2.3 Storage plan for a range of inventory is developed, in accordance with enterprise procedures (including materials handling equipment) and legislative requirements</td>
</tr>
<tr>
<td>3 <strong>Identify functions of warehouse operations</strong></td>
<td>3.1 Warehouse operations of receiving, order picking and packing, despatch, stocktaking and replenishment are confirmed&lt;br&gt;3.2 Different types of documentation required for warehouse operations are used and interpreted&lt;br&gt;3.3 Flow of goods through the warehouse from the receiving area to despatch is identified&lt;br&gt;3.4 Characteristics of goods which may have an impact on storage/handling methods and requirements are investigated</td>
</tr>
<tr>
<td>4 <strong>Use warehouse equipment</strong></td>
<td>4.1 Purpose and types of materials handling equipment commonly used in warehouses are confirmed&lt;br&gt;4.2 Storage systems commonly used in warehouses, and their functions, are identified&lt;br&gt;4.3 Correct use and load capacity of storage systems are determined, according to manufacturers specifications and organisational policies and procedures&lt;br&gt;4.4 Manually operated materials handling equipment is used correctly, and according to legislative and regulatory requirements and organisational policies and procedures</td>
</tr>
<tr>
<td>5 <strong>Use a range of information technologies employed in a warehouse</strong></td>
<td>5.1 Information technological systems used in the warehouse operations are identified&lt;br&gt;5.2 Use and impact of data capturing systems used within warehouse operations is analysed&lt;br&gt;5.3 Data capturing devices are used to record inventory in a warehouse operation&lt;br&gt;5.4 The impact of information technology and communication systems used in the warehouse is identified&lt;br&gt;5.5 Communication system is used to monitor goods and products in a warehouse operation&lt;br&gt;5.6 Warehouse management systems are used to monitor the flow</td>
</tr>
</tbody>
</table>
ELEMENT: Participate in inventory/stock control procedures

PERFORMANCE CRITERIA: of inventory in warehouse operations

6.1 Inventory and stock control principles are identified
6.2 Methods and processes are utilised for determining stock, replenishment and reordering levels
6.3 A range of reordering methods are implemented
6.4 Factors that impact on reordering and stock control levels are identified
6.5 Inventory count of a stock item is performed, the need for replenishment is determined and a stock item is reordered if required

ELEMENT: Apply engineered standards to warehouse operations

7.1 The general principle of engineered standards is identified
7.2 The main measurements and collection methods required to support engineered standards are used
7.3 Application of engineered standards to various warehousing tasks is determined

ELEMENT: Report on warehouse security

8.1 Warehouse security arrangements are complied with
8.2 Security objectives are determined
8.3 Internal and external security threats and exposures as they relate to warehouses are evaluated
8.4 Measures to improve security arrangements are reported

Required Skills and Knowledge

REQUIREd KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory legislation, regulatory requirements, and codes of practice/or guidelines as they relate to the level and type of warehouse operations, including inventory storage
- Relevant OH&S and environmental procedures and guidelines
- Organisational policies and procedures, including those pertaining to effective monitoring and reporting of warehouse operations
- Principles of operation and functions of inventory systems
- Different types of inventory systems and stock management approaches applicable to a range of warehouse styles and sizes to enable the control of stock
- Workplace processes for records management and the production of inventory reports
REQUIRED KNOWLEDGE AND SKILLS

- Computer records/documentation requirements for stock control, including forms, checklists and inventory reports applicable to the workplace
- Housekeeping standards procedures required in the workplace
- Range of different warehouse structures/types and applications/functions of warehouse to enable the storage of a range of products and goods
- Role and impact of information technology, including record systems, in warehouse operations
- Impact of engineered standards on warehouse operations
- Warehouse security processes to enable identifying and reporting measures to improve security in the workplace
- Software applications commonly used in warehouse operations

Required skills:

- Communicate effectively with others when monitoring warehouse operations
- Report and record non-compliance issues
- Advise recommendations regarding possible improvements to warehouse operations, including measures to improve security arrangements
- Read and interpret relevant work requirements, policies, procedures and other information relevant to monitoring warehouse operations
- Complete documentation and provide reports related to monitoring warehouse operations
- Use numeracy skills relevant to warehouse operations, including inventory and stock control
- Work collaboratively with others, and adapt appropriately to cultural differences in the workplace
- Promptly report and/or rectify any identified problems that may occur when monitoring warehouse operations in accordance with applicable regulatory requirements and workplace procedures
- Monitor and anticipate operational problems, hazards and risks, including security breaches, and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Monitor work activities in terms of planned schedule
- Interpret and apply relevant regulations and instructions
- Adapt own competence in response to any changes in activities when monitoring warehouse operations
- Correctly and safely operate relevant equipment, including use of manually operated materials handling equipment, when monitoring warehouse operations
- Use appropriate technology, including software and communication systems, to enable the monitoring of goods and products in the workplace
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Applicable legislation and regulations may include:
- licensing
- OH&S
- environmental sustainability
- permits
- dangerous goods and hazardous substances storage and identification

Types of warehouses and their functions may include:
- size and height
- capital outlays/cost
- facility layout and support systems
- temperature controlled
- cold storage
- process layouts for various products
- bulk
- distribution centres
- high security
- automated
- manual
- private
- leased

Warehouse management systems may include:
- IRSPS Inventory, receiving, storing, picking and shipping
- warehouse inventory tracking solution
- Radio Frequency IDentification (RFID) and bar code
- forklift truck mounted devices with bar code readers
- Inventory Controller

Materials handling equipment may include:
- forklifts
- high rise stackers
- mobile/fixed
- conveyors
- cranes/mobile hoists
- manually operated equipment
- wrappers - sheet, shrink or tape

Organisational policies and procedures may include:
- OH&S
- environmental sustainability
- standard operating procedures (SOP)
- safe work procedures (SWP)
- documentation requirements
- security procedures
- reporting procedures
- business operations/objectives and targets
- service standards
RANGE STATEMENT

Receiving, order picking and packing, despatch, stocktaking and replenishment may include:

- automated/semi-automated
- order picking/despatch processes
- conveyor belts
- inventory systems
- coding systems, including batch/bar codes/RFID
- technology, robotics, computers
- human/machine systems
- manual labour
- integrated systems - inventory
- management information systems
- bar coding/RFID readers
- cross docking
- temperature and humidity
- controlled environments

Inventory and stock control may include:

- data management - inventory control
- materials handling
- product recognition/scanning
- stocktaking
- transporting systems
- computer controlled vehicles
- order sorting storage systems

Products/goods may include:

- small parts
- perishable goods
- overseas export
- dangerous goods and hazardous substances
- refrigerated products
- temperature controlled stock
- fragile goods
- toxicity
- flammability
- form(shape)
- weight
- size

Engineered standards may include:

- definitions
- origins
- synthesis from data
- advantages/limitations
- ergonomic issues
- time measurement units
RANGE STATEMENT

Warehouse security may include:
- risk analysis
- type, location, quantity of stock
- pilferage
- surveillance systems/processes
- accident prevention
- signage e.g. Hazchem

Security threats may include:
- specific commodity vulnerabilities
- special handling and safe storage
- pilferage
- break and entry
- contraband
- illegal import/export activity

Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP5004A Develop a transport and logistics business plan

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to develop a business plan for an organisation or a discrete business unit in the transport and logistics industry in accordance with relevant regulatory requirements and workplace procedures. This includes conducting a situational and market analysis, analysing the organisational environment, developing appropriate strategies, and implementing and evaluating the resulting business plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Business activities must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Conduct a situational and market analysis | 1.1 The transport and logistics business's principal services, markets, products and the factors that distinguish the business and contribute to its success are identified  
1.2 The transport and logistics business/operating environment is defined and reviewed using information from staff members, customer feedback and external sources  
1.3 Qualitative and quantitative market analysis data is documented  
1.4 Target markets and relevant regulatory requirements are identified  
1.5 Impact of transport and logistics business on market is recorded and projected change in market and/or services during the life of the plan is projected  
1.6 Competitors, customer perceptions and market share of existing competitors operating in the transport and logistics industry are identified  
1.7 Proposed business focus on specific target markets, pricing, sales and appeals are defined  
1.8 Potential profitable opportunities are identified and documented |
| 2 Analyse organisational environment | 2.1 Current transport and logistics business operations, practices, work flow, equipment and facilities are analysed  
2.2 Capability of the organisation in terms of technology, research, development and tools is outlined  
2.3 Current resources and any resources that may be accessed to meet identified opportunities for business operations are evaluated  
2.4 Developments in technologies predicted within the lifetime of the business plan are evaluated and analysed  
2.5 Capability of the organisation in terms of staff, equipment, facilities, operational systems and financial status are assessed for strengths and weaknesses  
2.6 Costs of making operational adjustments in relation to existing and new business to influence improved profitability and positioning are reviewed  
2.7 Premises for decisions are documented, potential circumstances which may alter the environment are identified and contingency provisions are made |
| 3 Develop strategies | 3.1 Benchmark goals are documented and checked for realism in terms of internal and external environmental factors  
3.2 Decisions and adjustments regarding resource allocation to various products and services are made, based on external and internal analyses |
ELEMENT | PERFORMANCE CRITERIA
---|---
3.3 Organisational adjustments are documented and implementation strategies are established
3.4 Projections of profit and loss or income statements per quarter until break-even point are constructed for the whole organisation and each cost centre
3.5 A finalised business plan including performance indicators is prepared in accordance with enterprise requirements and circulated to stakeholders
3.6 Questions and feedback from stakeholders are responded to promptly and, where appropriate, incorporated into the plan

4 Implement and evaluate business plan
4.1 Implementation plans for the management of workplaces, staff, business operation and operational systems are monitored and, where required, adjustments to the plans are made
4.2 Current and future marketing strategies and any areas of specialisation are detailed and implemented
4.3 Performance of the organisation in relation to the identified performance indicators are regularly monitored and reviewed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations, codes of practice and legislative requirements relevant to business operations
- Relevant OH&S and environmental protection procedures and regulations
- Workplace processes for the development of a transport and logistics business plan
- Problems that may occur during the development of a transport and logistics business plan, and action that can be taken to report or resolve the problems
- Hazards that may exist in the operation of a transport and logistics business, and ways of controlling the risks involved
- Focus of operation of competitor and internal business systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control
- Market and other external environmental factors including the regulatory environment
- Organisational strengths and weaknesses including the competencies of individuals in the team/group
REQUIRED KNOWLEDGE AND SKILLS

- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team or group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when developing a transport and logistics business plan
- Read and interpret business and market data, regulatory requirements and other planning information relevant to the development of a transport and logistics business plan
- Prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to work activities and the development of a transport and logistics business plan
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when developing a transport and logistics business plan
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the development of a transport and logistics business plan in accordance with workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise business systems and activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE

guidelines for this Training Package.

Critical aspects for assessment
and evidence required to
demonstrate competency in this
unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources
for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Work may be undertaken:</th>
<th>• in various work environments in the warehousing, storage, transport, and logistics industries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers may be:</td>
<td>• internal or external</td>
</tr>
</tbody>
</table>
| Transport and logistics operations may be conducted: | • by day or night  
• in all weather conditions |
| The workplace environment may involve: | • twenty-four hour operation  
• single and multi-site locations  
• large, medium and small workplaces |
| Business systems may include: | • transport and logistics policies, protocols and procedures  
• communications systems  
• scope of workplace operations  
• authorities and permits  
• hours of operation  
• relevant regulations |
| The transport and logistics business plan may be: | • developed for a whole organisation or a business unit within an organisation |
| Products may be: | • goods and/or services |
| Consultative processes may involve: | • employees, supervisors and managers  
• suppliers and current or potential clients  
• relevant authorities, government departments and institutions  
• representatives of other enterprises and organisations  
• industrial relations and OH&S specialists  
• other professional or technical staff |
| Communications systems may involve: | • fixed and mobile telephone  
• radio  
• fax  
• email  
• electronic data transfer of information  
• mail and internal memo  
• RF systems |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | • company procedures  
• enterprise procedures  
• organisational procedures  
• established procedures |
| Documentation/records may include: | • Australian and international codes of practice and regulations relevant to business operations  
• Australian and international regulations and codes of |
RANGE STATEMENT

practice for the handling, storage, transfer and transport of dangerous goods and hazardous substances, including the ADG and IDG Code

- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- safe working limits (SWL) and working load limits (WLL) of transport options
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- regulations and codes of practice relevant to business operations
- Australian and international regulations and codes of practice for the handling, storage, transport and transfer of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air Regulations
  - Australian and International Explosives Codes
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant licence or permit requirements and associated regulations
- patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field P - Administration and Finance
TLIP5006A Establish international distribution networks

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to establish international distribution networks in accordance with workplace procedures. This includes sourcing potential networks, establishing potential service providers' profiles, and contracting suitable service providers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Source potential networks</td>
<td>1.1 Current and required future enterprise distribution networks are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Potential agents, capable of servicing current or potential operations, are identified</td>
</tr>
<tr>
<td></td>
<td>1.3 Initial contact is undertaken with potential service providers</td>
</tr>
<tr>
<td></td>
<td>1.4 Information is sourced from potential service agents regarding their capacity, capability and viability to meet identified operations</td>
</tr>
<tr>
<td>2 Establish potential service provider's profile</td>
<td>2.1 Distributor's contact details, scope of operation(s) and cost and service standards are evaluated and documented</td>
</tr>
<tr>
<td></td>
<td>2.2 An assessment of the service provider's technostructures and infrastructures is undertaken, including the compatibility of the system(s) to own operations</td>
</tr>
<tr>
<td></td>
<td>2.3 Service provider's current credit ratings are established in accordance with enterprise procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Security procedures for potential service providers are established in accordance with workplace requirements</td>
</tr>
<tr>
<td>3 Contract service providers</td>
<td>3.1 Terms of operation and performance standards are negotiated with selected service providers</td>
</tr>
<tr>
<td></td>
<td>3.2 Contracts are completed with selected service provider(s) within scope of authority</td>
</tr>
<tr>
<td></td>
<td>3.3 The performance of service providers is monitored against identified targets within the contract</td>
</tr>
<tr>
<td></td>
<td>3.4 Variances to contracts are renegotiated in accordance with statutory requirements and changes within the international and local trading environments</td>
</tr>
<tr>
<td></td>
<td>3.5 Contracts and ancillary documentation are stored in accordance with enterprise and regulatory requirements</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Australian and international regulations, codes of practice and legislative requirements relevant to the establishment and maintenance of international distribution networks
REQUIRED KNOWLEDGE AND SKILLS

- Australian Dangerous Goods Code and relevant Australian and international regulations and standards applicable to transport and distribution of dangerous goods and hazardous substances
- Relevant OH&S and environmental protection procedures and regulations
- Workplace policies and processes for the establishment of an international distribution network
- Problems that may occur during the establishment of an international distribution network and action that can be taken to report or resolve the problems
- Hazards and risks that may arise during the establishment of an international distribution network and ways of controlling the risks involved
- Focus of operation of distribution systems, resources, management and workplace operating systems
- Applicable contract law
- Relevant aspects of international and domestic trade operations
- Operational procedures for document control
- International legislation regarding carriage of goods
- Banking procedures and exchange rates
- Quality and customer service standards, policies and procedures
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity

Required skills:

- Communicate and negotiate effectively with others when establishing an international distribution network
- Resolve issues and conflicts
- Read and interpret contracts, distribution specifications, regulatory requirements and customer instructions relevant to the establishment of an international distribution network
- Prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to the establishment of an international distribution network
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when establishing an international distribution network
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the establishment of an international distribution network in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
Required skills:

during work activities

- Plan and organise international distribution systems and projects
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Assess logistics functions
- Negotiate and monitor contracts
- Select and apply appropriate computing and communications technology, information systems and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment,
EVIDENCE GUIDE

and

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:

- in various work environments in the warehousing, storage, transport and distribution industries

Customers may be:

- internal or external

Operations may be conducted:

- by day or night
- in all weather conditions

The workplace environment may involve:

- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

Requirements for work may include:

- limits of authority in relation to determination of contracts
- international codes of practice
- communications equipment
- international financial control and exchange regulations
- international markets
- authorities and permits

Consultative processes may involve:

- service providers
- other employees and supervisors
- financial and government institutions
- suppliers, potential customers and existing clients
RANGE STATEMENT

Service providers will be:
- management and union representatives
- freight forwarding agencies and specialists
- custom brokers
- other professional or technical staff
- from a range of organisations and countries, and will differ significantly in their capability and capacity to undertake freight forwarding operations. Assessment should confirm the applicability of new providers to provide a quality, cost competitive service within agreed service parameters

Communications systems may involve:
- fixed or mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memos
- RF systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- Australian and international codes of practice and regulations relevant to the international distribution of goods and freight
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies
- contract documents
- insurance documentation
- operations manuals, job specifications and procedures and induction documentation
- manufacturers/suppliers specifications, instructions and labelling advice, including material safety data sheets
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport and distribution options
- client instructions
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- customer service and quality assurance standards and
RANGE STATEMENT

Applicable procedures and codes may include:

- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- regulations and codes of practice for the international transfer of freight
- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and international insurance regulations and legislation
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP5007A Contribute to the development of a workplace learning environment

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to contribute to the development of a workplace learning environment in accordance with workplace procedures. This includes creating learning opportunities, facilitating and promoting learning, and monitoring and improving learning effectiveness. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Create learning opportunities | 1.1 Workplace environments which facilitate learning are developed and supported  
1.2 Learning plans are developed as an integral part of individual/team performance plans  
1.3 Learning plans reflect the diversity of needs and learning opportunities of individual employees and the enterprise  
1.4 Individual/team access to, and participation in, learning opportunities is facilitated including both formal and informal learning opportunities  
1.5 Negotiation with training and development specialists results in the planning and provision of learning which enhances the operation of the workplace

2 Facilitate and promote learning | 2.1 Workplace activities are used as opportunities for learning  
2.2 Coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes  
2.3 The benefits of learning are shared with others in the team/workplace  
2.4 Workplace achievement is recognised by timely and appropriate recognition, feedback and rewards

3 Monitor and improve learning effectiveness | 3.1 Feedback from individuals/teams is used to identify and introduce improvements in future learning arrangements  
3.2 Adjustments negotiated with training and development specialists result in improvements to the efficiency and effectiveness of learning  
3.3 Records and reports of competency are documented and maintained within the workplace systems and procedures

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulations, codes of practice and legislative requirements  
- Relevant OH&S and environmental protection procedures and regulations  
- Workplace policies and processes for the development of a workplace learning environment  
- Problems that may occur during the development of a workplace learning environment and
REQUIRED KNOWLEDGE AND SKILLS

- action that can be taken to report or resolve the problems
- Business policies and plans including training and assessment
- Focus of operation of work systems, resources, management and workplace operating systems
- The application of current competencies within functional activity
- Application of relevant assessment guidelines and endorsed competency standards appropriate for the workplace
- Resource availability including the competencies of individuals in the team/group
- Quality and customer service standards, policies and procedures
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when developing a workplace learning environment
- Read and interpret competency standards, job specifications, training and assessment instructions and materials relevant to the development of a workplace learning environment
- Prioritise work and coordinate self and others in relation to workplace learning opportunities and activities
- Complete documentation related to developing a workplace learning environment
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when developing a workplace learning environment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the development of a workplace learning environment in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise learning opportunities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply relevant assessment guidelines and endorsed competency standards appropriate for the workplace
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, learning and assessment resources, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Learning activities may be:
- provided in various work environments in the warehousing, storage, transport and distribution industries
- workplace structures support workplace learning

This unit operates in an environment where:
- internal or external

Customers may be:
- by day or night

Operations may be conducted:
- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

The workplace environment may involve:
- both internal and external competency-based learning opportunities
- structured and non-structured learning opportunities
- workplace on-the-job coaching and mentoring
- opportunities for the recognition of skills and knowledge gained through previous learning and experience

Workplace learning environment may involve:
- employees, supervisors and managers
- training providers and assessors
- relevant authorities, government departments and institutions
- industrial relations and OH&S specialists
- other professional or technical staff

Consultative and learning processes may involve:
- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Communications systems may involve:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- codes of practice and regulations relevant to workplace operations
- workplace procedures and policies for creation of a...
RANGE STATEMENT

- workplace learning environment
- training manuals, job specifications and procedures and induction documentation
- relevant competency standards and assessment materials
- training materials and learning resources
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- regulations and codes of practice relevant to workplace operations
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- regulations applicable to competency based training and assessment carried out within the Australian Quality Training Framework
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP5008A Manage a transport and logistics business unit

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to manage a transport and logistics business unit in accordance with relevant regulatory requirements and workplace procedures. This includes identifying the market for the business unit, setting transport and logistics business unit objectives, collecting information for business planning operations, establishing the resources required to achieve objectives, and managing business unit performance to achieve the required outcomes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify market             | 1.1 Existing customers are identified and feedback gained regarding performance  
                                  | 1.2 Improvements are planned to increase service provision  
                                  | 1.3 Potential customers are identified and arrangements are made to target potential customers                                                                                                                                 |
| 2 Set transport and logistics business unit objectives | 2.1 Goals for the transport and logistics business are identified in accordance with enterprise business plan  
                                  | 2.2 Key performance indicators are defined and documented  
                                  | 2.3 A strategy to achieve transport and logistics business unit objectives in the short, medium and long term is prepared  
                                  | 2.4 Contingency plans are developed in the event that objectives need to be varied                                                                                                                                  |
| 3 Collect information for business planning operations | 3.1 Information on market competitors, potential opportunities and weaknesses of the business is collected, analysed and organised  
                                  | 3.2 Available resources are identified taking into account customer needs and the business objectives                                                                                                                  |
| 4 Establish resources to achieve objectives | 4.1 Financial flows are planned and scheduled  
                                  | 4.2 Information on-costs and resource utilisation is interpreted and budget requirements are identified  
                                  | 4.3 Staff and physical resource requirements are identified and costed to meet the business requirements  
                                  | 4.4 Job profiles are determined and resources are made available for training to meet business objectives  
                                  | 4.5 Transport and logistics business unit objectives and related policies and practices are explained to employees  
                                  | 4.6 Resource acquisition is managed to ensure business objectives are achieved                                                                                                                                 |
| 5 Manage business unit performance | 5.1 Systems and processes are established to assess progress in achieving profit/productivity plans and targets  
                                  | 5.2 Systems for resource acquisition and usage are established  
                                  | 5.3 Financial information is analysed and interpreted to monitor profit/productivity performance  
                                  | 5.4 Systems and processes are monitored to establish whether resources are being used as planned  
                                  | 5.5 Problems with resource usage are investigated and rectified  
                                  | 5.6 Effective action is taken to reduce costs and enhance value to customers and/or enterprise  
                                  | 5.7 Recommendations for variations to operational plans are negotiated and approved by any relevant parties                                                                                                          |
ELEMENT PERFORMANCE CRITERIA

5.8 Performance reports are generated in accordance with enterprise procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations, codes of practice and legislative requirements relevant to business unit activities
- Relevant OH&S and environmental procedures and regulations
- Workplace policies and processes for the management of a transport and logistics business unit
- Problems that may occur when managing a transport and logistics business unit, and action that can be taken to report or resolve the problems
- Hazards and risks that may arise during the management of a transport and logistics business unit, and ways of controlling the risks involved
- Business policies and priorities
- Market intelligence relevant to business operations
- Information on key competitors' operations, strengths and weaknesses
- Focus of operation of work systems, resources, management and workplace operating systems
- Quality and customer service standards, policies and procedures
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team and group
- The application of current competencies within functional activity

Required skills:

- Communicate effectively with others when managing a transport and logistics business unit
- Read and interpret operational data, regulatory requirements, market intelligence, finance, budgetary information and business policies relevant to the management of a transport and logistics business unit
- Prioritise work and coordinate self and others in relation to business activities
- Complete documentation related to the management of a transport and logistics business unit
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing a transport and logistics business unit
Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when managing a transport and logistics business unit in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when managing a transport and logistics business unit
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,
EVIDENCE GUIDE

and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The business unit may be:
- a complete small business enterprise
- a unit within a larger organisation, within the warehousing, storage, transport, and logistics industries

This unit requires the application of:
- system management processes to ensure business objectives are achieved

Customers may be:
- internal or external

Operations may be conducted:
- by day or night
- any weather conditions

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

Services, products, risks, work
- potentially vary in different sections of the workplace
RANGE STATEMENT

systems and requirements:

Consultative processes may involve:

- employees, supervisors and managers
- customers and suppliers
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations with an interest in the business activities of the unit/organisation
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- Australian codes of practice and regulations relevant to business unit operations
- business policies and operating procedures
- operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- regulations and codes of practice relevant to business unit operations
- relevant codes and regulations for the carriage and storage of hazardous substances and dangerous goods, where applicable
RANGE STATEMENT

- relevant Australian Standards and certification requirements
- relevant trade practices legislation
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field: P - Administration and Finance
TLIP5011A Develop and evaluate strategies for transport and logistics enterprises

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to develop and evaluate strategies for transport and logistics enterprises in accordance with relevant regulatory requirements and workplace procedures. This includes analysing the enterprises internal and external operating environment, developing strategies to maximise outcomes for the enterprise, implementing and evaluating strategies, and responding to changes within the transport and logistics environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work activities must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Analyse the enterprise's internal and external operating environment</td>
</tr>
<tr>
<td></td>
<td>1.1 The effectiveness of the enterprise's principal services, products and competitive advantages are identified and confirmed through market analysis</td>
</tr>
<tr>
<td></td>
<td>1.2 External factors, including legislative requirements, changes to technology, domestic and international market variability and political constraints impinging upon the operation of the enterprise are researched and analysed</td>
</tr>
<tr>
<td></td>
<td>1.3 Impending changes to internal operations or the external environment are determined</td>
</tr>
<tr>
<td></td>
<td>1.4 An analysis is undertaken of the enterprise's capacity to operate within the defined environment, outlining opportunities to improve market share and/or positioning</td>
</tr>
<tr>
<td></td>
<td>1.5 Recommendations for changes to workplace structure, systems, procedures, workforce composition, market orientation and the like are generated and documented in consideration of internal and external analysis and the enterprise's goals and values</td>
</tr>
<tr>
<td>2</td>
<td>Develop strategies to maximise outcomes for the enterprise</td>
</tr>
<tr>
<td></td>
<td>2.1 Recommendations for changes to the enterprise's operations are assessed for feasibility and for cost-benefit from both a short- and long-term perspective</td>
</tr>
<tr>
<td></td>
<td>2.2 Capability and capacity of the enterprise to facilitate changes within financial and time constraints are assessed and documented</td>
</tr>
<tr>
<td></td>
<td>2.3 Recommendations and supporting documentation are circulated for agreement to relevant personnel</td>
</tr>
<tr>
<td></td>
<td>2.4 Strategies to implement agreed recommendations are generated and documented</td>
</tr>
<tr>
<td></td>
<td>2.5 Support processes, including the allocation of human, physical and financial resources, the designation of timelines and the setting of the culture and climate of the enterprise, are undertaken</td>
</tr>
<tr>
<td>3</td>
<td>Implement and evaluate strategies</td>
</tr>
<tr>
<td></td>
<td>3.1 Performance benchmarks for measuring the effectiveness of the change strategies are implemented</td>
</tr>
<tr>
<td></td>
<td>3.2 Responsibilities for implementing the change strategies are clearly defined and allocated to designated personnel</td>
</tr>
<tr>
<td></td>
<td>3.3 Implementation processes are monitored and, where required, adjustments to the strategies are made</td>
</tr>
<tr>
<td></td>
<td>3.4 Performance of the enterprise in relation to the identified benchmarks is regularly monitored and reviewed and adjustments are made where required</td>
</tr>
<tr>
<td></td>
<td>3.5 Individuals/teams are kept informed of progress in the implementation of change</td>
</tr>
</tbody>
</table>
ELEMENT

4 Respond to changes within the transport and logistics environment

PERFORMANCE CRITERIA

4.1 The nature, extent and impact of any issues or changes upon the operations of the enterprise are identified

4.2 Relevant information is processed to establish priorities and responses for dealing with issues or changes

4.3 Strategies are generated/adjusted and controlled to meet changes in the transport and logistics environment

4.4 Liaison is initiated and maintained with organisations/individuals affected by changed operational practice

4.5 Actions undertaken are clearly documented and filed

Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations, codes of practice and legislative requirements relevant to workplace operations
- Relevant OH&S and environmental protection procedures and regulations
- Workplace processes for development and evaluation of strategies for an enterprise
- Problems that may occur during the development and evaluation of strategies for an enterprise, and action that can be taken to report or resolve the problems
- Hazards and risk that may exist when developing and evaluating strategies for an enterprise, and ways of controlling the risks involved
- Focus of operation of competitor and internal business systems, resources, management and workplace operating systems
- Current and future market initiatives including new technologies, products and processes
- Market and other external environmental factors including the regulatory environment
- Organisational strengths and weaknesses including the competencies of individuals in the team/group
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures
Required skills:

- Communicate effectively with others when developing and evaluating strategies for an enterprise
- Read and interpret business and market data, regulatory requirements and other planning information relevant to the development and evaluation of strategies for an enterprise
- Prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to the development and evaluation of strategies for an enterprise
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when developing and evaluating strategies for an enterprise
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when developing and evaluating strategies for an enterprise in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when developing and evaluating strategies for an enterprise
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise business systems and activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, information systems and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:

- in various work environments in the warehousing, storage, transport, and logistics industries

Customers may be:

- internal or external
RANGE STATEMENT

Transport and logistics operations may be conducted:
- by day or night
- in all weather conditions

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

Analysis of strategic directions for enterprise will entail:
- short- and long-term perspectives

Planning information may be generated from a wide range of sources, including:
- analysts
- authorities
- clients
- state and federal governments
- industry forums
- peak industry bodies
- internal personnel

Strategies must consider issues such as:
- workplace productivity
- culture
- technology implications
- cost-benefit
- issues of change management

External consultants may be engaged in:
- development, implementation and evaluation processes

Workplace systems may include:
- transport and logistics policies, protocols and procedures
- communications systems
- scope of workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Consultative processes may involve:
- employees, supervisors and managers
- suppliers and current or potential clients
- contractors
- market analysts
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations
- industrial relations and OH&S specialists
- other professional, maintenance or technical staff

Communications systems may involve:
- fixed and mobile telephone
- radio
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- fax
- email
- electronic data transfer of information
- mail and internal memo
- RF systems
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- Australian and international codes of practice and regulations relevant to workplace operations
- Australian and international regulations and codes of practice for the handling, storage, transfer and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- safe working limits (SWL) and working load limits (WLL) of transport options
- supplier and/or client instructions
- audit reports concerning quality, OH&S, environment, operations, customer service
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- regulations and codes of practice relevant to business operations
- Australian and international regulations and codes of practice for the handling, storage, transport and transfer of dangerous goods and hazardous substances
- relevant Australian and international standards and certification requirements
- relevant state/territory trade practices legislation
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant state/territory environmental protection legislation
- relevant licence or permit requirements and associated regulations
- patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP5025A Set and achieve budget

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to set and achieve a workplace budget in accordance with relevant regulatory requirements and workplace procedures. This includes planning the budget requirements, monitoring the budget and taking appropriate corrective action, monitoring expenditure, and reviewing and appropriately modifying the budget if necessary. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards and financial codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan budget requirements | 1.1 Financial flows for budgetary periods are planned and scheduled in accordance with workplace requirements  
1.2 Information on costs and resource utilisation is fully assessed and correctly interpreted  
1.3 Effective action is taken to reduce costs and enhance value to customer and/or workplace |
| 2 Monitor budget and take corrective action | 2.1 Corrective action is taken in response to actual or potential significant deviations from financial plans  
2.2 Where a budget under- or overspend is likely to occur, the appropriate people are informed with minimum delay  
2.3 Prompt, corrective action is taken where necessary in response to actual or potential significant deviations from budget |
| 3 Monitor expenditure | 3.1 Expenditure made is within agreed limits, does not compromise future spending requirements and conforms to the workplaces policy and procedures  
3.2 Requests for expenditure outside limits of responsibility are referred to appropriate persons  
3.3 Where necessary, expenditure is phased in accordance with a planned time scale |
| 4 Review and modify budget | 4.1 Actual income and expenditure is checked against agreed budgets at regular, appropriate intervals  
4.2 Any necessary authority for changes in allocation between budget heads is obtained in advance of requirement  
4.3 Modifications made to agreed budgets during the accounting period are consistent with agreed guidelines and are correctly authorised |

Required Skills and Knowledge

REQUhED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations, codes of practice and legislative requirements
- Relevant OH&S and environmental procedures and regulations
- Workplace processes for setting and achieving budgets
- Problems that may occur when setting and achieving budgets and action that can be taken to
REQUIRED KNOWLEDGE AND SKILLS

- Report or resolve the problems
- Risks that may exist when setting and achieving budgets and ways of controlling the risks involved
- Focus of operation of budgetary systems, resources, management and workplace operating systems
- Accountancy practices relevant to budgetary control
- Budgetary procedures and policies
- Budgetary control systems
- Limits of authorised expenditure
- Quality and customer service standards, policies and procedures
- Resource availability including the competencies of individuals in the team/group

Required skills:

- Communicate effectively with others when setting and achieving budgets
- Read and interpret budgetary documents, financial statements and reports and workplace policies and procedures relevant to the setting and achievement of a budget
- Prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation and enter data related to the setting and achievement of a budget
- Maintain budgetary records and documentation
- Operate electronic communication equipment to required protocol
- Apply calculation skills when setting and achieving budgets
- Provide leadership and work collaboratively with others when setting and achieving budgets
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when setting and achieving budgets in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail
- Select and apply appropriate technology, information systems and procedures
- Apply basic accounting principles to budgetary processes
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken in various work environments and involves a leadership role in the warehousing, storage, transport and distribution industries, for example:

- in the warehouse and/or depot
- in the vehicle on the road
- at the client’s workplace
- in team and autonomous working situations

Customers may be:

- internal or external

Operations may be conducted:

- by day or night

The workplace environment may involve:

- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces
- in different sections of the workplace

Services, products, risks, work systems and requirements potentially vary:

- developed for component parts of operations or for specialised service provision

Budgets may be:

- within the context of workplace policies and procedures

Consultative processes may involve:

- employees, supervisors and managers
- contractors
- suppliers and current or potential clients
- financial managers and accountants
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations related to the international transfer of freight
- industrial relations and OH&S specialists
- other professional, maintenance and technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail, forms and internal memos

Depending on the type of organisation concerned and the
RANGE STATEMENT

local terminology used, workplace procedures may include:

- organisational procedures
- established procedures

Documentation/records may include:

- codes of practice and regulations relevant to the budgetary control
- budgetary documentation
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- regulations and codes of practice relevant to budgetary control
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP5035A Manage budgets and financial plans

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage budgets and financial plans. It covers all of the significant aspects of financial management for operational managers who are not financial specialists. It emphasises the preparation of users of budgets/financial plans through communication and training and consistent surveillance over budget performance, with early intervention where required. This unit derives from BSBMGT504A Manage budgets and financial plans. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 1 Communicate budget and financial plans | 1.1 Budget/financial plan communication package is reviewed by finance specialists  
1.2 Package is amended/revised where appropriate  
1.3 Training activities are undertaken with users of the budget and plans across the organisation  
1.4 All data and terms are defined and understood by the users of the plans  
1.5 Communication outcomes are tested to ensure clear understanding of objectives, processes and accountabilities |
| 2 Monitor and control activities against plans | 2.1 Delegations and budget accountabilities are confirmed in writing prior to budget period  
2.2 Funds are allocated in accordance with budget objectives and parameters  
2.3 Recording systems and documentation meet all audit requirements and legal obligations  
2.4 Risk management plans are implemented and contingency plans are in place for all financial plans  
2.5 Performance is monitored and variances identified on a real time basis  
2.6 Variances are analysed in conjunction with relevant experts to determine cause and effect |
| 3 Report outcomes of financial plans | 3.1 Records of financial performance are properly maintained within organisational systems  
3.2 Financial performance is analysed and reported in a form and language appropriate to the audience  
3.3 Non financial objectives are reported in the context of overall organisational performance  
3.4 Strategies and plans are reviewed and updated to optimise organisational performance |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Budgetary procedures and policies
REQUIRED KNOWLEDGE AND SKILLS

- Workplace processes for setting and achieving budgets
- Accountancy practices relevant to budgetary control
- Problems that may occur when setting and achieving budgets and action that can be taken to report or resolve the problems
- Risks that may exist when setting and achieving budgets and ways of controlling the risks involved
- Focus of operation of budgetary systems, resources, management and workplace operating systems
- Limits of authorised expenditure and who has budget authorities
- Quality and customer service standards, policies and procedures

Required skills:

- Communicate effectively with others when completing work activities
- Work collaboratively with others
- Access, read and interpret budgetary documents, financial statements and reports and workplace policies and procedures
- Apply basic accounting principles to budgetary processes
- Apply calculation skills sufficient for setting and achieving budgets
- Prioritise work and coordinate self and others in relation to workplace activities
- Identify and solve problems that may arise when setting and achieving budgets
- Select and apply appropriate technology, information systems and procedures
- Modify budgets and plans as required to cater for changes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Monitor work activities in terms of planned schedule

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit:

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of...
EVIDENCE GUIDE

This unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Delegations and budget accountabilities may include:
- monitoring expenditure
- authorising expenditure within limits
- reporting on variances to budget/plan
- taking remedial action within budget authority
RANGE STATEMENT

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- quality assurance procedures
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- relevant legislation from all levels of government that affects business operation, especially in regard to the maintenance of up-to-date, accurate financial information
- relevant industry codes of practice

Unit Sector(s)
Not Applicable

Competency Field

Competency Field P - Administration and Finance
TLIP5036A Manage assets

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to manage assets. It includes determining asset classification and identification; recording and valuing assets; and maintaining an asset management system. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Determine asset classification and identification | 1.1 Determine asset register format on basis of current needs and business plan in accordance with company requirements  
1.2 Select a compatible classification system that meets asset accounting and asset management needs in accordance with company requirements  
1.3 Determine value thresholds for assets to be recorded in the asset register in accordance with company requirements |
| 2 Record and value assets | 2.1 Identify and record specified details of all material assets in accordance with the asset management policies and procedures  
2.2 Record all assets in compliance with legislative and company requirements  
2.3 Determine condition of each asset in accordance with manufacturers specifications and legislative and company requirements  
2.4 Determine useful/residual life of each asset in accordance with manufacturers specifications and company requirements  
2.5 Calculate current value of each asset based on valid and reliable information in accordance with legislative and company requirements |
| 3 Maintain asset management system | 3.1 Update records continuously to record asset purchases, loss, damage or disposal in accordance with company requirements  
3.2 Conduct periodic audits to ensure accuracy of asset register in accordance with company requirements  
3.3 Review asset management system periodically to ensure it is supporting business needs in accordance with company requirements  
3.4 Provide training to support effective management and maintenance of the asset register in accordance with company requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Different types of asset management systems and their strengths and weaknesses
- Types of valuation methodologies and their usefulness in different contexts
- Requirements for completing relevant documentation such as asset registers
- Code of practice for working collaboratively with others

Required skills:

- Communicate effectively with others when managing assets
- Read and interpret instructions, procedures, information and signs relevant to the management of assets
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of assets
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Use financial management skills sufficient to enable accurate recording of asset data

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Assets may include:
- buildings
- business and marketing contracts
- assets in the process of being transferred
- land
- office equipment and furniture
- plant and equipment
- vehicles
- facilities

Asset register may be a computer or manual file and include:
- damage/loss/theft
- date of purchase
RANGE STATEMENT

- identifying number
- insurance policies and claims
- invoices and receipts
- location
- major repairs
- obsolescence
- value

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:

- other employees and supervisors
- suppliers
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- lists of assets and or asset registers
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- workplace policies and procedures related to ADG code
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- relevant regulations, codes and safeworking systems for the use and checking of assets
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)

Not Applicable
Competency Field

P - Administration and Finance
TLIP5037A Develop workplace policy and procedures

Modification History
Release 1. This is the first release of this unit

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace policy, including the modification of the policy to suit changed circumstances.

This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS)/workplace health and safety (WHS) guidelines.

While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

Application of the Unit
This unit addresses the knowledge, processes and techniques necessary to develop and implement a workplace policy.

This unit applies to people with managerial responsibilities who undertake work developing workplace strategies, including the development and implementation of policy and supporting procedures. It includes communicating with relevant stakeholders, developing and monitoring policies, and reviewing and improving policies.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

| 1 Develop workplace policy | 1.1 Workplace policy requirements are identified |
| 1.2 Information is gathered from a range of sources to plan and develop policy |
| 1.3 Stakeholders are identified and consulted as a key component of the policy development process |
| 1.4 Policy option recommendations are made based on likely effectiveness, timeframes and cost |
| 1.5 Identified workplace policy requirements are reflected in policy developed |
| 1.6 Appropriate methods of implementation are agreed |

| 2 Communicate workplace policy | 2.1 Workplace policy and expected outcomes are promoted to key stakeholders |
| 2.2 Expected outcomes, activities to be undertaken and assigned responsibilities are communicated with those involved in implementing the policy |

| 3 Implement workplace policy | 3.1 Workplace policy implementation procedures are developed and communicated to stakeholders |
| 3.2 Strategies for continuous improvement are implemented |
| 3.3 Responsibility to use recording systems for tracking continuous improvement is established and assigned |

| 4 Review workplace policy implementation | 4.1 Outcomes are documented and feedback is provided to key personnel and stakeholders |
| 4.2 Outcomes of policy implementation are investigated |
| 4.3 Records to identify trends that may require remedial action are monitored and used to promote continuous improvement of performance |
4.4 Policy and or procedures are modified as required to ensure improvements are made

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Best practice approaches relevant to own work area
- Equal employment opportunity, equity and diversity principles, and work health and safety (WHS)/occupational health and safety (OHS) implications of policy being developed
- Legislation, regulations and codes of practice applicable to industry and organisation
- Quality assurance systems relevant to own organisation
- Relevant industry standards
- Relevant organisational policies, procedures and protocols

Required skills:

- Adjust communication to suit different audiences
- Consult on and validate policy
- Effectively manage different points of view and dissenting stakeholders
- Prepare written reports using precise expression, language and structures suited to the intended audience
- Read and evaluate complex and formal documents such as policy and legislation
- Research, analyse and present information
- Respond effectively to diversity
- Work as a member of a team
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- involvement as a key person in planning, developing and implementing organisational policy that complies with legislative requirements
- implementing strategy, as part of the policy, that has been devised, implemented and reviewed
- communicating with stakeholders to discuss possible approaches to policy development and implementation, and contributing to the resolution of disputes among stakeholders
- reviewing and improving policies by identifying improvements and benchmarking against industry best practice, and attempting new approaches over time.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to relevant legislation/standards/guidelines
- access to a range of workplace documentation and personnel, information and resources (such as compliance obligations, organisational plans, work responsibilities)
- access to reports from other parties involved in developing and implementing policy
- evidence is collected over time, involving both formative and summative assessment
- evidence is relevant to the particular workplace role, including work area, equipment, systems, and documentation.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- response to case studies
- review of policy developed and procedural documentation outlining the approach taken
- review of implementation strategy, plans and work plans
- analysis of methods used to involve stakeholders in policy development, implementation and review
• analysis of inefficiencies or opportunities for improvements identified in the workplace
• observation over time in relation to review of work area relating to policy and procedures being developed.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace policy requirements may include:
• client requirements
• codes of practice
• community issues
• legislative or regulatory requirements
• organisational requirements
• supplier requirements

Sources may include:
• organisational specifications
• regulatory or legislative sources
• relevant personnel

Stakeholders may include:
• clients
• employees of the organisation
• government
• local community
• other organisations
• regulators
• specialists from outside the organisation with particular technical expertise
• suppliers

Unit Sector(s)

Not applicable.

Competency Field

P – Administration and Finance
TLIPC1001A Demonstrate care and apply safe practices at work

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit covers the skills and knowledge required to understand, apply and satisfy safe work practices in an industry. It includes following workplace occupational health and safety (OH&S) procedures; maintaining personal well-being; reporting on safety of self and others; and dealing with emergency situations. It may apply to OH&S requirements and/or internal workplace policies and procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
The unit has applications across industries. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities. The workplace environment may include a school classroom or workshop equipped with the appropriate workplace equipment, RTO premises, or an enterprise environment where a high level of supervision exists.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Follow workplace OH&S procedures | 1.1 Relevant OH&S, workplace hazard control procedures and safe work practices are identified, interpreted and applied to work  
1.2 Workplace procedures for reporting hazards are identified and adhered to in a prompt and efficient manner  
1.3 All relevant work activities are undertaken in a safe manner according to OH&S guidelines, enterprise policies and procedures  
1.4 The work area is assessed regularly and procedures to report, remove or minimise potential hazards are followed  
1.5 Personal protection clothing and equipment is correctly used in accordance with established safety and workplace procedures |
| 2 Maintain personal well-being in the workplace | 2.1 Risks to personal well-being which may affect safe performance in the workplace are identified and strategies to prevent them are put into place  
2.2 Procedures for maintaining a tidy and clean personal work area are identified, interpreted and followed |
| 3 Be aware of and report on safety of self and others | 3.1 Situations which may endanger the individual or other workers are identified and corrected or reported  
3.2 Incidents and injuries to self or others on the job are dealt with in a timely manner and reported to appropriate persons  
3.3 Participative arrangements to foster safe working practices are contributed to, as appropriate |
| 4 Deal with emergency situations | 4.1 Emergency situations are recognised and required action is taken within scope of individual responsibility  
4.2 Emergency procedures are followed in accordance with organisational procedures  
4.3 Assistance from colleagues and/or other authorities is sought where appropriate |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable national, state and territory regulations  
- Procedures related to OH&S to be followed in the work area concerned
REQUIRED KNOWLEDGE AND SKILLS

- Workplace hazards and ways to minimise or remove them
- Workplace equipment, materials, housekeeping equipment and the processes and precautions for their use
- Personal protective equipment relevant to the job and job context
- Appropriate hygiene and safety standards

Required skills:

- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Report workplace hazards and occupational health and safety incidents and related action
- Solve or report problems identified when dealing with safety hazards and applying appropriate hazard control procedures
- Use required personal protective equipment and clothing and other equipment required when following OH&S procedures
- Recognise limitations and ask for help

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazard control procedures may include:
- emergency, fire and accident procedures
- hazard identification and removal or, if this is not possible, establish a hazard control
- use of personal protective equipment
- relevant manufacturers guidelines relating to the operation and use of equipment
- OH&S regulations
- safe use of mechanical, pneumatic, hydraulic and/or electrical equipment
- safe use of chemicals and toxic substances

Workplace hazards may include:
- untidy work conditions including poor hygiene practices and unnecessary obstacles and equipment in work areas
- sharp instruments, knives or equipment
- noise
- hot substances and equipment (stoves, ovens, etc.)
RANGE STATEMENT

- electricity and water
- electrical equipment
- being careless when using cutting equipment or dealing with heat or hot surfaces
- damaged equipment
- moving machinery
- materials handling
- gases and liquids under pressure
- working at heights
- confined spaces
- inappropriate lifting practices
- dangerous floor surfaces
- movements of equipment, goods, vehicles
- chemicals and other harmful substances including fumes and dust
- toxic substances
- damaged packing material and containers
- inflammable materials and fire hazards
- waste management and disposal
- extremes in weather conditions
- unsuitable lighting levels
- water hazards
- dangerous storage areas

Safe work practices may include, but are not limited to:

- manual handling procedures
- correct posture
- safe lifting and bending
- using appropriate personal protective equipment
- good hygiene and health maintenance

Risk to personal well-being are actions by an individual which affect their ability to work safely and may include:

- smoking, alcohol and drug use
- lack of sleep
- poor diet
- lack of exercise
- stress
- not using appropriate methods when lifting or moving heavy objects
- not wearing proper personal protective equipment

Personal protection clothing and equipment may include but are not limited to:

- gloves
- masks
- aprons
- hair covering
RANGE STATEMENT

- uniform
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Appropriate persons may include:

- workplace personnel
- supervisors
- team leaders
- management
- OH&S personnel
- other persons authorised or nominated by the organisation

Emergency situations may include:

- accidents, including those that do not result in injury
- overheating equipment
- injuries such as cuts, scalds, burns
- health conditions such as fainting, asthma attacks, allergic reactions
- spills and leakages of harmful gas and liquids
- structural failures and breakages
- robbery
- fire
- flooding
- power failures or shorts

Participative arrangements may include:

- workplace meetings
- suggestion schemes
- regular communications with team leaders
- information sessions

Information and documents may include:

- applicable national, state and territory regulations
- standard operating procedures applicable to work role
- quality standards applicable to work role

Applicable legislation, regulations and codes may include:

- applicable national, state and territory regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field

PC - Pathways Certificate
TLIPC1002A Adapt to work requirements in the transport and logistics industry

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to adapt to work requirements in the transport and logistics industry. It serves as an introduction to all sectors of the transport and logistics industry and includes the application of industry and workplace guidelines and procedures in a day-to-day work context as well as appropriate work behaviour. The elements of this unit should always be assessed in conjunction with other units that form part of a specified job function. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
As this unit provides an introduction to all sectors of the transport and logistics industry, it should be regarded as an integrating unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities and related workplaces.

Training and assessment against this competency unit must incorporate all relevant legislative and regulatory requirements.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 1 Manage one's own learning | 1.1 One's personal goals or vision are considered and articulated  
1.2 Opportunities for learning new ideas and techniques in relation to personal goals are identified  
1.3 Personal learning needs and skill gaps are recognised  
1.4 Opportunities for skills development activities are identified in liaison with relevant personnel  
1.5 A range of learning tools and practices are accessed and applied to the job  
1.6 Advantage is taken of on-the-job and off-the-job learning opportunities |
| 2 Adapt to and demonstrate appropriate work practice | 2.1 Work requirements are identified and interpreted with advice from appropriate persons  
2.2 Appropriate dress and behaviour is observed in the workplace  
2.3 Work and personal priorities are identified and a balance is achieved  
2.4 Time management strategies are applied to work duties  
2.5 Interactions with others is tailored to take into account different backgrounds, cultures and languages |
| 3 Work within organisational requirements | 3.1 Organisational requirements and key activities of the workplace are identified  
3.2 Relevant workplace policies and guidelines are identified and applied to work undertaken  
3.3 The range of organisational and industry values are identified  
3.4 Any uncertainties are discussed with key personnel and clarified |
| 4 Identify industry products and services | 4.1 The products provided by the industry are identified  
4.2 The services provided by the industry are identified  
4.3 Appropriate standards of customer service are identified across each industry  
4.4 Quality standards for products and services as identified by the industry are clarified |
| 5 Identify the sectors in the industry | 5.1 The main sectors of the industry, their key activities and the way in which they inter-relate are identified  
5.2 The roles and responsibilities of the industry sectors are clarified  
5.3 Industry representatives and their roles are understood  
5.4 Issues or events impacting on the industry are realised |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Current events, activities and products and services of the transport and logistics industry
- Workplace policies, procedures and guidelines, including environmental sustainability aspects
- Time management strategies and appropriate workplace etiquette
- Workplace equipment, tools and other technologies used in the transport and logistics industry, and where and how to obtain information and instructions on their safe use and basic care and servicing
- Learning opportunities in the workplace

Required skills:

- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Use workplace technology skills where appropriate or required
- Follow relevant OH&S and environmental protection procedures and responsibilities
- Use time management strategies
- Adapt and modify activities depending on differing workplace contexts and environment
- Apply relevant industrial or other legislative requirements
- Recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- Recognise limitations, ask for help and seek clarification or information about work requirements and procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Skill gaps are:

- a range of skills needed for the workplace or for a particular job which are currently not developed within an individual. They are different from an individual’s ‘personal learning needs’ as they are skills specifically relevant and required for a particular job

Skill gaps may include:

- physical capacity skills
**RANGE STATEMENT**

- workplace technology skills such as business equipment, computer technology, machinery, hand tools, knives, lifts, security systems
- numeracy skills
- customer service skills
- communication skills such as listening and understanding, speaking clearly/directly, reading, writing
- technical skills

**Skill development activities may include:**

- training courses
- IT courses
- human resources programs
- coaching and mentoring programs
- having access to a mentor for questions and advice
- having the chance to learn a new task or to operate a new piece of equipment or workplace technology
- participating in an external or internal training program

**Learning tools and practices may include:**

- learning through note taking
- reviewing manuals and training guides
- discussion
- practice
- observation
- trial and error
- or a combination of any of these

**On-the-job opportunities may include:**

- filling in for a co-worker in a new area
- going to talks or seminars arranged by the workplace
- shadowing another co-worker in a different area
- receiving on-the-job training and supervised practice

**Off-the-job opportunities may include:**

- taking a course with a training provider
- going to conferences or seminars
- going on site visits with supervisor
- participating in workplace social events
- participating in community events

**Appropriate dress and behaviour may include:**

- personal dress, presentation and hygiene
- demeanour and attitude displayed to customers and fellow employees

**Time management strategies may include:**

- goal setting
- prioritisation
- planning
- overcoming procrastination
- dealing with interruptions
RANGE STATEMENT

Organisational requirements may include:
- organising your work environment
- organisational policies and guidelines
- common organisational practice
- performance plans
- environmental sustainability policies, procedures and guidelines
- OH&S policies, procedures and programs

Information and documents may include:
- applicable national, state and territory regulations
- standard operating procedures applicable to work role
- quality standards applicable to work role

Applicable legislation, regulations and codes may include:
- applicable national, state and territory regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field PC - Pathways Certificate
TLIPC1003A Apply effective work practices

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit covers the skills and knowledge required to apply effective work practices in an industry. It includes planning, organising and completing work, communicating effectively, working with others, solving problems and adapting to changes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
The unit has applications across industries and it should be regarded as an integrating unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities and related workplaces.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
**Employability Skills Information**

**Employability Skills**

This unit contains employability skills.

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**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 1 Plan, organise and complete daily work | 1.1 Work instructions and priorities are identified and interpreted in consultation with supervisor  
1.2 An appropriate work plan or daily routine is determined and mapped out  
1.3 Materials, resources or information needed to complete work is determined, collected, and organised  
1.4 Work tasks are completed within designated timelines, quality standards, and instructions  
1.5 Problems that arise are dealt with in a practical, timely and appropriate manner and assistance is sought when required  
1.6 Feedback is sought on work performance and improvements are made as required |
| 2 Communicate effectively | 2.1 Appropriate lines of communication with supervisors, colleagues and customers are identified  
2.2 Effective communication skills and numeracy skills are used to gather and convey information  
2.3 Appropriate non-verbal behaviour is demonstrated |
| 3 Work with others | 3.1 Work roles of self and others in the workplace are identified  
3.2 Individual responsibilities and duties to the team are undertaken in a positive manner and in a range of situations to promote cooperation and good relationships  
3.3 Customers and colleagues who have diverse backgrounds are respected |
| 4 Use workplace technology | 4.1 Appropriate workplace technology is selected and used according to workplace and manufacturers guidelines and instructions  
4.2 Workplace technology is inspected to ensure it is not damaged and is working properly and precautions are taken to reduce risks  
4.3 Appropriate action is taken when problems with workplace technology occur  
4.4 Workplace technology is cared for according to workplace and manufacturers guidelines and instructions |
| 5 Solve work problems | 5.1 Problems are identified and practical or creative solutions are developed within the scope of individual responsibility to rectify them  
5.2 Assistance is sought from key personnel when appropriate  
5.3 Workplace problems are reported as required using appropriate workplace procedures |
| 6 Adapt to change | 6.1 New work requirements or situations are identified, clarified |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
and adapted to
6.2 A range of possible practical or creative options to deal with workplace challenges are considered
6.3 A willingness to be open to and trial new ideas and techniques is demonstrated

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Workplace procedures, policies and instructions
- Workplace structures and the roles and responsibilities of individuals and team/group members
- Basic mathematical operations and techniques
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Typical problems in the workplace and appropriate action and solutions
- Systems and equipment used in the workplace and the instructions, processes and precautions for their use
- Basic principles of teamwork in the workplace

**Required skills:**
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Follow relevant OH&S and environmental protection procedures and responsibilities
- Interpret and follow a designated work plan or set of instructions for a job
- Plan a daily routine to complete required workplace tasks
- Use time management strategies
- Work cooperatively and collaboratively with others to complete tasks
- Adapt and modify activities depending on differing workplace contexts and environment
- Use appropriate techniques to solve or report problems identified when completing work tasks
- Carry out calculations that may be required when completing work tasks, particularly including the four basic mathematical operations
- Take appropriate initiatives to deal with problems and to complete tasks
- Identify and correctly use equipment, tools and other technology required to complete
Required skills:

- Keep required records of workplace activities
- Apply relevant industrial or other legislative requirements
- Recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- Recognise limitations, ask for help and seek clarification or information about work requirements and procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work instructions may include:

- job sheets
- patterns
- plans
- drawings
- designs
- verbal directions
- customer orders

Communication in the workplace may include:

- listening and understanding
- speaking clearly and directly
- reading independently
- writing to audience needs
- group interaction
- the chain of command in which to report
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- routine written reporting
- participation in routine meetings in the workplace
- basic recording of discussions
- estimates of the quantities of materials and resources required to complete a work task
- money (cost, invoices, change, etc.)
- volume
- weight
- time

Effective numeracy skills are those which related to the job or specific task and may involve the operations of multiplication, division, addition, subtraction, percentages and/or fractions, and
RANGE STATEMENT

may include those related to:

- length and distance
- speed
- area
- perimeter

A diversity of backgrounds may include, but is not limited to different:

- ages
- genders
- culture
- personal values or beliefs
- race
- religion
- political persuasion

Workplace technology may vary widely from industry to industry and may include:

- business equipment such as fax machines, telephones, photo copiers, cutting machines, cameras, voice recorders
- computer technology such as laptops, PCs, digital cameras, zip drives, modems, scanners, printers
- other technology such as machinery, hand tools, knives, ovens, stoves, lifts, security systems

Workplace technology precautions may include:

- routine checking of equipment
- regular backups of data
- keeping a log book of detected faults
- checking that repairs have been carried out
- using appropriate clothing

Appropriate action may include:

- contacting a supervisor, manager
- contacting the manufacturer
- contacting a service provider
- reporting and documenting the problem

Key personnel may include:

- supervisor
- manager
- fellow colleagues
- team members

Workplace procedures may include:

- organisational policies and guidelines
- common organisational practice
- performance plans
- OH&S policies, procedures and programs
- relevant legislative requirements in areas such as OH&S, privacy, anti-discrimination, environmental protection, trade practices, etc
- relevant licence requirements and related regulations

Information and documents may include:

- applicable national, state and territory regulations
- standard operating procedures applicable to work role
RANGE STATEMENT

Applicable legislation, regulations and codes may include:

- quality standards applicable to work role
- applicable national, state and territory regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field       PC - Pathways Certificate
TLIPC1004A Complete courier delivery operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit covers the fundamental knowledge and skills required to complete real or simulated courier delivery operations. It includes clarifying and organising the operations, planning the pick-up and delivery route(s), picking up item(s) from customers, delivering items to correct addresses, completing transactions with customers and maintaining records of courier delivery operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
This unit is designed for use in a Pathways qualification or skills set. It should not be used in a qualification that has a direct job outcome. The unit has applications within a Pathways Certificate I aimed at providing entry level skills and knowledge in the area of courier and delivery operations. It should be regarded as an integrating project unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to real or simulated work activities and related workplaces in the transport and logistics industry.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
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</table>
| **1 Clarify and organise pick-up and delivery operations** | 1.1 Work requirements and specific customer needs are interpreted and, where necessary, clarified  
1.2 Pick-up and delivery points are located  
1.3 Size, weight and configuration of items to be delivered are identified and where necessary measured  
1.4 Resources required to facilitate pick-up and delivery are identified and prepared for use |
| **2 Plan pick-up and delivery route** | 2.1 Pick-up and delivery route is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities  
2.2 Items to be delivered are sorted accurately into route order  
2.3 Items to be delivered are handled in a manner that minimises the risk of damage  
2.4 Special items are identified accurately  
2.5 Items to be delivered are organised into bundles and kept in sequence for delivery  
2.6 Items to be delivered are handled securely |
| **3 Pick-up items to be delivered** | 3.1 Items are picked up within specified times  
3.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss  
3.3 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services |
| **4 Deliver items to correct addresses** | 4.1 Deliveries are completed within specified times  
4.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss  
4.3 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately  
4.4 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services |
| **5 Complete transactions with customers** | 5.1 Amount owing is noted from the delivery advice or invoice and customer is advised  
5.2 Transactions (where applicable) are completed in accordance with workplace policy and procedures  
5.3 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given |
| **6 Maintain records of courier delivery** | 6.1 Incidents involving customers that occur, or hazards identified during the delivery, are reported accurately to the relevant |
ELEMENT operations

PERFORMANCE CRITERIA

person

6.2 Undelivered and undeliverable items are processed in accordance with workplace policies and procedures

6.3 Documentation and records are completed, checked for accuracy and given promptly to the appropriate persons

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Pick-up and delivery procedures, policies and instructions
- Relevant workplace standards and duty of care requirements
- Safe lifting and carrying policies and procedures
- Basic mathematical operations and techniques needed to plan pick-up and delivery routes and schedules and to complete any financial transactions involved
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Typical mathematical problems involved in courier delivery operations and appropriate action and solutions
- Systems and equipment used during pick-up and delivery processes and the instructions, processes and precautions for their use

Required skills:

- Use literacy skills for written and verbal communication as may be required in courier pick-up and delivery operations
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Interpret and follow a set of instructions for a pick-up and delivery operation
- Plan a route and schedule to complete required workplace tasks
- Follow relevant OH&S and environmental protection procedures and responsibilities including safe lifting and carrying procedures
- Work cooperatively and collaboratively with others to complete pick-up and delivery tasks
- Adapt and modify pick-up and delivery activities depending on differing workplace contexts, resources and environment
- Use appropriate techniques solve or report problems identified when completing pick-up and
Required skills:

- Complete courier delivery operations
- Complete calculations required for transactions when completing pick-up and delivery operations
- Take appropriate initiatives to deal with problems and to complete tasks
- Identify and correctly use mobile phones and any other equipment and technology required to complete pick-up and delivery tasks
- Keep required records of pick-up and delivery operations
- Recognise and adapt appropriately to cultural differences experience when completing pick-up and delivery operations, including modes of behaviour and interactions among staff and customers
- Recognise limitations, ask for help or information about work requirements and procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Dependent on the type of pick-up and delivery service being provided, pick-up and delivery points may be to:

- personal work areas within an organisation or on a worksite
- residential or business addresses in an area

Dependent on the type of pick-up and delivery service being provided, resources may include:

- communications technology such as a mobile
- sorting and processing equipment (where applicable)
- street maps or layouts of buildings or sites
- directories of addresses within an organisation
- telephone directories
- delivery technology such as a delivery satchel, trolley, bicycle or motorcycle (where applicable)

Items to be picked up or delivered may include:

- letters
- parcels
- boxes
- files
- bulky items

Special items may include:

- fragile items
- bulky items
- heavy items
- registered items
RANGE STATEMENT

Ways in which items may be kept secure include:

- packing them in the bags/satchels provided
- storing them in a locked storage area or bag
- ensuring that items are not dropped or damaged
- ensuring that items are kept under close observation during delivery and pick-up operations

Dependent on the type of pick-up and delivery service being provided, transactions may include:

- cash
- cheques
- credit arrangements
- other non-cash forms of transaction

Information and documents may include:

- applicable regulations
- standard operating procedures applicable to work role
- quality standards applicable to work role
- records of deliveries and pick-ups
- receipts for items picked up
- receipts for transactions completed
- records of financial transactions
- records and customer advice in situations where delivery or pick-up could not be completed

Applicable legislation, regulations and codes may include:

- applicable regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field PC - Pathways Certificate
**TLIPC1005A Complete small store operations**

**Modification History**
Not Applicable

**Unit Descriptor**

**Unit Descriptor** This unit covers the fundamental skills and knowledge required to complete real or simulated small store operations. It includes planning and organising for the operations, completing small store operations such as stocktaking, ordering, receiving and despatching goods, and maintaining records of small store operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Application of the Unit**

**Application of the Unit** This unit is designed for use in a Pathways qualification or skills set. It should not be used in a qualification that has a direct job outcome. The unit has applications across industries. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities. The workplace environment may include a school classroom or workshop equipped with the appropriate workplace equipment, RTO premises, or an enterprise environment where a high level of supervision exists.

**Licensing/Regulatory Information**

Refer to Unit Descriptor

**Pre-Requisites**
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Organise small store operations | 1.1 Small store work requirements and specific internal or external customer requirements are interpreted and the small store operations are organised accordingly  
1.2 An inventory or stocktake of goods or items held in the small store is conducted in accordance with workplace requirements  
1.3 Levels of goods and items in stock are monitored and maintained at levels prescribed by store procedures  
1.4 Orders for the replenishment of goods or items in the small store are made in accordance with store procedures |
| **2** Complete small store operations | 2.1 Incoming goods and items are received and checked against orders and relevant specifications  
2.2 Received goods and items are stored in accordance with the small store procedures  
2.3 Goods and items for issue are picked and despatched in accordance with the small store procedures |
| **3** Maintain records of small store | 3.1 Inventory or records of stocks held in the small store are kept in accordance with workplace procedures  
3.2 Dockets and receipts for received goods are correctly completed  
3.3 Any discrepancies or identified damage in received goods are recorded and reported in accordance with workplace procedures  
3.4 Records of goods or items issued from the small store are completed in accordance with workplace procedures  
3.5 Any discrepancies in the inventory or record of stocks held are identified and reported in accordance with workplace procedures |

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Procedures, policies and instructions for small store operations
- Relevant workplace standards and duty of care requirements
- Safe lifting and carrying policies and procedures
- Basic mathematical operations and techniques needed to place orders, complete simple stocktakes, receive and check goods and stock, and pick and despatch goods and stock
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for identifying and using relevant workplace technology when completing small store operations such as lifting equipment, calculators and computers
- Typical problems involved in small store operations and appropriate action and solutions
- Basic knowledge of the stock and goods held in the small store sufficient to allow identification in the course of small store activities

Required skills:

- Use literacy skills for written and verbal communication required in small store operations
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Interpret and follow a set of instructions for a small store operation
- Plan a schedule to complete required workplace tasks
- Follow relevant OH&S and environmental protection procedures and responsibilities including safe lifting and carrying procedures
- Work cooperatively and collaboratively with others to complete small store tasks
- Adapt and modify small store activities depending on differing workplace contexts, resources and environment
- Use appropriate techniques solve or report problems identified during small store operations
- Take appropriate initiatives to deal with problems and to complete tasks
- Identify and correctly use communications and any other equipment and technology required to complete small store activities
- Keep required records of small store operations
- Recognise and adapt appropriately to cultural differences experience when completing small store operations, including modes of behaviour and interactions among staff and customers
- Recognise limitations, ask for help and seek clarification or information about work requirements and procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of...
EVIDENCE GUIDE

this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Dependent on the type of small store service being provided, inventory or stocktake types may include:

- simple stock identification, counting and recording for checks against existing stock records
- use of simple bar code equipment for stock identification, counting and recording and checks against existing stock
RANGE STATEMENT

Dependent on the type of small store service being provided, goods or items may include:

- food items
- gardening supplies
- small workshop tools and/or materials
- stationery/office supplies
- craft supplies
- books/magazines

Dependent on the type of small store service being provided and the types of goods involved, checking may include:

- check of quantities received against order, invoice or other delivery documentation
- visual inspection and identification
- checks for damage
- checks against specifications as per organisational instructions
- weighing
- interpretation of a personal request and simple identification and selection of items from storage area and issuing by hand
- interpretation of an internal written request, simple identification and selection of items from storage area and delivering to internal customer concerned
- interpretation of an external request (possibly on a standard form, simple identification and selection of items from storage area and packing items and despatching them by courier or post)

Dependent on the type of small store service being provided, ways in which items may be picked (accessed from storage) and despatched include:

- hand written inventory or stock record book
- simple computerised record system

Dependent on the type of small store service being provided, documentation and records may include:

- hand written record book
- simple computerised record system
- carbon copy receipt book

Information and documents may include:

- applicable regulations from each state and territory
- standard operating procedures applicable to work role
- quality standards applicable to work role
- applicable regulations from each state and territory
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation

Applicable legislation, regulations and codes may include:
Unit Sector(s)

Not Applicable

Competency Field

Competency Field: PC - Pathways Certificate
TLIR4001A Monitor supplier performance

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements, and completing all required documentation concerning the contract. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in monitoring supplier performance. This includes the application of workplace procedures to specified workplace operations to monitor and report on the performance of supply contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for resource coordination and allocation and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills        This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Administer supplier contract</td>
</tr>
<tr>
<td>1.1</td>
<td>Procedures for the receipt of supplied goods/materials/services are documented and implemented within the workplace</td>
</tr>
<tr>
<td>1.2</td>
<td>Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules</td>
</tr>
<tr>
<td>1.3</td>
<td>Non-conformance of supplier with contracted requirements is accurately detailed</td>
</tr>
<tr>
<td>1.4</td>
<td>Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority</td>
</tr>
<tr>
<td>1.5</td>
<td>Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures</td>
</tr>
<tr>
<td>2</td>
<td>Complete documentation</td>
</tr>
<tr>
<td>2.1</td>
<td>Annotations and performance assessment/evaluations are completed and appended to supplier file</td>
</tr>
<tr>
<td>2.2</td>
<td>Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file</td>
</tr>
<tr>
<td>2.3</td>
<td>System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulatory and code requirements
- Relevant OH&S responsibilities and procedures
- Workplace protocols and procedures for monitoring the performance of supply contractors
- Workplace contract performance and disputation policies and procedures
- Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Typical problems that can occur with supply contracts and related appropriate action that can
REQUIRED KNOWLEDGE AND SKILLS

be taken

Required skills:

- Communicate effectively with others when monitoring supplier performance
- Read and interpret instructions, procedures and information relevant to the monitoring of supplier performance
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of supplier performance
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when monitoring supplier performance
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when monitoring supplier performance in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Select and appropriately apply technology, information systems and procedures when monitoring supplier performance
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources

- Performance is demonstrated consistently over a period
EVIDENCE GUIDE
for assessment

of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site location
- large, medium or small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace
- customer and supplier contact and coordination

Operations involve:

- interpret the data and provide appropriate, timely information on the outcomes of data analysis to
RANGE STATEMENT

to: appropriate personnel

Contracts may be:
- for singular or continuous supply

Document/data interchange may be:
- electronic
- paper-based

Suppliers may include:
- domestic and international contractors
- corporations
- government agencies

Contract non-conformance must be:
- demonstrable

Relevant regulations/legislation may be related to:
- contract disputation
- confidentiality
- goods regulatory requirements
- probity

Consultative processes may involve:
- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations, occupational health and safety specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- relevant supply contracts and agreements
- quality or enterprise work specifications and procedures
- manufacturers specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions
- guidelines relating to minimising risks to the environment and occupational health and safety requirements
- supplier and/or client instructions
- material safety data sheets
- relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
RANGE STATEMENT

- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field R - Contract Procurement
TLIR4002A Source goods/services and evaluate contractors

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to source goods/materials/services and evaluate contractors including analysing supply requirements, and evaluating and selecting appropriate potential contractor(s). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established workplace procedures to source goods and to evaluate potential contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Analyse supply requirements | 1.1 Purpose and specifications of required goods/services are identified  
1.2 Criteria to evaluate potential or existing contractor performance is established  
1.3 Quantities of required goods/services are determined  
1.4 Frequency of ordering/requesting of goods/services is identified |
| 2 Evaluate potential contractors | 2.1 Contractors of requested goods/materials/services are identified  
2.2 Comparative costings for goods/materials/services are obtained  
2.3 Contractors' ability to provide a consistent level of performance on repeat jobs is assessed  
2.4 Contractors are evaluated in relation to established criteria and in accordance with workplace and regulatory procedures  
2.5 A prioritised contractor shortlist is established based on the capacity of contractors to provide a cost competitive quality service  
2.6 The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors  
2.7 Information and data generated during the selection process is filed and maintained in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S responsibilities and procedures
- Workplace policies, procedures and protocols for the sourcing and supply of goods/services, and the evaluation of potential supply contractors
- Workplace grievance and disputation handling policies and procedures
- Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for
REQUIRED KNOWLEDGE AND SKILLS

statistical analysis of data

- Typical problems that can occur when sourcing goods and services and evaluating contractors, and related appropriate action that can be taken

Required skills:

- Communicate and negotiate effectively with others when sourcing goods and services and evaluating contractors
- Read and interpret instructions, procedures and information and signs relevant to the sourcing of goods and services and the evaluation of contractors
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the sourcing of goods and services and the evaluation of contractors
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when sourcing goods and services and evaluating contractors
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when sourcing goods and services and evaluating contractors in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to workplace tasks
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

demonstrate competency in this unit

this unit and include demonstration of applying:
• the underpinning knowledge and skills
• relevant legislation and workplace procedures
• other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site location
- large, medium or small companies
RANGE STATEMENT

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations require:

- customer and supplier contact and coordination

 Contractors may be:

- for one-off or repeat supplies/contract services

Document/data interchange may be:

- electronic
- paper-based

Selection processes include:

- procedures for maintenance of confidentiality and integrity

Personnel in work area may include:

- other employees and supervisors
- customers and suppliers
- external authorities and agencies
- management and union representatives
- industrial relations, occupational health and safety specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- quality and work specifications and procedures
- specifications for required products or services
- manufacturers specifications and/or suppliers handling and storage advice
- workplace procedures, policies and instructions
- OH&S regulations and procedures
- supplier and/or client instructions
- materials safety data sheets
- relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
RANGE STATEMENT

Applicable regulations and legislation may include:

- quality assurance procedures
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)
Not Applicable

Competency Field
Competency Field        R - Contract Procurement
TLIR4003A Negotiate a contract

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor

This unit involves the skills and knowledge required to contract transport and distribution services in accordance with relevant regulatory requirements and workplace procedures. This includes negotiating the contract with a contractor, finalising the contract negotiations, and completing all enterprise contract requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards, legal requirements and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information
Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 **Negotiate contract with contractor** | 1.1 Requirements of the contract are clearly documented and understood by the relevant parties  
1.2 Areas of ambiguity or concern are clarified and resolved  
1.3 Negotiations are undertaken with selected contractor for the contracting of required goods/services on a 'without prejudice' basis  
1.4 Conditions for service and/or supply of goods/services are agreed between the enterprise and the contractor including the determination of key performance indicators  
1.5 Alternative contractors are negotiated with if agreement is unable to be reached with preferred contractor  
1.6 Contract negotiations conform to established workplace requirements and relevant legislation |
| 2 **Complete contract negotiations** | 2.1 Contract documentation is drafted in accordance with relevant legislation, workplace procedures and negotiated conditions of service and supply  
2.2 Technical support in the drafting of contracts is accessed where required  
2.3 Contract documentation is signed and exchanged between the relevant parties |
| 3 **Complete enterprise contract requirements** | 3.1 Documentation systems are established to ensure traceability of orders and financial transactions  
3.2 Workplace systems that require interaction with contractors are identified and actioned  
3.3 Quality assurance procedures for supplied goods/services are initiated  
3.4 Contract and ancillary documentation is completed and stored in accordance with workplace procedures and, where applicable, regulatory requirements |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Regulations, codes of practice and legal requirements relevant to contractual arrangements
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the negotiation of a contract
- Problems that may occur during the negotiation of a contract and action that can be taken to report or resolve the problems
- Risks that may exist when negotiating a contract and ways of controlling the risks involved
- Focus of operation supply arrangements, resources, management and workplace operating systems
- Applicable aspects of contract law
- Processes for contract formulation and negotiation
- Workplace business policies and plans including procedures for maintenance of confidentiality
- Equipment applications, capacities, and configurations
- Resource availability including the competencies of individuals in the team/group
- Relevant contract documentation requirements

**Required skills:**

- Communicate effectively with others when negotiating a contract
- Read and interpret instructions, procedures, information and regulatory requirements relevant to the negotiation of a contract
- Prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to the negotiation of a contract
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when negotiating a contract
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when negotiating a contract in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate risks that may exist when negotiating a contract
- Plan and organise work activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology and information systems
- Adapt to differences in equipment in accordance with standard operating procedures
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night

The workplace environment may involve: • twenty-four hour operation • single and multi-site location • large, medium and small workplaces

Services, products, risks, work systems and requirements: • potentially vary in different sections of the enterprise

Contracts may be for: • singular or continuous supply of goods and/or services

Document/data interchange may be: • electronic • paper-based

Clients/customers/suppliers may include: • domestic and international contractors • corporations • individuals • government agencies

Contract must conform to: • relevant legislation in regard to issues of probity and fair dealings

Consultative processes may involve: • employees, supervisors and managers • contractors • suppliers and current or potential clients • legal representatives, financial managers, accountants • relevant authorities, government departments and institutions • representatives of other enterprises and organisations related to the international transfer of freight • industrial relations and OH&S specialists • other professional, maintenance and technical staff

Communications systems may involve: • fixed and mobile telephone • radio • fax • email • electronic data transfer of information • mail, forms and internal memos
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- codes of practice and regulations relevant to the transport and distribution contractual arrangements
- legal and contract documentation
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- regulations and codes of practice relevant to contractual arrangements
- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances
- relevant financial regulations
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant licence or permit requirements and associated regulations
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  R - Contract Procurement
TLIR4008A Implement and supervise stocktaking procedures

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor stocktaking procedures. It includes maintaining stock records; implementing stocktaking and stock rotation; and identifying stock losses. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maintain stock records</td>
</tr>
<tr>
<td>1.1</td>
<td>Stock levels and records are monitored and maintained at required levels</td>
</tr>
<tr>
<td>1.2</td>
<td>Stock reorder cycles are monitored, maintained and adjusted as required</td>
</tr>
<tr>
<td>1.3</td>
<td>Stock storage and movement records are maintained in line with organisation's policy</td>
</tr>
<tr>
<td>2</td>
<td>Implement stocktaking and stock rotation processes</td>
</tr>
<tr>
<td>2.1</td>
<td>Policies and procedures in regard to stocktaking and cyclical counts are interpreted and explained to team members</td>
</tr>
<tr>
<td>2.2</td>
<td>Stocktaking tasks are allocated to individual team members</td>
</tr>
<tr>
<td>2.3</td>
<td>Team members are provided with clear directions for the performance of each task and supervised</td>
</tr>
<tr>
<td>2.4</td>
<td>Stocktaking and stock rotation procedures are implemented</td>
</tr>
<tr>
<td>3</td>
<td>Identify stock losses</td>
</tr>
<tr>
<td>3.1</td>
<td>Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis</td>
</tr>
<tr>
<td>3.2</td>
<td>Avoidable losses are identified and reasons established</td>
</tr>
<tr>
<td>3.3</td>
<td>Possible solutions to avoidable losses are recommended and implemented</td>
</tr>
<tr>
<td>3.4</td>
<td>Accurate reports on stocktake data, including discrepancies are produced for management</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Safe handling of specific dangerous goods (as relevant for enterprise)
- Stock control
- Stock replenishment/reorder procedures
- Procedures for identifying and recording discrepancies/damage
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
Required skills:

- Communicate effectively with others when supervising a team of people involved in stocktaking
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Complete documentation related to work activities including stocktake documentation
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Monitor work activities in terms of planned schedule
- Operate equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Categories or groups of products or stock may include:

- small parts
- perishable goods
- goods for overseas export
- dangerous goods
- temperature controlled stock
- fragile goods

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Documentation and records may include:

- policy and procedures for receipt and despatch of goods
- procedures for stocktake
- manufacturers specifications and/or supplier handling and storage advice
- material safety data sheets
RANGE STATEMENT

- industry codes of practice
- legislation and statutory requirements
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- dangerous goods declarations and material safety data sheets, where applicable

Applicable legislation and regulations may include:

- relevant regulations, codes and safeworking systems for the use and checking of stock
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- safe disposal of out-of-date stocks

Unit Sector(s)

Not Applicable

Competency Field

Competency Field R - Contract Procurement
TLIR4009A Implement purchasing systems

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to implement purchasing systems. It includes identifying purchasing requirements; sourcing purchases; checking costings, and arranging purchasing. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify purchasing requirements | 1.1 Purchasing requirements are identified from orders and instructions in accordance with workplace procedures  
1.2 Quantities, quality of goods, price limitations and delivery requirements are determined or confirmed in consultation with appropriate personnel |
| 2 Source purchase | 2.1 Source/s of materials are identified from workplace preferred supplier lists or through networks and knowledge of local and/or overseas suppliers  
2.2 The supplier/vendor is advised of the requirements and specifications in accordance with site requirements  
2.3 Availability of supply is confirmed  
2.4 Difficulties in supply are reported in accordance with workplace procedures |
| 3 Check costings | 3.1 Alternative suppliers are contacted to check different costings  
3.2 Actual costs are compared to predicted costs  
3.3 Any recommendations regarding alternative suppliers are communicated to appropriate personnel following workplace procedures  
3.4 All records/reports are maintained in accordance with site requirements |
| 4 Purchase materials | 4.1 Capacity of supplier to meet price, quality and delivery expectations is checked  
4.2 Order is placed with supplier and delivery schedules are confirmed  
4.3 Appropriate orders and invoices are exchanged according to workplace procedures  
4.4 Materials are checked/inspected on receipt in accordance with site requirements |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of national and state or territory regulatory requirements and codes of practice, particularly those relating to trade practices and privacy of information
REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Enterprise purchase/sales records system
- Knowledge of different types of purchasing systems, their use and applications
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation, particularly in relation to systems implementation
- Code of practice for working collaboratively with others
- Typical problems encountered in implementing purchasing systems and possible solutions
- Steps involved in planning the work activities

Required skills:

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to purchasing systems, including reports, and documenting of discrepancies
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, errors in data input, collection or measurement, particularly in relation to cost, order quantity or quality
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule and ensure purchasing system is operating within identified time constraints

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

demonstrate competency in this unit

this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
RANGE STATEMENT

Communication in the work area may include:
- established procedures
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- suppliers of equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- workplace policies and procedures related to purchasing, record keeping and costing
- purchasing records such as order forms, instructions or invoices
- workplace preferred supplier lists
- quality assurance procedures
- relevant OH&S and environmental protection regulations
- emergency procedures
- dangerous goods declarations and material safety data sheets, where applicable
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- trade practices legislation
- privacy legislation
- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field
Competency Field R - Contract Procurement
TLIR4010A Plan purchasing

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to plan purchasing, including preparing invitations to offer, identifying suppliers, issuing invitations to offer, and preparing purchase recommendations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare invitations to offer** | 1.1 Specifications for goods and services to be purchased are obtained from relevant personnel and clarified as required  
1.2 Purchasing methods most appropriate to particular purchases are selected  
1.3 Invitations to offer are prepared  
1.4 Approval of invitations to offer is obtained |
| **2 Identify suppliers** | 2.1 Organisation’s records are reviewed for potential suppliers  
2.2 Sources of supply are identified  
2.3 Invitations to suppliers are made  
2.4 Sources of supply are evaluated against requirements of purchasing strategies |
| **3 Issue invitations to offer** | 3.1 Invitations to offer are distributed  
3.2 Briefings are conducted as required  
3.3 Clarification of issues arising is made with suppliers in line with purchasing strategies |
| **4 Prepare recommendations to purchase** | 4.1 Offer documents are received from suppliers  
4.2 Offer documents are assessed against requirements of purchasing strategies  
4.3 Further information is sought from suppliers as required  
4.4 Specialist expertise is obtained to assist with evaluation as required  
4.5 Offers are evaluated against requirements of purchasing strategies  
4.6 Shortlists of suppliers that make offers and who meet purchasing criteria are prepared  
4.7 Preferred offers are selected  
4.8 Recommendations about preferred offers are made for approval by relevant personnel  
4.9 Approval is obtained for recommended offers |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Relevant legislation, codes of practice and national standards related to procurement, for example Trade Practices Act, contract law, sale of goods legislation, consumer protection legislation and legislation related to the import of goods and services, where relevant
- Relevant OH&S and environmental procedures and regulations
- All details of the organisation's purchasing strategies
- Product knowledge about the goods and services being supplied
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities

Required skills:

- Communicate effectively with others, including verbal skills to negotiate and liaise with potential suppliers and relevant personnel, and written skills including report writing
- Read and interpret instructions, procedures, information and signs relevant to the planning of purchasing
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Work systematically with required attention to detail
- Promptly report and/or rectify any identified problems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Apply and use software appropriately
- Behave ethically and with probity in all aspects or work activities and adhere to industry and organisational codes of conduct

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Relevant personnel may include:
- internal users of purchased goods and services
- owner and Board
- CEO, managers, leaders, coordinators, supervisors and other persons authorised to commit the organisation to purchases
- specialist personnel involved in purchasing, asset maintenance and finance

Purchasing methods may include:
- written quotations
- invitation of open or select tenders
- direct purchases using supply agreements
- electronic trading
- direct negotiations

Invitations to offer may include:
- specifications of goods and/or services required
- criteria for selection of suppliers from offers received
- draft contracts and agreements
- delivery schedules
- requirements for off-site storage and warehousing
- required supplier capacity
- quality requirements

Purchasing strategies include:
- the organisation's documented strategies for purchasing, covering policies, procedures, guidelines and documentation formats for purchasing from suppliers including entities owned by the organisation, partners, alliance members and local and distant suppliers
- criteria for evaluating purchasing performance
- methodology for evaluating purchasing performance
- different policies, procedures and strategies for different dollar values of purchases
- limits of authority to approve purchases
- requirements for fairness and transparency in purchasing
- organisational and industry codes of conduct and ethics

Clarification of issues may include:
- requests for further information about specifications not responded to, misinterpretations of specifications and supplementary/add on products or services

Further information may include:
- requests about specifications not responded to, misinterpretations of specifications and supplementary/add on products or services
- supplier briefings and presentations
RANGE STATEMENT

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:
- organisation's policies, procedures, strategies, methods and instructions relevant to procurement
- lists of relevant personnel to consult
- proformas and instructions used when preparing invitations to offer
- quality assurance procedures
- technical instructions

Applicable legislation and regulations may include:
- relevant legislation, codes of practice and national standards related to procurement, for example Trade Practices Act, contract law, sale of goods legislation, consumer protection legislation and legislation related to the import of goods and services, where relevant
- relevant industry codes of practice
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- award and enterprise agreements and relevant industrial instruments
- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field

Competency Field R - Contract Procurement
TLIR4012A Conduct international purchasing

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to conduct international purchasing and includes sourcing potential suppliers, inviting offers, evaluating the offers received, preparing recommendations and contracting the successful supplier. It also covers arranging importation of the goods, including satisfying regulatory requirements, arranging required payments, and ensuring all contractual obligations are met. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Source international suppliers</td>
<td>1.1 Goods to be purchased internationally are identified&lt;br&gt;1.2 Potential sources of supply are researched from relevant information sources&lt;br&gt;1.3 Market structures for proposed purchases are examined&lt;br&gt;1.4 Regulations governing international purchasing are determined&lt;br&gt;1.5 Potential sources of supply are identified from research&lt;br&gt;1.6 Assistance and clarification is sought, as required, to determine and apply workplace policies and procedures and regulations governing international purchasing of specified goods</td>
</tr>
<tr>
<td>2 Prepare invitations to offer for imported goods</td>
<td>2.1 Specifications of requirements for international purchasing of specified goods are obtained from relevant personnel and clarified, as required&lt;br&gt;2.2 Purchasing strategy most appropriate to the proposed purchase is selected&lt;br&gt;2.3 Invitations to offer are developed and documented&lt;br&gt;2.4 Invitations to offer are checked for compliance with regulations, organisation's policies and procedures and description of required goods&lt;br&gt;2.5 Criteria for evaluating offers are developed and documented and approval is sought and obtained for the documented criteria&lt;br&gt;2.6 Approval is sought for issuance of invitations to offer prior to issuance to prospective suppliers</td>
</tr>
<tr>
<td>3 Prepare recommendations in response to offers</td>
<td>3.1 Offer documents are received from suppliers&lt;br&gt;3.2 Offer documents are assessed against documented criteria and requirements of purchasing strategies&lt;br&gt;3.3 Further information is sought from suppliers, as required, to clarify offers&lt;br&gt;3.4 Offers are evaluated against purchasing criteria&lt;br&gt;3.5 Preferred offer is selected and recommendation made for approval by relevant personnel&lt;br&gt;3.6 Approval is obtained for recommended offers</td>
</tr>
<tr>
<td>4 Action successful offers</td>
<td>4.1 Contract with successful supplier is drafted&lt;br&gt;4.2 Legal expertise is accessed to ensure legality of contract agreements&lt;br&gt;4.3 Contract is issued in accordance with approval received&lt;br&gt;4.4 Unsuccessful offers are informed of outcome of evaluation process</td>
</tr>
<tr>
<td>5 Arrange importation of goods</td>
<td>5.1 Risks in ownership and transport of goods from point of delivery to final destination are assessed</td>
</tr>
</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
--- | ---
5.2 Relevant insurance cover is arranged
5.3 Agents are sourced as required to arrange inspection, packing, transport, importation, customs clearance and delivery of goods into store
5.4 Statutory and regulatory requirements including fumigation and export/import controls are satisfied
5.5 Supply and logistics channels are managed to ensure delivery of goods is achieved satisfactorily and within designated timelines

6 Arrange provision of foreign currency payments and ensure all contractual obligations are satisfied
6.1 Advice is obtained on payment strategy to be followed
6.2 Arrangements are made to initiate currency hedging, letter of credit or payment by direct cheque in accordance with advice received
6.3 Payments are authorised at appropriate times
6.4 Actions are taken to ensure that any non-compliance with contractual conditions and specifications is rectified

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislation, codes of practice and national standards, for example Australian Customs Act, Trade Practices Act, law of contracts, quarantine legislation, relevant other government and international legislation relating to restrictions and prohibitions on imports
- Relevant OH&S and environmental procedures and regulations
- Organisation's policies and procedures for international purchasing
- Sources of information and assistance external to organisation, for example regulatory authorities such as Australian Custom Service (ACS) and Australian Quarantine Inspection Service (AQIS), customs brokers, Austrade, state/territory government departments or agencies, chambers of commerce
- Methods of payment applicable to international purchasing
- Relevant insurance brokers and available types of policies to cover identified risks
- Agencies involved in importation arrangements such as customs brokers, freight forwarders, logistics and transport companies and consultants
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:

- Communicate effectively with others when completing work activities, including written and verbal communication skills for developing and documenting invitations to offer
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Manage tasks across cultural and geographic barriers
- Assess and manage risks as appropriate to work tasks
- Promptly report and/or rectify any identified problems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Work systematically to timelines and with required attention to detail and accuracy
- Behave ethically and with probity in all aspects or work activities and adhere to industry and organisational codes of conduct

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of...
EVIDENCE GUIDE

unit

this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information sources may include:
- trade or industry publications
- Austrade and state/territory government departments or agencies and chambers of commerce
- existing databases of suppliers
RANGE STATEMENT

- international branches and affiliates of organisation
- catalogues and directories
- internet

Assistance and clarification may be sought from:

- manager or other personnel within the organisation
- external parties, for example, regulatory authorities such as Australian Customs Service (ACS), Australian Quarantine Inspection Service (AQIS), customs brokers and Austrade

Specifications may include:

- technical descriptions of goods to be purchased
- relevant quality parameters for goods
- size, capacity and volume of individual items
- quantities required
- indications of price range to be paid
- designated timelines
- packaging requirements

Criteria for evaluating offers may include:

- any preferences for country of origin
- cost structure
- quality parameters
- value adding offered by suppliers including technical support and guarantees
- availability and ability to meet designated timelines
- clarity of offer

Approval may be sought and obtained from:

- own manager
- purchasing manager

Specialist expertise may include:

- expertise within organisation
- regulatory bodies such as AQIS and ACS
- customs brokers, freight forwarders, logistics and transport companies and consultants

Agents include:

- customs brokers
- freight forwarders
- logistics and transport companies
- consultants

Actions may include:

- referral to more senior personnel within organisation, regulatory bodies and agents involved in arranging importation of goods
- imposition of fines or penalties
- interventions by self

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
RANGE STATEMENT

- email
- internet
- RF systems
- oral, aural or signed communications
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- organisation's policies, procedures, strategies, methods and instructions relevant to purchasing in an international context
- lists of relevant personnel to consult
- proformas and instructions used when preparing invitations to offer
- quality assurance procedures
- technical instructions
- legislation, codes of practice and national standards, for example:
  - Australian Customs Act
  - quarantine legislation
  - other Australian legislation relating to restrictions and prohibitions on imports

Unit Sector(s)
Not Applicable

Competency Field

Competency Field          R - Contract Procurement
TLIR5005A Manage a contract

Modification History
Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.
In Release 2 renumbering of the Elements and Performance Criteria were corrected.
Release 2 is equivalent to the previous release.

Unit Descriptor
This unit involves the skills and knowledge required to manage a contract. It includes confirming contract requirements; establishing a contract management system; and monitoring and evaluating the contract. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry. The unit generally applies to those who provide leadership of others individually or in teams. This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

1. **Confirm contract requirements**
   - 1.1 Consult relevant parties to identify their requirements of the contract
   - 1.2 Identify special provisions needed
   - 1.3 Identify whether the contract is straightforward or whether specialist legal advice is needed and obtain advice where required
   - 1.4 Contract specifications clearly identify the outcomes and measures required in the key performance areas
   - 1.5 Relationship with contractor is managed in accordance with organisational policy and procedures

2. **Establish contract management system**
   - 2.1 Effective communication/information strategies are established
   - 2.2 Dispute and complaint system is established according to organisational policy and procedures
   - 2.3 Consistent and accurate records of contract progress are maintained
   - 2.4 Management strategy is documented, monitored for effectiveness and adapted as necessary during the life of the contract

3. **Monitor contract**
   - 3.1 Regular inspections of contract services are undertaken to ensure compliance with specifications
   - 3.2 Regular planned progress meetings are conducted and documented between all contract personnel to ensure problems are identified and resolved early and documented
   - 3.3 Variations between the specified scope of services and the contract are identified and documented and relevant personnel are notified without delay
   - 3.4 Contract costs are monitored on a regular basis to ensure that the service is carried out within financial and contractual requirements
   - 3.5 Payments for contract services are authorised in accordance with the conditions of contract and organisation's contract administrative system

4. **Evaluate the contract**
   - 4.1 Evaluation of contract performance is undertaken relative to planned performance measures and in consultation with stakeholders and suppliers
   - 4.2 Conclusions are detailed against agreed criteria and a complete picture of performance of the supplier, the organisation's procurement processes and value for money is provided
4.3 Evaluation is documented in accordance with organisational requirements to assist improvement in future procurement activities.

4.4 Relevant parties are advised of evaluation outcomes in a timely manner in accordance with organisational guidelines.
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement, including law of contract, trade practices law and commercial law to a level sufficient to be able to manage the performance of a contractor
- Purchasing policies and practices of the organisation
- Whole-of-life considerations
- Disposals considerations
- Procedures for acceptance of goods or services
- Procurement approval processes
- Sufficient knowledge of finance to be able to manage a contract including negotiating price variations during the contract
- Performance management to be able to identify and manage compliance with the contract
- Confidentiality issues in relation to contracted services such as intellectual property
- Negotiation practice in procurement, including legal aspects
- Ethical issues
- Equal employment opportunity and anti-discrimination law
- Financial and accounting issues relevant to the contract.
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others

Required skills:

- Communicate effectively with others when managing a contract
- Read and interpret instructions, procedures, information and the contract itself
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to contract management, including reports relevant to deliverables of stages and completion
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Negotiate solutions to problems as they arise during the management timeframe of the contract
- Modify activities depending on differing operational contingencies, risk situations and environments and negotiate those modifications where necessary with the contractor or agent
- Monitor work activities in terms of planned schedule
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Disputes and complaints may include disputes over:
- requirements
- delivery schedules
- price changes
- extensions to scope
- additional tasking
- payment schedules

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- relevant authorities
- legal or other expert advisers

Documentation and records may include:
- relevant legislation, regulations and codes of practice related to procurement and contracted services
- relevant OH&S and environmental protection regulations, if applicable
- organisation's policies and procedures on procurement and contracted services
- contract schedules, specifications and related documentation
- quality assurance procedures
- relevant Australian Standards and certification requirements where these apply to the contracted services

Applicable legislation and regulations may include:
- relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement, including trade practices law, law of contract, commercial law and fair trading legislation
Unit Sector(s)
Not Applicable.

Competency Field
R - Contract Procurement
TLIR5006A Develop, implement and review purchasing strategies

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to develop, implement and review an organisation's purchasing strategies. It includes determining, developing and implementing purchasing strategies, evaluating these and implementing improvements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine purchasing objectives | 1.1 Industry benchmarks for purchasing are researched and analysed for suitability to organisation  
1.2 Organisation’s purchasing data and information are analysed  
1.3 Consultations are undertaken with relevant stakeholders and personnel to inform development of purchasing objectives  
1.4 Purchasing objectives in line with organisation’s goals are drafted  
1.5 Approval is gained from relevant personnel for purchasing objectives |
| 2 Develop purchasing strategies | 2.1 Purchasing strategies are developed, taking into account legal requirements and purchasing objectives  
2.2 Purchasing criteria include the five rights  
2.3 Human resource, financial and other plans are developed to implement purchasing strategies  
2.4 Approval is gained for plans to implement purchasing strategies  
2.5 Changes resulting from approval process are made to plans and strategies, as required |
| 3 Implement purchasing strategies | 3.1 Purchasing strategies are communicated to relevant personnel and stakeholders  
3.2 Resources needed to implement purchasing strategies are accessed  
3.3 Support is provided to implement purchasing strategies  
3.4 Implementation of purchasing strategies by the organisation is monitored  
3.5 Problems and issues arising during implementation are identified and addressed  
3.6 Reports are provided to relevant personnel and stakeholders on implementation of purchasing strategies |
| 4 Evaluate purchasing strategies and implement improvements | 4.1 Implementation of purchasing strategies is reviewed  
4.2 Improvements to purchasing strategies are identified from review process  
4.3 Approval is gained to implement improvements to purchasing strategies  
4.4 Improvements are communicated to relevant stakeholders and support is provided to implement improvements  
4.5 Implementation of improvements is monitored and reviewed to determine effectiveness of improvements |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislation, codes of practice, national and international standards, for example Trade Practices Act, contract law, sale of goods legislation, and legislation related to the import of goods and services, if relevant
- Occupational health and safety (OH&S) issues relevant to goods and services purchased by the organisation
- Organisation policies and procedures related to purchasing; contracting and tendering; business terms and conditions for purchasing, tendering and contracting; and ethical behaviour
- Product knowledge related to goods and services required by the organisation
- Information about industry benchmarks for purchasing, including information from peak bodies and industry associations and Australian Standards

Required skills:

- Communicate effectively with others when developing, implementing and reviewing purchasing strategies, including consulting and negotiating with stakeholders, using writing skills to document policies and procedures, and supporting staff to implement strategies
- Read and interpret instructions, procedures and information relevant to work activities
- Prepare reports appropriate to the development, implementation and review of purchasing strategies
- Plan and prioritise work activities and research and analyse data
- Develop human resource, financial and other plans when developing, implementing and reviewing purchasing strategies
- Use monitoring, review and evaluation skills when developing, implementing and reviewing purchasing strategies
- Identify and address any problems relating to the development, implementation and review of purchasing strategies
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interaction with others

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

environments and situations that may affect performance.

Relevant stakeholders may include:
- clients and customers
- tenderers, suppliers and contractors

Relevant personnel may include:
- internal users of purchased goods and services
- owner and Board
- CEO, managers, leaders, coordinators, supervisors and other persons authorised to commit the organisation to purchases
- specialist personnel involved in purchasing, asset maintenance and finance

Purchasing strategies include:
- policies, procedures, guidelines and documentation formats for purchasing from suppliers including entities owned by the organisation, partners, alliance members and local and distant suppliers
- criteria for evaluating purchasing performance
- methodology for evaluating purchasing performance
- key performance indicators for purchasing
- different policies, procedures and strategies for different dollar values of purchases
- limits of authority to approve purchases
- requirements for fairness and transparency in purchasing
- organisational and industry codes of conduct and ethics

Legal requirements may include issues in relation to:
- access and equity
- codes of practice
- data collection, storage and retrieval
- ethical conduct and governance
- industrial relations
- insurance
- accreditation, licence, patent and copyright
- operation, maintenance and service of tools, equipment, plant and machinery
- occupational health and safety
- planning
- privacy and confidentiality
- professional development
- standards (Australian and international)
- warranties

The five rights are:
- right supplier
  - due diligence requirements
  - demonstrable expertise and experience
RANGE STATEMENT

- evidence of past legal compliance
- ethical conduct requirements
- requirements to use organisations linked by ownership, partnership, alliance or other arrangements

- right price
  - value-for-money
  - cost/price analysis

- right quantity:
  - supply guarantees

- right quality
  - confidentiality and probity requirements
  - measures to manage risk
  - key performance indicators
  - quality accreditation

- right time
  - supply guarantees

Resources include:

- human, physical and other resources such as:
  - software systems
  - staff to undertake or assist with purchasing
  - documentation required for purchasing, such as pro formas, order forms, standard tender documentation and basic standard contracts

Further information may include:

- training programs
- written information including procedures and internet or intranet-based information
- information sessions and briefings

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the organisation concerned, workplace procedures

- standard operating procedures (SOPs)
- company procedures
RANGE STATEMENT

may be called:

- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- relevant workplace policies, procedures and codes of conduct relating to purchasing and business management
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- operations manuals, job specifications and induction documentation
- relevant Australian Standards

Applicable legislation and regulations may include:

- relevant legislation from all levels of government that affects business operation
- relevant industry codes of practice
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- award and enterprise agreements and relevant industrial instruments

Unit Sector(s)

Not Applicable

Competency Field

Competency Field R - Contract Procurement
TLIR5007A Manage international purchasing

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to manage international purchasing of specific goods within workplace policies and procedures and regulatory frameworks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry. The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Develop and document strategies for international purchasing | 1.1 Strategic implications for the organisation's international purchasing are researched and analysed  
1.2 International market structures are researched  
1.3 Export requirements of supplier country are researched and analysed  
1.4 Organisation's strategies for international purchasing are drafted and submitted for approval |
| 2 Implement international purchasing strategies | 2.1 International purchasing strategies are communicated to relevant personnel and stakeholders  
2.2 Support is provided to stakeholders to implement international purchasing strategies  
2.3 Implementation of international purchasing strategies is monitored within the organisation  
2.4 Problems and issues arising from implementation of international purchasing strategies are identified and addressed |
| 3 Undertake more complex international purchasing | 3.1 Export markets and cultural considerations having a potential impact on international purchasing are researched and appropriate markets are chosen  
3.2 International legal requirements on sale of goods and Australian regulatory controls applicable to imports into Australia are researched and applied as appropriate  
3.3 Relevant INCO terms and trade terms are applied  
3.4 Exception clauses to business conditions are drafted  
3.5 Any discrepancies are clarified and resolved to the satisfaction of all parties |
| 4 Determine payment strategies | 4.1 Financial risk management is analysed and available controls are implemented  
4.2 Source and availability of funds for payment are identified  
4.3 Currency payment methods - hedging, letters of credit, and payment by cheque upon/after shipment are researched and analysed  
4.4 Currency payment methods are selected  
4.5 Expenditure phasing is planned and implemented |
| 5 Arrange barter or countertrade | 5.1 Strategic implications of arranging specific barter or countertrade are researched and analysed  
5.2 Suppliers willing to engage in international barter or countertrade are determined  
5.3 Commercial conditions for proposed barter or countertrade are negotiated and agreement is reached with partners  
5.4 Draft contract is prepared and legal expertise accessed to check |
### ELEMENT PERFORMANCE CRITERIA

**legality of contract agreement**

5.5 Contracts are approved and issued

<table>
<thead>
<tr>
<th>6</th>
<th>Determine logistics strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Requirements for pre-shipment inspection are ascertained and arrangements are made</td>
</tr>
<tr>
<td>6.2</td>
<td>Shipping and other transport risks and facilities are researched and analysed</td>
</tr>
<tr>
<td>6.3</td>
<td>Regulatory compliance requirements for importation into Australia are researched and analysed</td>
</tr>
<tr>
<td>6.4</td>
<td>Logistics strategies for the organisation are developed to take account of appropriate transport, insurance and regulatory compliance requirements</td>
</tr>
<tr>
<td>6.5</td>
<td>Approval is gained from relevant personnel for implementation of logistics strategies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7</th>
<th>Evaluate international purchasing strategies and implement identified improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Implementation of international purchasing strategies is reviewed</td>
</tr>
<tr>
<td>7.2</td>
<td>Improvements to international purchasing strategies are identified from the review process</td>
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<td>Changes are communicated to relevant stakeholders and support is provided to implement improvements</td>
</tr>
<tr>
<td>7.5</td>
<td>Implementation of changes is monitored and reviewed to determine effectiveness of improvements</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of national and state or territory regulatory requirements and codes of practice relating to restrictions and prohibitions on imports
- Commonwealth/state/territory government procurement guidelines
- Organisational procurement policies and practices for international purchasing
- Contracting requirements
- Whole-of-life considerations
- Disposals considerations
- Procedures for acceptance of goods or services
REQUIRED KNOWLEDGE AND SKILLS

- Procurement approval processes
- International markets and cultural considerations relevant to purchasing in supplier countries
- Legal considerations
- Negotiation practice in procurement
- Ethical issues
- Equal employment opportunity, equity and diversity principles and legislation
- Legal aspects of negotiation
- Legislation, codes of practice and national standards including the law of contract, Trade Practices Act, commercial law, quarantine legislation
- Financial and accounting issues relevant to the contract
- Source of information and assistance external to the organisation such as regulatory authorities, customs brokers, Austrade, state/territory government departments or agencies, chambers of commerce
- Methods of payment applicable to international purchasing including barter and countertrade
- INCOTERMS
- Relevant insurance brokers and types of policies to cover risks
- Agencies involved in arranging importation such as customs brokers, freight forwarders, logistics and transport companies and consultants
- Requirements for completing relevant documentation

Required skills:

- Communicate effectively with others when managing international purchasing
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Strategic implications may include:
- economic and financial implications
- business risks
- compliance requirements
- establishment of overseas branches and agencies or representatives
- knowledge and information requirements

Export requirements refers to:
- compliance with legislation
- tariffs, quotas, trading agreements and international treaties
- business processes and practices of supplier country

Cultural considerations may include:
- values, beliefs and attitudes
- perception of Australia
- business processes and practices within supplier country
- culturally appropriate communication styles

Legal requirements may include:
- international trade agreements and treaties
- international law
- legislation applicable to supplier country

Australian regulatory controls may include those applicable to:
- Australian Customs Service (ACS) requirements
- Australian Quarantine Inspection Service (AQIS) requirements
- Australian Taxation Office requirements
- requirements of other government departments and agencies
- Trade Practices Act

INCOTERMS refer to:
- the set of international rules for the interpretation of trade terms published by ICC (International Chamber of Commerce) and applied to imports and exports to specify transportation and payment conditions

Controls may include:
- insurance
- guarantees
- specifying a particular currency for payment
- selection or rejection of particular payment methods
- other strategies to minimise or transfer risk

Barter refers to:
- the simultaneous exchange of goods between the importer and exporter

Countertrade refers to:
- a trading transaction where export sales to a particular market are made on the condition that imports from that
RANGE STATEMENT

Requirements for pre-shipment inspection may include:
- checks of condition of goods prior to shipment
- checks made of quality, packaging (including condition of containers), quantities, labelling of goods and containers and separation of goods to comply with Australian regulations such as Dangerous Goods Act

Regulatory compliance requirements may include:
- fumigation and quarantine regulations
- labelling requirements
- separation of goods to comply with Australian regulations such as Dangerous Goods Act
- legislation and regulations related to prohibited imports

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- regulations and codes of practice relevant to Australian Dangerous Goods (ADG) code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to ADG code
- specialist permit applications
- phytosanitary certificates
- quality assurance procedures
- operations manuals, job specifications and induction documentation
- relevant Australian Standards and certification requirements
Unit Sector(s)

Not Applicable

Competency Field

Competency Field  R - Contract Procurement
TLIR5014A Manage suppliers

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to manage suppliers. It includes assessing suppliers and building a productive relationship with them; evaluating delivery of goods/services; negotiating arrangements and resolving disagreements with suppliers; and reviewing supplier performance. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 **Assess suppliers and build productive relationship** | 1.1 Criteria to enable an effective evaluation of supplier services are developed and documented  
1.2 Existing suppliers are assessed against criteria  
1.3 Availability and suitability of alternate suppliers who can meet the service support requirements within legislative requirements are identified  
1.4 Terms and conditions of suppliers to achieve service requirements are established and communicated  
1.5 Cooperative relationships are developed with supplier according to organisational policies and procedures  
2 **Evaluate delivery of goods and/or services against agreements** | 2.1 The quality of goods and services supplied is assessed against criteria  
2.2 Non-compliance is identified, documented and corrective action is implemented within the terms of contractual arrangements  
2.3 Contingency plans are developed in the event of supplier failure to deliver  
2.4 Relationships with suppliers are managed to support effective delivery  
3 **Negotiate arrangements with suppliers** | 3.1 Arrangements with suppliers are negotiated and implemented according to organisational policies and procedures  
3.2 Market factors that may affect the supply of goods and services are identified and communicated to relevant personnel  
3.3 Immediate corrective action is taken in consultation with the supplier where potential or actual problems are indicated  
4 **Resolve disagreements with suppliers** | 4.1 Disagreements with suppliers are investigated to identify validity and causes  
4.2 Disagreements are negotiated and resolved  
4.3 Amendments to agreements as a consequence of the resolution of disagreements are documented  
4.4 Approval is sought and obtained for amendments  
4.5 Approved amendments are communicated to suppliers and relevant personnel  
5 **Review performance of suppliers** | 5.1 Suppliers are continuously reviewed in regard to quality, profitability, service, delivery status and other relevant performance indicators  
5.2 Supplier performance is evaluated against the requirements of purchasing agreements  
5.3 Suppliers are informed of evaluation outcomes as required  
5.4 Recommendations about future use of suppliers are made to relevant personnel
ELEMENT PERFORMACE CRITERIA
5.5 Suppliers are deleted from supplier shortlist according to criteria

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement
- Relevant OH&S and environmental procedures and regulations
- Organisational policies, procedures, plans, guidelines and code of conduct relevant to procurement and supply contracts
- Procurement approval procedures
- Procedures for receipt and payment of goods and services
- Organisational procedures for monitoring the performance of suppliers
- Contract performance and dispute policies and procedures
- Procedures for operating electronic communications equipment
- Suppliers in the marketplace
- Common use arrangements
- Financial accountability requirements
- Operation of recording, reporting and statistical analysis systems and resources
- Requirements for completing relevant documentation
- Steps involved in planning the work activities
- Code of practice for working collaboratively with others
- Probity requirements and ethical issues

Required skills:

- Communicate effectively with others when managing suppliers
- Read and interpret instructions, procedures, information and signs relevant to the management of suppliers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
Required skills:

- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace
EVIDENCE GUIDE

procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Recommendations may include:
- renew agreement for further purchasing
- seek new sources of supply
- file relevant supplier details for future reference

Disagreements can be about:
- delivery schedules
- costs, fees and prices
- quality of goods or services, including OH&S performance standards
- interpretations of specifications detailed in documents on which agreements are based
- interpretations of terms and conditions detailed in agreement

Consultative processes may involve:
- other employees and supervisors
- suppliers of equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
RANGE STATEMENT

Depending on the organisation concerned, workplace procedures may be called:

- RF systems
- oral, aural or signed communications
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- organisation's policies, procedures, strategies, methods and instructions relevant to procurement and supplier management
- relevant OH&S and environmental protection regulations
- lists of approved suppliers and relevant personnel to consult
- proformas and instructions used when evaluating suppliers and their performance
- quality assurance procedures
- technical instructions
- relevant Australian Standards

Applicable legislation and regulations may include:

- relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field R - Contract Procurement
TLIS2004A Install and maintain rail bonding systems

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to install and maintain all types of temporary and permanent bonds and bonding cables in use in the Australian rail system in accordance with safeworking and regulatory requirements and workplace procedures. This includes planning the installation and maintenance, preparing the worksite, installing and maintaining the bonds and bonding cables, and conducting all required post-installation activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to install and maintain rail bonding systems as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| **1 Plan the installation and maintenance of the relevant bonding systems** | 1.1 Works order including drawings, plans and material lists is received/accessed, analysed and confirmed, if necessary by site inspection  
1.2 Work is prioritised/scheduled including site and relevant electrical permits  
1.3 Resources including personnel, plant, equipment and tools are identified and scheduled  
1.4 Liaison and communication issues with other personnel, authorities, clients and landowners are resolved |
| **2 Prepare the worksite** | 2.1 Personnel participating in the task, including plant operators and contractors, are fully briefed  
2.2 Site preparation is completed in accordance with works order  
2.3 Where required, specialist testing and earth equipment is inspected and replaced if defective  
2.4 Where required, road signs, barriers and warning devices are positioned  
2.5 Safeworking practices are observed on or about the running track/line |
| **3 Install and maintain bonding system cables** | 3.1 Systems and circuits are isolated as required, proved safe to work on in accordance with work plan and, where required, electrical permits are issued/accepted/relinquished  
3.2 Cable and surrounds, including rail and other surfaces, are prepared to appropriate specifications  
3.3 Bonds are attached in accordance with specifications  
3.4 Joint and termination procedures are carried out in accordance with authorised work procedures  
3.5 Continuity testing procedures are carried out as required  
3.6 The system is commissioned following the conduct of a visual inspection, and the completion of other testing |
| **4 Conduct post-operational activities** | 4.1 Worksite is rehabilitated in accordance with workplace procedures  
4.2 Work is completed in an agreed time and with a minimum waste  
4.3 Notification, records and documentation for updating system data is completed |

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the installation and maintenance of rail bonding systems
- Problems that may occur during the installation and maintenance of rail bonding systems and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and maintenance of rail bonding systems and ways of controlling the risks involved
- Characteristics, capabilities and uses of various types of cables
- Cable testing and fault identification/location procedures
- Testing and commissioning procedures, including testing and earth/rail connecting conductors
- Traction earthing systems and bonding systems
- Basic circuits for signalling and communications systems
- Switching operation, isolation and access permit procedures
- Electrical principles including OHMs law, voltage and current transformation, voltage drop, cable
- Current capacities, inductance and capacitance, protection systems and devices
- The responsibilities and rights of other authorities, clients and landowners
- Regulatory and workplace traffic control requirements and guidance signals
- Relevant workplace documentation and records systems

Required skills:

- Communicate effectively with others when installing and maintaining rail bonding systems
- Read and interpret technical data, drawings, instructions and manuals relevant to the installation and maintenance of rail bonding systems
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the installation and maintenance of rail bonding systems
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and maintaining rail bonding systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and maintaining rail bonding systems in accordance with regulatory requirements and workplace procedures
Required skills:

- Implement contingency plans for unplanned events that may arise when installing and maintaining rail bonding systems
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Organise activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and tools
- Joint and terminate earthing and bonding cables
- Guide, using signals, operators of plant and equipment during the installation and maintenance of cables
- Work at heights and in confined spaces
- Perform basic and exothermic welding
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or
EVIDENCE GUIDE

other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Rail bonding systems to be installed and maintained may include all those in service in the Australian rail system, including:
- traction bonding (as required in all electrified rail systems)
- track circuit continuity bonds
- cross bonding
RANGE STATEMENT

Maintenance may include:
- the diagnosis of faults and recommissioning
- the repair and replacement of cables and associated hardware

Earthing and bonding systems may include:
- permanent systems
- temporary systems
- grading rings
- earth grids

Types of conductors may include:
- steel
- steel rail
- copper
- aluminium and steel
- bare and sheathed cables
- single core
- stranded
- flexible

Cables may include:
- surface mounted
- aerial
- buried
- enclosed

Permanent jointing and terminating materials may include:
- polymeric tape materials
- polymeric heat shrink and covering materials
- exothermic welds
- crimped connections
- bolted connections

Temporary terminating components may include:
- screwed earth/rail/conductor clamps
- clipped earth/rail/conductor clamps
- sticks
- testers

Communications equipment may include:
- two-way radios, and/or
- telephones

Depending on work context, safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
RANGE STATEMENT

- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders and specifications
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field
S - Construction and Installation
TLIS2012A Install and service rail lubrication equipment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to install and service rail lubrication equipment in accordance with safeworking and regulatory requirements and workplace procedures. It includes installing the lubrication equipment, servicing and monitoring the lubrication equipment, removing lubrication equipment, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and service rail lubrication equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Install lubricator | 1.1 Identify work location  
1.2 Rail is correctly prepared at lubrication site to enable correct fitting of lubricator  
1.3 Lubricator is installed and tested to ensure correct functionality in accordance with workplace procedures |
| 2 Service and monitor lubricator | 2.2 Lubricator is cleaned and correctly adjusted to ensure correct functionality  
2.3 Parts are replaced as required to ensure correct functionality  
2.4 Lubricator is filled with appropriate lubricant  
2.5 Lubricator is checked and adjusted to maintain correct functionality |
| 3 Remove lubricator | 3.2 Preparations for the removal of the lubricator are made in accordance with workplace procedures  
3.3 Lubricator is correctly removed and stowed in accordance with workplace procedures |
| 4 Complete documentation | 4.2 Required documentation is completed in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and service of rail lubrication equipment
- Problems that may occur during the installation and service of rail lubrication equipment, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and service of rail lubrication equipment, and ways of controlling the risks involved
- Basic mechanical knowledge relevant to the installation and service of rail lubrication equipment
- Principles of rail lubrication and lubrication equipment
- Relevant workplace technical manuals and instructions
- Characteristics of relevant equipment, materials, structures, hardware and components used in work activities
REQUIRED KNOWLEDGE AND SKILLS

- Hazardous situations and related personal protection measures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when installing or servicing rail lubrication equipment
- Read and interpret technical data, drawings, instructions and manuals relevant to the installation and service of rail lubrication equipment
- Interpret and follow operational instructions and perform work in correct sequence
- Complete documentation related to the installation and service of rail lubrication equipment
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when installing or servicing rail lubrication equipment in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Check compliance between work and job specifications
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and tools
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

unit
• the underpinning knowledge and skills
• relevant legislation and workplace procedures
• other relevant aspects of the range statement

• Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  • installing a rail lubricator
  • adjusting the pump to supply optimum grease delivery or replacing a gasket set

Context of and specific resources for assessment
• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

Environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Rail lubrication equipment to be installed and/or serviced may include:
- any used within the Australian rail systems

Resources may include:
- hand tools and small plant
- rail lubrication components
- rail borer

Materials may include:
- rail fastenings
- rail grease

Communications systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information may be provided:
- electronically
RANGE STATEMENT

Information/documents may include:
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- maintenance notices, records and requests
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS2013C Install minor structures

Modification History
New release. This unit replaces and is equivalent to TLIS2013B.

Unit Descriptor
This unit involves the skills and knowledge required to install minor non-track bearing structures and assemblies in rail industry contexts in accordance with safeworking and regulatory requirements, and workplace procedures.
It includes planning and preparing for the installation, installing the structure in accordance with workplace requirements, and cleaning up the site after installation.
Licensing or certification requirements may apply to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.
Work is performed under some supervision, generally in a team environment. It involves the application of routine operational principles and procedures to install minor structures as part of workplace activities across a variety of operational contexts within the Australian rail system.
Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
**Elements and Performance Criteria**

|   | **Plan and prepare for work** | 1.1 Type of structure to be installed is identified and appropriate methods are planned in accordance with workplace procedures and specifications |
|   |                                 | 1.2 Structure and/or materials for installation are identified, obtained and prepared in accordance with plans and specifications |
| 2 | **Assemble and install structural elements** | 2.1 Where required, excavation is conducted to standards in accordance with workplace procedures and regulatory requirements |
|   |                                 | 2.2 Where required, foundations are installed in accordance with workplace procedures and specifications |
|   |                                 | 2.3 Components are assembled and installed in accordance with specifications and/or plans using appropriate methods |
|   |                                 | 2.4 Level/position of structure is adjusted to required standard to maintain correct track geometry/clearances |
|   |                                 | 2.5 Fasteners are installed and tightened in position using correct fastening method to ensure structural integrity |
|   |                                 | 2.6 Installed structure is checked against specified requirements and/or plans, and required adjustments are made |
| 3 | **Maintain structures** | 3.1 Components requiring replacement are checked against standards and are measured for preparation of replacement components |
|   |                                 | 3.2 Materials required for job are identified and organised as required to enable appropriate replacement of components |
|   |                                 | 3.3 Replacement components are cut and shaped to required standard in accordance with workplace procedures |
|   |                                 | 3.4 Surfaces of components are treated using appropriate methods and materials as required |
| 4 | **Finalise work** | 4.1 Site is cleaned up to remove unnecessary materials and is restored to environmentally sound and safe condition |
|   |                                 | 4.2 Work as executed documentation is completed as required in accordance with organisational procedures |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Construction methods and techniques for basic structures
- Functions of different types of minor structures
- Hazards that may exist when installing minor structures, and ways of controlling the risks involved
- Information on the use of epoxy and grouts for mortar pads
- Problems that may occur when installing minor structures, and action that can be taken to report or resolve them
- Relevant recording and documentation procedures
- Relevant safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Workplace procedures for installing minor structures

Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Check compliance between work and job specifications
- Check correct track geometry/clearances
- Communicate effectively with others when installing minor structures
- Complete documentation relating to installing minor structures
- Follow operational instructions and work sequences when installing minor structures
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Operate communication equipment to required protocol
- Read and interpret plans, specifications, instructions and manuals relating to installing minor structures
- Report and rectify within limits of own role problems, faults and malfunctions that may occur when installing minor structures in accordance with regulatory requirements and workplace procedures
- Select and use relevant equipment and tools
- Select and use required personal protective equipment (PPE)
- Work collaboratively with others when installing minor structures
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Minor structures to be installed may include:
- pipes and culverts
- overhead wiring system (OHWS) - single mast
- retaining walls
- level crossings
- buffer stops
- ballast retention walls
- ballast logs
- intermediate rail support on ballast walls
- earthworks protection structures
- level crossings (non-rail items)

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movement of equipment, goods and vehicles

Equipment may include:
- cranes
- crane and lifting gear
- hand tools
- small power tools
- rollers and wacker packers for compaction
- welding, oxy and cutting equipment
- scaffolding
- ladders
- elevated work platforms (EWPs)

Materials may include:
- steel
- concrete and concrete products
- timber
- rubber products
- bolts and fasteners
- epoxy grouts
- cement grouts
- paint (protective treatment)

Liaison may include:
- internal or external personnel from other work areas, such as train controllers
- road authorities
- local councils
- landowners
Communication equipment and systems may include:
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and PPE may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- quality assurance plans, data and document control
- conditions of service, legislation and industrial agreements, including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards (AS) and related requirements, including AS 4292 Railway safety management
- relevant state/territory legislation relating to:
- environmental protection
- OH&S

**Unit Sector(s)**

Not applicable.

**Competency Field**

S – Construction and Installation
TLIS2020A Install overhead wiring structure

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to install overhead wiring structures in accordance with safeworking and regulatory requirements and workplace procedures including planning and preparing for the installation, installing the required components to specification, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install overhead wiring structure as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan installation | 1.1 Work requirements are determined to identify scope of work and resources required  
1.2 Type of overhead wiring structure required for job is identified and organised |
| 2 Prepare for installation | 2.1 Footings are prepared and excavated in compliance with standard, following workplace procedures  
2.2 Formwork is installed in compliance with standard, following workplace procedures  
2.3 Concrete reinforcing is installed in compliance with standard, following workplace procedures  
2.4 Concrete is mixed and placed in compliance with standard, following workplace procedures  
2.5 Hold down plates/bolts are placed into concrete to correct dimensions to enable fitting of overhead wiring structure |
| 3 Install components | 3.1 Components are assembled onto bridge section as required in preparation for installation  
3.2 Masts and other components are positioned and installed as required, following accepted workplace procedures  
3.3 Fastening systems are installed in compliance with standard to ensure the integrity of the overhead wiring structure |
| 4 Complete documentation | 4.1 Documentation is completed in line with company requirements and workplace practice |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the installation of overhead wiring structures
- Problems that may occur during the installation of overhead wiring structures and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation of overhead wiring structures and ways of controlling the risks involved
REQUIRED KNOWLEDGE AND SKILLS

- Relevant earthmoving equipment and methods
- Characteristics and relevant information on overhead wiring structures
- Information in relevant workplace technical manuals and instructions
- Characteristics of plant and equipment, materials, transport, structures, hardware and components used in work activities
- Rail operations and train movement
- Hazardous situations and related personal protection measures
- Emergency procedures manuals
- Local authority procedures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when installing overhead wiring structures
- Read and interpret technical data, drawings, instructions and manuals relevant to the installation of overhead wiring structures
- Interpret and follow operational instructions and prioritise work when installing overhead wiring structures
- Complete documentation related to the installation of overhead wiring structures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing overhead wiring structures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing overhead wiring structures in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Apply required surveying and measuring techniques
- Conduct compaction testing
- Use levelling equipment
- Check compliance between work and job specifications
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all possible weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Equipment may include:
- graders, front end loaders, back hoes, cranes
- manual tools
- small power tools
- angler borer and reinforcement cage and base bolts

Communications equipment may include:
- two-way radios, and/or
- telephones

Depending on work context, safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace
RANGE STATEMENT

- procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS2027A Install and maintain surface track drainage

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to install and maintain surface track drainage both manually and mechanically in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, carrying out the maintenance of track drainage in accordance with work orders, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and maintain surface track drainage maintenance as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine job requirements | 1.1 Worksite is identified  
1.2 Underground services are identified where required and marked to protect services from excavation  
1.3 Work method and resources are selected to meet job requirements |
| 2 Undertake track drainage work | 2.1 Environmental protection requirements are implemented where applicable  
2.2 Drainage is cleaned, repaired or installed to relevant standard by manual and/or mechanical methods in accordance with workplace standards  
2.3 Work is completed to meet drainage requirements |
| 3 Complete documentation | 3.1 Documentation is completed in line with workplace requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and maintenance of surface track drainage
- Problems that may occur during the installation and maintenance of surface track drainage, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and maintenance of surface track drainage, and ways of controlling the risks involved
- Drainage requirements of various types of earthworks
- Causes of defects such as erosion and water scouring
- Functions and design principles of drainage
- Understanding the required standards of materials and the methods involved in the installation and maintenance of surface track drainage
- Characteristics of relevant plant and equipment, hardware and components used in work activities
- Impact on work activities of regulatory requirements
- Hazardous situations and related personal protection measures
- Required personal protective equipment
REQUIRED KNOWLEDGE AND SKILLS

- Relevant recording and documentation procedures
- Environmental protection requirements

Required skills:

- Communicate effectively with others when undertaking the installation and maintenance of surface track drainage
- Read and interpret plans relevant to the installation and maintenance of surface track drainage
- Follow operational instructions and work sequences when installing and maintaining surface track drainage
- Complete documentation related to the installation and maintenance of surface track drainage
- Operate communication systems to required protocol
- Work collaboratively with others during the installation and maintenance of surface track drainage
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and maintaining surface track drainage in accordance with regulatory requirements and workplace procedures
- Establish environment protection requirements as required
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

- relevant legislation and workplace procedures
- other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly determining job requirements
  - cleaning, repairing or installing drainage to relevant standard by manual and/or mechanical methods
  - completing all relevant documentation to workplace standards

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Surface drainage may include:
- open cess drains
- top drains
- side drains

Equipment may include:
- front end loaders
- back hoes
- ditch digger
- hand tools and small plant
- other mechanical means

Materials may include:
- granular soil
- gravel
- ballast
- earthwork protection materials including fascines, gabion baskets, reno mattresses, revetment mattresses
- geotextiles
- baffle materials

Drainage may differ for:
- batters
- points and crossings
- location of track (steep grades)
- multiple tracks

Drainage cleaning, repair and construction methods may include:
- manual methods
- off-track plant
- revegetation
- lining

Communications systems may include:
- two way-radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
RANGE STATEMENT

- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field

Competency Field  S - Construction and Installation
TLIS2028A Install and replace transoms

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to install and replace transoms on underbridges in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for work, installing/replacing transoms, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the installation or replacement of transoms as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1 Prepare for work | 1.1 Worksite is identified  
1.2 Installation, replacement or repair method is selected to meet work requirements in accordance with workplace procedures  
1.3 Plant, equipment and other materials are prepared for work  
1.4 Transoms are prepared to requirements of job using correct methods, including dressing and protective coatings |
| 2 Install/replace transoms | 2.1 Where necessary unserviceable transoms are extracted using manual or mechanical methods in accordance with workplace procedures  
2.2 New transom is installed using manual or mechanical methods in accordance with workplace standards and procedures  
2.3 Transom is suitably supported by appropriate methods in accordance with workplace standards and procedures  
2.4 Transom bolts are replaced or tightened as required  
2.5 Work is completed to meet track geometry requirements in accordance with workplace standards and procedures  
2.6 Work is checked for compliance to acceptance standards for spacing, skew and geometry |
| 3 Complete documentation | 3.1 Required documentation is completed in accordance with workplace policies and procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and replacement of transoms
- Problems that may occur during the installation and replacement of transoms, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and replacement of transoms, and ways of controlling the risks involved
- Types of tools and equipment that may be used in installing and replacing railway transoms, and their applications
- Contents of relevant workplace technical manuals and instructions
REQUIRED KNOWLEDGE AND SKILLS

- Timber protective treatments
- Basic track structure and geometry requirements
- Transom condition and placement acceptance standards
- Emergency procedures
- Local authority procedures, if applicable

Required skills:

- Communicate effectively with others when installing and replacing transoms
- Follow operational instructions and work sequences when installing and replacing transoms
- Read and interpret instructions, procedures, route information and signs relevant to the installation and replacement of transoms
- Interpret and follow operational instructions and follow scheduled work processes when installing and replacing transoms
- Complete documentation related to the installation and replacement of transoms
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and replacing transoms
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using tools and equipment while installing and replacing transoms in accordance with regulatory requirements and workplace procedures
- Implement prepared contingency plans for unexpected events when installing and replacing transoms
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Identify, select and use relevant tools and equipment

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - preparing for work by selecting appropriate methods, materials and equipment for a variety of situations
  - installing or replacing a number of transoms
  - completing documentation to required workplace standards

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, materials and vehicles

Installation and replacement methods may include:
- constructing new bridges
- partial replacement in existing track
- full replacement in existing track

Repair methods may include:
- boring new holes in timber transoms
- replacing broken or damaged transoms

Transom types may include:
- timber
- synthetic
- composite

Tools and equipment may include:
- mechanical handling/lifting equipment
- bars, sleeper tongs
- adze
- planer
- square and string line
- jacks
- manual tools
- small power tools
- oxy cutting equipment
- scaffolding

Materials may include:
- bolts and fasteners
- zinc/polyester strip
- resilient pads
- paint/timber preservatives
RANGE STATEMENT

Transom spacing and dimensions may vary according to:
- bridge configuration
- traffic task

Removal and insertion may be:
- mechanical
- manual

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication systems may include:
- two-way radios
- radio headsets
- telephones/mobile phones
- agreed audible or hand signals

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- works orders
- technical instructions, plans and specifications
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
RANGE STATEMENT

- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Applicable regulations and legislation may include:
- legislated rail safety requirements including applicable acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS2030A Carry out track ballasting

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to carry out track ballasting both manually and mechanically in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, carrying out the ballast activity in accordance with work orders, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to carrying out track ballasting as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information

Refer to Unit Descriptor
**Pre-Requisites**

Not Applicable

**Employability Skills Information**

**Employability Skills**

This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Determine job requirements</td>
</tr>
<tr>
<td>1.1 Worksite is identified</td>
<td></td>
</tr>
<tr>
<td>1.2 Work method is selected to meet job requirements</td>
<td></td>
</tr>
<tr>
<td>1.3 Resources are identified to meet the scope of the job and work methods selected</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Undertake ballast activity</td>
</tr>
<tr>
<td>2.1 Ballast is removed from track using appropriate methods and equipment in accordance with workplace procedures</td>
<td></td>
</tr>
<tr>
<td>2.2 Ballast profile is established through repair of existing ballast and/or distribution of new ballast using appropriate methods and equipment in accordance with workplace procedures</td>
<td></td>
</tr>
<tr>
<td>2.3 Work is completed to meet ballast profile requirements to ensure safe operation of trains in accordance with workplace procedures</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Complete documentation</td>
</tr>
<tr>
<td>3.1 Documentation is completed in line with workplace requirements</td>
<td></td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the carrying out of track ballasting
- Problems that may occur when carrying out of track ballasting, and action that can be taken to report or resolve the problems
- Hazards that may exist when carrying out of track ballasting, and ways of controlling the risks involved
- Ballast profile standards
- Functions of ballast
- Basic understanding of materials and methods involved in the restoration of ballast profiles
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when carrying out track ballast activities
- Read and interpret instructions and manuals relevant to the carrying out of track ballasting
Required skills:

- Interpret and follow operational instructions including the correct work sequences when carrying out track ballasting
- Complete documentation related to the carrying out of track ballasting
- Use agreed communication methods
- Work collaboratively with others when carrying out track ballasting
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when carrying out track ballasting in accordance with regulatory requirements and workplace procedures
- Perform work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - removing and distributing existing ballast by manual and/or mechanical methods
  - distributing new ballast by manual and/or mechanical methods
  - ensuring completed work meets ballast profile
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- in all weather conditions

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:

- exposure to chemicals, and dangerous or hazardous substances
**RANGE STATEMENT**

**Equipment may include:**
- movements of equipment, goods and vehicles
- off-track plant (front end loaders, back hoes etc.)
- ballast hoppers
- hand tools and small plant
- ballast sled
- ballast undercutters
- ballast cleaners
- ballast forks
- ballast regulators
- other mechanical means

**Materials may include:**
- gravel ballast
- crushed rock ballast
- metal fines/road base

**Ballast profile may differ for:**
- different rail mass
- rail types (non-welded, welded and curve)
- traffic task
- sleeper type

**Methods may include:**
- unloading ballast hoppers
- spreading ballast dumped by truck or front end loader or similar equipment
- profiling using shovels, ballast forks or using a ballast regulator
- removing ballast using manual methods
- removing ballast using:
  - off-track plant
  - ballast cleaners
  - undercutters
  - ballast sled

**Liaison may include:**
- internal or external personnel from other work areas (e.g. train controllers)

**Communications systems may include:**
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

**Depending on work context, safety and personal protective equipment may include:**
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
RANGE STATEMENT

- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  S - Construction and Installation
TLIS2031A Install railway sleepers

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to install railway sleepers manually or mechanically in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for work, restoring track gauge, installing or replacing sleepers, and completing documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install railway sleepers as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare for work</td>
<td>1.1 Worksite is identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Installation, replacement or repair method is selected to meet work requirements</td>
</tr>
<tr>
<td></td>
<td>in accordance with worksite standards and procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Plant, equipment and materials are prepared for work</td>
</tr>
<tr>
<td>2 Restore track gauge</td>
<td>2.1 Where necessary track gauge is restored using appropriate methods in accordance</td>
</tr>
<tr>
<td></td>
<td>with worksite standards and procedures</td>
</tr>
<tr>
<td>3 Install or replace sleeper</td>
<td>3.1 Where necessary, unserviceable sleepers are extracted using manual or mechanical</td>
</tr>
<tr>
<td></td>
<td>methods in accordance with worksite procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 New sleeper is installed using manual or mechanical methods in accordance with</td>
</tr>
<tr>
<td></td>
<td>worksite procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Sleeper plates are installed on relevant sleeper types in accordance with worksite</td>
</tr>
<tr>
<td></td>
<td>procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Sleeper is suitably packed or supported by appropriate methods in accordance with</td>
</tr>
<tr>
<td></td>
<td>worksite procedures</td>
</tr>
<tr>
<td></td>
<td>3.5 Work is completed to meet track geometry requirements in accordance with worksite</td>
</tr>
<tr>
<td></td>
<td>procedures</td>
</tr>
<tr>
<td></td>
<td>3.6 Work is checked for compliance to acceptance standards for spacing, skew and</td>
</tr>
<tr>
<td></td>
<td>geometry</td>
</tr>
<tr>
<td>4 Complete documentation</td>
<td>4.1 All documentation is completed in line with workplace policies and procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation of railway sleepers
- Problems that may occur during the installation of railway sleepers, and action that can be taken to report or resolve the problems
- Hazards that may exist when installing railway sleepers, and ways of controlling the risks involved
- Types of tools and equipment that may be used when installing railway sleepers, and their applications
REQUIRED KNOWLEDGE AND SKILLS

- Contents of relevant workplace technical manuals and instructions
- Sleeper condition and placement acceptance standards
- Defects that can occur in sleepering tools and equipment, and related action that should be taken
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when installing railway sleepers
- Interpret and follow operational instructions and follow scheduled work processes when installing railway sleepers
- Complete documentation related to the installation of railway sleepers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing railway sleepers
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing railway sleepers in accordance with regulatory requirements and workplace procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Install railway sleepers in accordance with workplace requirements
- Restore track gauge in accordance with workplace requirements
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE

unit

this unit and include demonstration of applying:
• the underpinning knowledge and skills
• relevant legislation and workplace procedures
• other relevant aspects of the range statement
• Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  • completing appropriate preparations for work
  • restoring track gauge correctly
  • inserting or replacing a number of sleepers including all types occurring in candidate's workplace
  • completing documentation correctly

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations are conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Installation and replacement methods may include:
- laying new track
- partial replacement in existing track
- full replacement in existing track
- changeover from one sleeper type to another in existing track
- partial changeover from one sleeper type to another in existing track

Repair methods may include:
- boring new holes in timber sleepers
- replacing sleeper plates
- replacing insulating material
- replacing broken or damaged sleepers

Sleeper includes:
- sleepers
- turnout bearers

Sleeper types may include:
- timber
- steel
- concrete
- any other approved types

Equipment may include:
- mechanical handling/lifting equipment
- bars, sleeper tongs, shovels, picks
- jacks
- sleeper borers
- multi spindle borers
- dog screw setters
- tie crane
- sleeper removers/inserters
- scarifiers
- sleeper spacing machines

Sleeper spacings may vary according to:
- track configuration
- joint type
RANGE STATEMENT

Insulation pads may:

- be required

Removal and insertion may be:

- mechanical
- manual

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers, other work teams)

Communications systems may include:

- two-way radios
- radio headsets
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and...
RANGE STATEMENT

operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field S - Construction and Installation
TLIS2033A Install and repair temporary track supports

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to install and repair temporary track supports in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing and installing the temporary support, and completing documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and repair temporary track supports as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine job requirements | 1.1 Worksite is identified  
1.2 Plant, equipment and materials are organised to meet the scope of the job and installation type |
| 2 Prepare and install or repair temporary support | 2.1 Where required, foundation is prepared in accordance with site requirements and to specifications  
2.2 Component surfaces are treated with appropriate coating as required to prevent degradation of components  
2.3 Temporary support is installed in accordance with workplace standards and procedures  
2.4 Level and alignment is adjusted to the running surface to ensure the correct geometry and profile  
2.5 Where required, temporary support is adjusted/readjusted and secured to ensure full bearing is achieved for integrity and safety of structure |
| 3 Complete documentation | 3.1 Documentation is completed as required in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and repair of temporary track supports
- Problems that may occur during the installation and repair of temporary track supports, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and repair of temporary track supports, and ways of controlling the risks involved
- Emergency procedures
- Local authority procedures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when installing or repairing temporary track supports
Required skills:

- Read and interpret plans, specifications, instructions and manuals relevant to the installation or repair of temporary track supports
- Follow operational instructions and work sequences when installing or repairing temporary track supports
- Check compliance between work and job specifications
- Complete documentation related to the installation or repair of temporary track supports
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing or repairing temporary track supports in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - planning work requirements
  - organising plant, materials and equipment for a range of jobs
  - installing and/or repairing a range of temporary supports
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles
RANGE STATEMENT

Equipment may include:
- front end loaders, back hoes, cranes
- manual tools including bars, hammers and spanners
- small power tools
- chainsaw
- compression borer
- compaction equipment such as rollers and wacker packer
- oxy and cutting equipment
- scaffolding
- ladders
- elevated work platform (EWP)

Support structures may include:
- overpinning/track baulks
- underpinning
- pig sties
- temporary bridge support

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communications systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including applicable acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS2034A Install and repair rail fastening systems

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to install and repair rail fastening systems in accordance with safeworking and regulatory requirements and workplace procedures. It includes identifying the work requirements, installing the fastening system, repairing the fastening system, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and repair rail fastening systems as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify requirements | 1.1 Worksite is identified to confirm work requirements  
|          | 1.2 Appropriate fastening system is chosen to suit job requirements  
|          | 1.3 Appropriate tools and equipment are selected for job to facilitate the effective replacement/repair of components  |
| 2 Install fastening system | 2.1 Selected fastening systems are installed using appropriate equipment to required standards  |
| 3 Repair fastening system | 3.1 Fastening systems are repaired using appropriate methods to the required standard, to maintain integrity of rail fastening systems  |
| 4 Complete documentation | 4.1 Documentation is completed in line with workplace requirements  |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and repair of rail fastening systems
- Problems that may occur during the installation and repair of rail fastening systems, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and repair of rail fastening systems, and ways of controlling the risks involved
- Relevant rail fastening and anchoring equipment and methods
- Characteristics and relevant information on rail fastening systems
- Information in relevant workplace technical manuals and instructions
- Characteristics of plant and equipment, hardware and components used in work activities
- Hazardous situations and related personal protection measures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when installing and repairing rail fastening systems
- Read and interpret technical plans, specifications, instructions and manuals relevant to the installation and repair of rail fastening systems
Required skills:

- Interpret and follow operational instructions when installing and repairing rail fastening systems
- Complete documentation related to the installation and repair of rail fastening systems
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and repairing rail fastening systems
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and repairing rail fastening systems in accordance with regulatory requirements and workplace procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - installing rail fastening systems on track using static and resilient fastenings used in the relevant rail corridors
  - repairing a section of anchored track
  - ensuring completed track complies with track standards for the relevant rail corridor
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night
- in all weather conditions

Work may be conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:  
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles
RANGE STATEMENT

Rail fastening and anchoring systems include:
- sleeper fastenings
- dogspikes, lockspikes, dogscrews, lockscrews, holding down bolts, screwspikes
- resilient fastening
- special fastenings in points and crossings
- rail anchors

Equipment may include:
- manual tools
- small power tools

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, other work groups)

Communications systems may include:
- two-way radios
- radio headsets
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, policies and workplace procedures
- work orders
- technical instructions
- the appropriate track standards for the rail operating system
RANGE STATEMENT

- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS2035A Install and repair fences and gates

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to install and repair fences and gates in accordance with safeworking and regulatory requirements and workplace procedures. It includes selecting and preparing the materials, clearing and excavating the site, digging the required holes, installing the components, performing any required repairs and maintenance of the fences and/or gates, and completing required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and repair fences and gates as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Select and prepare materials | 1.1 Work requirements are determined to identify scope of work and resources required  
1.2 Obstacles are identified and underground services are marked where they are in the vicinity of the fence line  
1.3 Materials required for job are selected in accordance with specification  
1.4 Materials are prepared using appropriate methods and tools |
| 2 Dig holes and excavate | 2.1 Site is cleared and excavations are made as required to ensure access and safeworking conditions  
2.2 Holes are dug to requirements using appropriate methods and equipment to enable safe construction of fence |
| 3 Install components | 3.1 Poles/posts are concreted or compacted into position according to job requirements  
3.2 Wire is strung and tensioned to standard where required  
3.3 Fencing is constructed to appropriate standards |
| 4 Perform repairs and maintenance | 4.1 Defective materials/components are removed and replaced as required to ensure correct operation and function of fence or gate  
4.2 Tools and equipment are stored securely, following safety guidelines |
| 5 Complete documentation | 5.1 Documentation is completed in line with workplace requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and repair of fences and gates
- Problems that may occur during the installation and repair of fences and gates, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and repair of fences and gates, and ways of controlling the risks involved
- Contents of relevant workplace technical manuals and instructions
REQUIRED KNOWLEDGE AND SKILLS

- Characteristics of plant and equipment, hardware and components used in work activities
- Workplace documentation requirements

Required skills:

- Communicate effectively with others when installing and repairing fences and gates
- Read and interpret instructions and manuals relevant to the installation and repair of fences and gates
- Interpret and follow operational instructions and prioritise work when installing and repairing fences and gates
- Complete documentation related to the installation and repair of fences and gates
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and repairing fences and gates
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and repairing fences and gates in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools
- Install and repair fences and gates

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
EVIDENCE GUIDE

- other relevant aspects of the range statement

Assessment must include exercises which demonstrate competent performance of the following in a range of situations:

- erecting new fences and gates using a variety of materials/techniques, and/or
- repairing existing fences and gates
- ensuring completed work meets workplace standards

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Tools and equipment may include:
- graders, front end loaders, back hoes, tractors, cranes
- holes diggers, augers
- manual tools
- small power tools
- concrete mixer

Fence types may include:
- post and wire
- stockproof post and wire
- manproof
- security fencing
- paling or metal panel fences

Fence types may vary according to:
- location
- security requirements
- public safety considerations

Materials may include:
- metal, concrete or timber posts and rails
- metal or timber gates
- fencing wire (plain and barbed)
- fencing panels
- palings
- nails, screws etc.
- hinges and locks
- concrete

Liaison may include:
- internal or external personnel from other work areas (e.g. other work teams, neighbours)

Communications systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
RANGE STATEMENT

- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

**Competency Field**

| Competency Field | S - Construction and Installation |
TLIS2036A Use chemical repair products

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to use chemical repair products in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the work requirements, applying the chemical repair method in accordance with manufacturers instructions, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to use chemical repair products as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine work requirements | 1.1 Site is inspected thoroughly to establish best means of repair/installation  
1.2 Work requirements are determined to identify scope of work and resources required |
| 2 Apply repair method | 2.1 Components and surfaces are cleaned and prepared in accordance with manufacturers instructions or workplace procedures to ensure maximum bond strength  
2.2 Chemical repair product is mixed and prepared in accordance with manufacturers instructions or workplace procedures to ensure maximum bond strength  
2.3 Chemical repair product is applied in accordance with manufacturers instructions or workplace procedures to minimise waste and maximise effectiveness  
2.4 Repair site is cleaned of excess repair product to ensure clean finish  
2.5 Repair is stabilised and supported using appropriate method until product is sufficiently cured to enable maximum bond strength  
2.6 Chemical repair product is used in a safe and environmentally sound manner to minimise health and safety risks to personnel |
| 3 Complete documentation | 3.1 Documentation is completed in line with company requirements and workplace practice |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations  
- Workplace procedures for the use of chemical repair products  
- Problems that may occur during the use of chemical repair products, and action that can be taken to report or resolve the problems  
- Hazards that may exist during the use of chemical repair products, and ways of controlling the risks involved  
- Information in relevant workplace technical manuals and instructions  
- Characteristics of relevant plant and equipment, structures and chemical products used in work
REQUIRED KNOWLEDGE AND SKILLS

activities

- Hazardous situations and related personal protection measures
- Required personal protective equipment
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when using chemical repair products
- Read and interpret instructions, procedures, information and labels relevant to the use of chemical repair products
- Interpret and follow operational instructions and prioritise work when using chemical repair products
- Complete documentation related to the use of chemical repair products
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when using chemical repair products
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using chemical repair products in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Check compliance between work and job specifications
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
EVIDENCE GUIDE

unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - inspecting repair site and determining scope of work
  - selecting and using the correct repair method
  - completing documentation according to workplace requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night  
- in all weather conditions

Work may be conducted in:  
- restricted spaces  
- exposed conditions  
- controlled or open environments

Work may involve:  
- exposure to chemicals, and dangerous or hazardous substances  
- movements of equipment, goods and vehicles

Equipment may include:  
- hand tools  
- special safety equipment for handling chemicals  
- mixer  
- air compressor

Materials may include:  
- epoxy resins  
- dry clad and other similar products

Communications systems may include:  
- two-way radios  
- telephones/mobile phones  
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:  
- high visibility clothing  
- hearing protection  
- gloves  
- sunscreen  
- sunglasses  
- safety glasses  
- insect repellent  
- safety headwear  
- safety footwear  
- portable radios/mobile phone  
- hand lamps  
- flags  
- respirator  
- safety mask  
- gas detectors  
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures  
- enterprise procedures  
- organisational procedures  
- established procedures
RANGE STATEMENT

Information/documents may include:

- operational instructions, policies and workplace procedures
- work orders
- technical instructions
- material safety data sheets (MSDS)
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field       S - Construction and Installation
TLIS2044A Carry out rail installation

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to install rail in accordance with safeworking and regulatory requirements and organisational policies and procedures. It includes identifying job requirements, preparing rail for installation, installing rail, joining rail ends, restoring track, and completing documentation.

Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work is performed under supervision, generally in a team environment. It involves the application of routine operational principles and procedures to install rail as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

**ELEMENT PERFORMANCE CRITERIA**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify job requirements</td>
<td>1.1 Scope of work is determined and resources are arranged</td>
</tr>
<tr>
<td></td>
<td>1.2 Replacement rail is checked for compliance with acceptance standards in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>2 Prepare rail for installation</td>
<td>2.1 Rails are loaded and unloaded using approved methods to minimise risk to health and safety and damage to rail components</td>
</tr>
<tr>
<td></td>
<td>2.2 Rails are cut to required length using an appropriate method to minimise delays and wastage</td>
</tr>
<tr>
<td></td>
<td>2.3 If required, rails are bent to the correct curvature to ensure correct track geometry is maintained to standard</td>
</tr>
<tr>
<td>3 Position rail</td>
<td>3.1 Where required, existing rail is unfastened and removed using appropriate equipment or manual method</td>
</tr>
<tr>
<td></td>
<td>3.2 New rail is lifted into place using appropriate equipment or manual method maximising efficiency and minimising risk of injuries</td>
</tr>
<tr>
<td>4 Join rail ends</td>
<td>4.1 Rail joints are prepared for welding or are assembled and installed to specifications in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td></td>
<td>4.2 Rail bonds or other track circuit connections are installed or restored as required in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>5 Restore track</td>
<td>5.1 Track fastenings are restored in accordance with organisational policies and procedures</td>
</tr>
<tr>
<td>6 Complete documentation</td>
<td>6.1 Required documentation is completed in accordance with organisational policies and procedures</td>
</tr>
</tbody>
</table>
**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations applicable to the job role
- Workplace procedures for installing and replacing rail
- Problems or hazards that may occur when loading and unloading rail and when installing and replacing rail, and action that can be taken to report or resolve them
- Acceptance standards for re-use of rails
- Rail installation acceptance standard
- Characteristics of plant and equipment, transport, structures, hardware and components used in work activities
- Relevant recording and documentation procedures

**Required skills:**

- Communicate effectively with others when installing and replacing rail
- Interpret and follow operational instructions and prioritise work when installing and replacing rail
- Complete documentation relating to the installation and replacement of rail
- Work collaboratively with others when installing and replacing rail
- Report and rectify within limits of own role problems, faults and malfunctions that may occur when installing and replacing rail in accordance with regulatory requirements and workplace procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Measure rail weight and dimensions
- Check compliance between work and job specifications
- Select and use required personal protective equipment (PPE)
- Select and use relevant equipment and tools
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - loading and unloading rails correctly
  - removing existing rail and/or lifting new rail into place using appropriate equipment and methods
  - preparing rail joints and installing them correctly
  - restoring track fastenings according to workplace procedures
  - checking that replacement rails meet requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail loading and unloading equipment may include:
- off-track or on-track plant
- manual methods
- rail trains
- mechanical handling and lifting equipment

Rail loading and unloading methods may vary according to:
- rail length
- on-site storage
- rail re-use intentions

Rail installation and replacement may include:
- laying new rail
- replacing worn or defective rail with new or second-hand rail
- replacing rail defects with new or second-hand closure rails
- installing bonded insulated joints
- transposing rails

Equipment may include:
- mechanical handling and lifting equipment
- hand tools, including impact wrench, grinder, tension wrench, friction rail saw, and velocity rail punch
- rail threaders
- fastening equipment
- cutting and boring equipment

Materials may include:
- new or second-hand rail
- fastenings
- plates
- anchors
- bolts
- nuts
- washer clips
- rail jewellery

Rail joint parts and surroundings to be checked may include:
- joint insulation
- fishbolts
- rail bonds
- rail geometry

Fastenings may include:
- bolts
Depending on work context, safety and PPE may include:

- rail fasteners
- coach screws
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- dust masks
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Unit Sector(s)
Not applicable.

Competency Field
S – Construction and Installation
TLIS3005A Install mechanical infrastructure for signalling

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to install mechanical infrastructure for signalling in accordance with safeworking and regulatory requirements and workplace procedures. It includes assembling components, installing the equipment and components to specifications, and testing and adjusting the equipment to workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the installation of mechanical infrastructure for signalling as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Assemble components | 1.1 Correct components are identified and selected to comply with specifications  
1.2 Components are pre-assembled and positioned for installation and to identify any manufacturing fitting requirements  
1.3 Components/linkages are modified to allow for complete installation as per job specifications |
| 2 Install equipment and components | 2.1 Components are fabricated to ensure compliance with job specifications  
2.2 Equipment/component layouts are checked to ensure positioning job specifications  
2.3 All hole/fastening positions are marked and drilled to allow for installation  
2.4 Equipment/components are assembled and secured in the correct sequence  
2.5 All interlinking components are attached and secured  
2.6 Operational power source is connected by appropriate personnel if required to allow for operational testing |
| 3 Test and adjust equipment | 3.1 Required authorisation for testing is confirmed to ensure safe train operations may continue  
3.2 Correct test equipment/procedures are identified  
3.3 Appropriate tests are correctly carried out in conjunction with other personnel to ensure operational compliance  
3.4 All required adjustments are carried out in conjunction with other personnel when required to ensure correct operational compliance  
3.5 Operational readiness is confirmed and required documentation/certification is correctly completed to allow for commissioning  
3.6 Equipment is locked and secured to ensure against unauthorised interference |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace standards and procedures for the installation of mechanical infrastructure for signalling
- Problems that may occur during the installation of mechanical infrastructure for signalling, and action that can be taken to report or resolve the problems
- Hazards that may exist when installing mechanical infrastructure for signalling, and ways of controlling the risks involved
- Principles of signalling
- Mechanical infrastructure limitations and characteristics
- Fault diagnosis, fault rectification and problem solving
- Material safety data sheets (MSDS)
- Features, characteristics and applications of chemicals, paints and lubricants used on mechanical infrastructure
- Mechanical signal adjusting techniques
- Fault finding and testing procedures
- Track layout
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when installing mechanical infrastructure for signalling
- Read and interpret designs, instructions, procedures, information, technical data and drawings relevant to the installation of mechanical infrastructure for signalling
- Interpret and follow operational instructions and prioritise work
- Complete documentation and records related to the installation of mechanical infrastructure for signalling
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing mechanical infrastructure for signalling
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing mechanical infrastructure for signalling in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use hand, power tools, portable electric generators and air compressors etc.
- Use appropriate fabrication techniques
- Measure, align and assemble pre-made components
- Assemble inter-linking components
- Test and adjust mechanical equipment
- Check and confirm compliance to operational specifications
- Use mobile plant and lifting equipment
- Use and correctly dispose of a range of chemical cleaning agents, protective paints and lubricants
- Adapt to differences in equipment in accordance with standard operating procedures
- Determine compensation of points and signal lead designs
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - assembling components correctly
  - installing equipment and components correctly
  - adjusting and testing equipment for correct operation

Context of and specific resources

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Site preparation may include:
- levelling
- cleaning
- preparing trenches
RANGE STATEMENT

- control cable and linkage routes
- mechanical
- pneumatic/hydraulic
- electric

Equipment types may include:
- signs
- lamps
- brackets
- level crossing assembly
- backboards
- clamp locks
- hoods
- switch locks
- warning lights
- bells
- masts
- mechanical points and point machines
- train stop
- non-interlocked levers
- chain locks
- facing point locks
- rod lines
- derailers
- 'A' frames
- signals
- ground frames

Liaison may be required with:
- internal and external personnel

Activities may include:
- cutting
- bending
- shaping
- welding
- drilling
- bolting
- clamping with ferrous and non-ferrous bar, rod, tube, chain and wire rope

Resources may include:
- chemical cleaning agents
- protective paints
- lubricants

Fixing and fastening may include:
- chemical bonding and bolting
- riveting
RANGE STATEMENT

Tools may include:
- pining
- hand tools
- power tools
- air tools
- specialist tools as required by the organisation

Communication equipment may include:
- two-way radios
- computers
- telephones/mobile phones

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses and safety glasses
- insect repellant
- safety headwear and footwear
- portable radios
- hand lamps and flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company standards, rules and procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, policies and workplace procedures
- job specifications
- technical manuals
- equipment/operational management information
- technical and engineering instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and
RANGE STATEMENT

safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field S - Construction and Installation
TLIS3009A Install mechanical signalling locking and interlocking devices

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to install mechanical signalling locking and interlocking devices in accordance with safeworking and regulatory requirements and workplace procedures, including assembling components, installing equipment and components to specifications, and testing and adjusting the equipment in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the installation of mechanical signalling locking and interlocking devices as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT**  
1 Assemble components  
**PERFORMANCE CRITERIA**  
1.1 Correct components are identified and selected to comply with job specifications  
1.2 Equipment and components are pre-assembled and positioned for installation in compliance with work orders and job specifications

2 Install equipment and components  
2.1 Equipment/component layout is prepared and checked to ensure position matches the job specifications  
2.2 All fastening positions are marked and drilled for installation  
2.3 Equipment and components are secured in the correct sequence and position, and are in compliance with the job specifications  
2.4 Additional requirements or alterations to existing components are identified and appropriate follow-up action is taken  
2.5 Manufacturing of additional components is carried out to allow for complete installation  
2.6 Alterations to existing components are carried out to provide for the installation of new equipment  
2.7 All interlinking components are correctly attached and secured ready for testing in compliance with work specifications

3 Test and adjust equipment  
3.1 Required authorisation for tests is confirmed to ensure safe train operations may continue  
3.2 Test procedures are coordinated and liaison with appropriate personnel is maintained to ensure overall safety  
3.3 Appropriate tests are carried out to ensure all operations are within specifications and appropriate adjustments are made to ensure smooth operation  
3.4 Testing is carried out to ensure functionality of all operations to the locking table  
3.5 Operational readiness is confirmed and required documentation/certification is correctly completed to allow for commissioning

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the installation of mechanical signalling locking and interlocking devices
- Problems that may occur during the installation of mechanical signalling locking and interlocking devices, and action that can be taken to report or resolve the problems
- Hazards that may exist when the installing mechanical signalling locking and interlocking devices, and ways of controlling the risks involved
- Principles of signalling
- Material safety data sheets
- Mechanical fitting techniques
- Fault finding techniques
- Characteristics and applications of chemicals, paints and lubricants
- Pneumatic and hydraulic techniques
- Machining techniques
- Track layout
- Relevant mechanical theory and principles
- Relevant recording and documentation procedures
- Relevant sections of Australian Standards AS 4292 and AS 3000

Required skills:

- Communicate effectively with others when installing mechanical signalling locking and interlocking devices
- Read and interpret instructions, procedures, information, technical data and drawings relevant to the installation of mechanical signalling locking and interlocking devices
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the installation of mechanical signalling locking and interlocking devices
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing mechanical signalling locking and interlocking devices
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing mechanical signalling locking and interlocking devices in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when installing mechanical
Required skills:

signalling locking and interlocking devices

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use and dispose of a range of chemical cleaning agents, protective paints and lubricants
- Use high level fitting skills to fit and finely adjust inter-linking mechanical components
- Use hand, portable, power and air tools
- Assemble inter-linking components
- Test and adjust close tolerance mechanically operating equipment
- Use portable electric generators and air compressors
- Check and confirm compliance with operational specifications
- Work in confined spaces
- Use appropriate painting techniques
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
EVIDENCE GUIDE

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Unlocking and interlocking devices to be installed and maintained may:
- all those in service in the Australian rail system
RANGE STATEMENT

include:

Job specifications are:  
• as defined in relevant technical manuals/documents

Equipment may include:  
• ground frames  
• locking/interlocking machines (cabins)  
• Annett locks  
• key locks  
• staff locks  
• circuit controller  
• rod leads  
• point indicators  
• CCT controllers

Equipment technology may include:  
• mechanical  
• pneumatic  
• hydraulic  
• electric

Tools may include:  
• jigs  
• vices  
• cutting equipment  
• drills  
• spanners  
• files  
• bending devices  
• verniers  
• gauges  
• clamps

Installation and assembly may include:  
• application of chemical cleaning agents  
• protective paints and lubricants

Liaison may be required with:  
• internal personnel  
• external personnel

Layout includes:  
• the physical placement and planning of all equipment, components and connections

Fixing and fastening may include:  
• chemical bonding  
• bolting

Manufacturing and installing may include:  
• cutting  
• bending  
• shaping  
• welding  
• drilling
RANGE STATEMENT

- bolting
- clamping with ferrous and non-ferrous bar
- rod
- tube
- chain
- wire rope

Components may include:
- bolts
- shims
- pins
- rods
- bars
- points
- floor plates
- brackets
- levers

Communication equipment may include:
- two-way radios
- computers and/or telephones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
RANGE STATEMENT

- site and route plans
- schematic/wiring diagrams and sketches
- traction bonding plans
- equipment/operational management information
- technical and engineering instructions and specifications
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

Unit Sector(s)
Not Applicable

Competency Field
Competency Field S - Construction and Installation
TLIS3010A Test rail using ultrasonic equipment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to test plain rail and field welds using ultrasonic equipment in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining test requirements, conducting testing using hand directed equipment, conducting visual examination and measurement of welds, identifying and classifying defects, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the testing of rail using ultrasonic equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine test requirements | 1.1 Test site is identified and prepared using appropriate procedures and materials  
1.2 Preparation processes are carried out in accordance with the relevant procedures, statutory and OH&S requirements |
| 2 Conduct testing using hand directed equipment | 2.1 The most appropriate ultrasonic test for the application is selected  
2.2 Testing equipment is selected and prepared in accordance with standards and/or procedures  
2.3 Ultrasonic test is carried out in accordance with relevant standards, specifications and OH&S requirements  
2.4 Ultrasonic testing equipment is checked for proper function, maintained and stored in accordance with procedures, OH&S requirements and manufacturer instructions |
| 3 Conduct visual examination and measurement of rail and welds | 3.1 Rail or weld is visually assessed for obvious defects  
3.2 New welds are assessed for alignment and adjustment tolerance in accordance with standards and/or procedures  
3.3 Weld repairs are assessed for alignment tolerance in accordance with standards and/or procedures |
| 4 Identify and classify defects | 4.1 Indications are assessed and defects detected in accordance with standards and/or procedures  
4.2 Defects are classified in accordance with standards and/or procedures  
4.3 Defective welds and weld repairs are marked in accordance with standards and/or procedures |
| 5 Complete documentation | 5.1 Test results are reported in accordance with standards and/or procedures  
5.2 Required documentation is completed in accordance with workplace procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Principles of ultrasonic testing
REQUIRED KNOWLEDGE AND SKILLS

- Ultrasonic probes, beam, their characteristics and screen display
- Beam angles and probes required to locate various defect types
- Fundamentals of rail and rail defects
- Rail defects and rail defect classification
- Workplace procedures for the ultrasonic testing of rail and welds
- Problems that may occur during the ultrasonic testing of rail and welds, and action that can be taken to report or resolve the problems
- Hazards that may exist during the ultrasonic testing of rail and welds, and ways of controlling the risks involved
- Basic mechanical knowledge relevant to the ultrasonic testing of rail and welds
- Relevant communication systems and procedures
- Workplace protection
- Hazardous situations and related personal protection measures
- Relevant recording and documentation procedures

Required skills:

- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to the ultrasonic testing of rail and welds
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the ultrasonic testing of rail and welds
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when testing rail and welds using ultrasonic equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when testing rail and welds using ultrasonic equipment
- Identify hazards associated with ultrasonic testing
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant hand tools, power tools and equipment
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S
Required skills:

- Identify, clean and prepare inspection areas for testing using appropriate procedures and materials
- Visually assess inspection areas and identify and classify obvious discontinuities
- Identify types of rail defects
- Select probes to use to locate each type of defect
- Check and maintain ultrasonic testing equipment
- Set up probes for each type of test
- Test with appropriate probes for each type of defect
- Interpret screen indications
- Locate, measure and assess defect size for all defect types
- Use sizing definitions
- Carry out additional visual and geometry assessments for field welds
- Report test results

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - determining test requirements
  - conducting testing using hand directed equipment
  - conducting visual examination and measurement of rail and welds
  - classifying defects
EVIDENCE GUIDE

Context of and specific resources for assessment

- completing documentation
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- weather conditions specified in relevant standards

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:

- chemicals
- dangerous or hazardous substances
### RANGE STATEMENT

**Types of ultrasonic test and/or visual examination and measurement may vary according to:**
- movements of equipment, goods and vehicles
- location
- rail mass or type
- weld type
- test requirement

**Weld type may include:**
- new aluminothermic welds
- flashbutt welds
- head repair welds using wirefeed or 'stick' welding process

**Test requirements may include:**
- acceptance testing (ultrasonic, geometric alignment and visual) of new aluminothermic welds
- acceptance testing (ultrasonic, geometric alignment and visual) of new flashbutt welds
- acceptance testing (ultrasonic, geometric alignment and visual) of new head repair welds
- ultrasonic testing of plain rail and welds

**Equipment may include:**
- ultrasonic testing units
- ultrasonic probes
- alignment gauges
- tape measures

**Materials may include:**
- coupling medium
- marking pens/paint

**Liaison may include:**
- internal or external personnel from other work areas (e.g. train controllers, electricians)

**Communications equipment may include:**
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

**Depending on work context, safety and personal protective equipment may include:**
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- information provided by other workplace personnel
- rail inspections and reports
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  S - Construction and Installation
TLIS3011A Test rail using nondestructive testing equipment

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to test switches, crossings and other special components in turnouts using ultrasonic and other nondestructive testing equipment in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining test requirements, conducting ultrasonic testing using hand directed equipment, conducting nondestructive testing, classifying defects, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to testing turnouts using nondestructive testing equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine test requirements | 1.1 Location and type of test is identified  
1.2 Test site is prepared using appropriate procedures and materials  
1.3 Preparation processes are carried out in accordance with the relevant procedures, statutory and OH&S requirements |
| 2 Conduct ultrasonic testing using hand directed equipment | 2.1 The most appropriate ultrasonic test for the application is selected  
2.2 Testing equipment is selected and prepared in accordance with standards and/or procedures  
2.3 Ultrasonic testing equipment is checked for proper function, maintained and stored in accordance with procedures, OH&S requirements and manufacturer instructions  
2.4 Ultrasonic test is carried out in accordance with relevant standards, specifications and OH&S requirements |
| 3 Conduct nondestructive testing | 3.1 Select the most appropriate test for the application  
3.2 Testing equipment is selected and prepared in accordance with standards and/or procedures  
3.3 Nondestructive test is carried out in accordance with relevant standards, specifications and OH&S requirements  
3.4 Nondestructive testing equipment is cleaned and stored in accordance with procedures, OH&S requirements and manufacturer instructions |
| 4 Conduct visual examination | 4.1 Crossings and switches are visually assessed for defects in accordance with standards and/or procedures |
| 5 Identify and classify defects | 5.1 Indications are assessed and defects detected in accordance with standards and/or procedures  
5.2 Defects are classified in accordance with standards and/or procedures  
5.3 Defective components are marked in accordance with standards and/or procedures |
| 6 Complete documentation | 6.1 Test results are reported in accordance with standards and/or procedures  
6.2 Documentation on work undertaken is completed in accordance with workplace requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Ultrasonic testing requirements for turnouts and special trackwork
- Special inspection requirements for alloy hardened crossings
- Application of dye penetrant testing and magnetic particle testing to rail
- Types of rail defects found in turnouts and rail defect classification
- Workplace procedures for the testing of turnouts and rail using nondestructive testing equipment
- Problems that may occur during the testing of turnouts and rail using nondestructive testing equipment, and action that can be taken to report or resolve the problems
- Hazards that may exist during the testing of turnouts and rail using nondestructive testing equipment, and ways of controlling the risks involved
- Relevant workplace technical manuals and instructions
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when testing turnouts and rail using nondestructive testing equipment
- Read and interpret technical data, drawings, instructions and manuals relevant to the testing of turnouts and rail using nondestructive testing equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the testing of turnouts and rail using nondestructive testing equipment
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when testing turnouts and rail using nondestructive testing equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when testing turnouts and rail using nondestructive testing equipment
- Identify hazards associated with ultrasonic, dye penetrant and magnetic particle testing
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use hand tools, power tools and equipment
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Check turnouts for observable faults
- Apply special inspection requirements for alloy hardened crossings
- Carry out dye penetrant testing of switch blades
- Apply special testing requirements for wire feed repair welds in crossings
- Identify types of rail defects in switches and crossings
- Select probes to use to locate each type of defect and calibrate screen to find each defect type
- Check and maintain nondestructive testing equipment
- Set up probes for each type of test
- Test with appropriate probes for each type of defect
- Locate, measure and assess defect size for all defect types
- Use sizing definitions
- Report test results

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying the location and appropriate type of test
EVIDENCE GUIDE

to be conducted
• conducting tests using hand directed equipment and/or nondestructive testing applications
• checking and maintaining testing equipment appropriately
• completing testing reports

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in weather conditions specified in relevant standards
RANGE STATEMENT

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Types of ultrasonic test and/or visual examination and/or nondestructive test may vary according to:
- location
- rail mass or type
- crossing type and material
- switch type and material
- test requirement

Test requirements may include:
- acceptance testing (ultrasonic, geometric alignment and visual) of new crossing repair welds
- ultrasonic testing of crossings and switches
- dye penetrant testing of plain rail and switches
- magnetic particle testing on plain rail and crossings
- visual assessment of manganese and CV crossings

Equipment may include:
- ultrasonic testing units
- ultrasonic probes
- alignment gauges
- magnetic particle testing units

Material may include:
- coupling medium
- dye penetrant
- marking pens/paint

Liaison may include:
- internal or external personnel from other work areas (e.g., train controllers, electricians)

Communications equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- hand lamps
- flags
- safety devices
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS3023A Erect and mount structures and housings for signalling equipment

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to erect and mount structures and housings for signalling equipment in accordance with safeworking and regulatory requirements and workplace procedures including installing the foundations, assembling the components, and installing and mounting the structures and housings in accordance with specifications. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed with under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to general site maintenance carried out as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Install foundations | 1.1 The worksite is inspected and appropriate arrangements made for safe access for heavy plant and equipment  
1.2 Foundations are poured/laid in the correct location, size and quality requirements as per the work orders and job specifications  
1.3 Required authorisation is confirmed to ensure safe train operations may continue |
| 2 Assemble components | 2.1 Components are correctly identified, prepared and laid out for assembly as per work orders/assembly specifications  
2.2 Components are pre-assembled in the correct sequence and checked to ensure safe and efficient installation can commence |
| 3 Install and mount structures and housings | 3.1 Structures are positioned on foundations and checked for compliance to job specifications in preparation for securing  
3.2 Structures are secured and checked for compliance with safety requirements and job specifications  
3.3 Housings and other equipment/components are correctly positioned, installed and secured to comply with work orders and job specification requirements  
3.4 Housings and other equipment/components are secured to ensure correct orientation to track and to prevent unauthorised access  
3.5 Structures and housings are positioned to ensure they are clear of all other structures, obstructions and interference, including minimum structure gauge  
3.6 All equipment is locked and secured to maintain site safety and security |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the erection and mounting of structures and housings for signalling
REQUIRED KNOWLEDGE AND SKILLS

- Problems that may occur during the erection and mounting of structures and housings for signalling equipment and action that can be taken to report or resolve the problems
- Hazards that may exist during the erection and mounting of structures and housings for signalling equipment and ways of controlling the risks involved
- Information in workplace technical manuals and instructions
- Characteristics of plant and equipment, transport, structures, hardware and components used in work activities
- Impact on work activities of regulatory requirements
- Workplace documentation and records system management related to the work concerned
- Material safety data sheets
- Chemicals, paints and lubricants
- Rail operations and train movement
- Materials procurement procedures
- Track layout
- Principles of signalling
- Hazardous materials and situations and related personal protection measures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when erecting and mounting structures and housings for signalling equipment
- Read and interpret technical data, instructions and manuals relevant to the erection and mounting of structures and housings for signalling equipment
- Interpret and follow operational instructions and prioritise work when erecting and mounting structures and housings for signalling equipment
- Complete documentation related to the erection and mounting of structures and housings for signalling equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when erecting and mounting structures and housings for signalling equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when erecting and mounting structures and housings for signalling equipment in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Measure and lay out plans
- Assemble and pre-assemble pre-made components
- Check compliance between work and job specifications
- Use and dispose of a range of chemicals, paints and lubricants
- Position, secure and check structures, housings and components
- Work at heights and in confined spaces
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Context of and specific resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment,
EVIDENCE GUIDE

and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all possible weather conditions

Site preparation may include:
- site clearance
- positioning
- levelling
- sub-foundation and ground preparation
- drainage and concrete form work (prefabricated or prepared on site using steel or timber)

Foundations may be:
- poured concrete (pre-mixed or mixed on site) or pre-cast concrete slabs
- flooring
- sub-stands
- blocks

Structures may include:
- signal posts
- level crossing protection
- gantries
- ground frames/bases
- A frames
- cranks
RANGE STATEMENT

- prefabricated structures, but do not include major structures covered by the Building Code

Housings:
- may include prefabricated structures, cupboards and location cases
- may be mounted on the ground, on structures, inside control cases or on external surfaces. Housings covered by the building code are not included

Preparation may include:
- ensuring compliance with drawings/specifications, functionality, minor adjustments
- locating/securing and painting or other protective measures

Job specifications may be defined in:
- relevant technical manuals

Installation and assembly may include the application of:
- protective coatings, paints or lubricants

Gauge structure is:
- as required by each organisation for clearance

Communications equipment may include:
- two-way radios, and/or
- telephones

Depending on work context, safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
RANGE STATEMENT

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Applicable procedures and codes may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS3025A Implement ballast unloading

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to implement ballast unloading in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, carrying out the unloading activity in accordance with work orders, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under limited supervision, generally within a team environment. It involves the application of routine operational principles and procedures to implement ballast unloading as part of workplace activities across a variety of operational context within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| **1** Determine job requirements | 1.1 Work requirements are determined for new ballast work and/or repair of existing ballast  
1.2 Obstacles in work area are identified and removal or protection are organised as necessary to ensure smooth workflow following workplace procedures  
1.3 Resources are organised to meet the scope of the job and work methods selected  
1.4 Ballast quantities are determined |
| **2** Undertake ballast unloading | 2.1 Appropriate site communications are established and agreed to ensure safe and efficient working conditions  
2.2 Ballast unloading operation is implemented to ensure appropriate flow rates and extent  
2.3 Ballast is distribution by manual and/or mechanical methods to allow safe operation of trains  
2.4 Ballast is removed from sensitive infrastructure to ensure safe operation of trains and safety of public |
| **3** Complete documentation | 3.1 Documentation is completed in line with workplace requirements |

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the implementation of ballast unloading activities
- Problems that may occur when implementing track ballast activities, and action that can be taken to report or resolve the problems
- Hazards that may exist when implementing track ballast activities, and ways of controlling the risks involved
- Functions of ballast
- Required standard of materials and methods involved in implementing ballast unloading activities
- Ballast flow rates
- Ballast hopper operation
REQUIRED KNOWLEDGE AND SKILLS

- Contents of workplace technical manuals relating to ballast unloading and profile
- Relevant recording and documentation procedures

Required skills:

- Agree on communication methods and communicate effectively with others including train drivers and equipment operators when implementing ballast unloading activities
- Read and interpret technical plans, specifications, instructions and manuals relevant to implementing ballast unloading activities
- Interpret and follow operational instructions and prioritise work when implementing ballast unloading activities
- Complete documentation related to implementing ballast unloading activities
- Operate communication equipment to required protocol
- Work collaboratively with others when implementing ballast unloading activities
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when implementing ballast unloading activities in accordance with regulatory requirements and workplace procedures
- Plan own and team work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
EVIDENCE GUIDE

- relevant legislation and workplace procedures
- other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - determining job requirements and ensuring unloading operation is carried out correctly
  - ensuring ballast is distributed so as to meet requirements for safe operation
  - completing documentation according to workplace requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  • by day or night  • in all weather conditions

Work may be conducted in:  • restricted spaces  • exposed conditions  • controlled or open environments

Work may involve:  • exposure to chemicals, and dangerous or hazardous substances  • movements of equipment, goods and vehicles

Equipment may include:  • front end loaders  • ballast hoppers  • road trucks  • hand tools and small plant  • ballast forks  • other mechanical means

Materials may include:  • gravel ballast  • crushed rock ballast  • metal fines/road base

Obstructions may include:  • underbridges  • turnouts  • signalling equipment  • train detection equipment  • level crossings  • lubrication equipment

Methods may include:  • placing ballast with:  • ballast hoppers  • off-track plant  • ballast regulators  • ballast cleaning equipment  • distributing ballast with:  • ballast ploughs  • ballast cleaning equipment  • off-track plant  • ballast regulators  • manual methods

Communications equipment may include:  • two-way radios  • telephones/mobile phones
RANGE STATEMENT

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- dust mask
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/radio headsets or mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  S - Construction and Installation
TLIS3026B Implement track maintenance and construction

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement track maintenance and construction activities in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes planning work, implementing construction or maintenance activities, dealing with maintenance and construction problems, and completing required documentation.

Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work is performed generally in a team environment. It involves the application of routine operational principles and procedures to the implementation of track maintenance and/or construction as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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| 1 Plan work | 1.1 Scope of work is confirmed  
1.2 Operational constraints are identified  
1.3 Information requirements are identified and accessed  
1.4 Method of work is selected and general operating sequence is determined  
1.5 Resources required for the work are arranged as required |
| 2 Implement construction or maintenance activities | 2.1 Competent personnel are allocated tasks in accordance with the work sequence  
2.2 Tasks are assessed as being in accordance with the predetermined sequence and appropriate for the work  
2.3 Work procedures are monitored and evaluated as being appropriate and in accordance with standards and procedures  
2.4 Human and other resources are assessed as being adequate for the work |
| 3 Deal with maintenance and construction problems | 3.1 Causes and effects of system faults and failures within the worksite are diagnosed  
3.2 Impact of work on track system integrity is assessed  
3.3 Appropriate action is taken to ensure track system integrity  
3.4 Scope of work is modified to include related tasks and/or interfaces  
3.5 Related faults and/or failures beyond the authorised scope of work are reported |
| 4 Complete documentation | 4.1 Documentation on work undertaken is completed in accordance with workplace requirements |
Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Fundamentals of all rail infrastructure
- Track infrastructure and the interaction of all interfaces
- Track defects
- Range of track maintenance and/or construction techniques and work processes
- Range of competencies required to carry out track maintenance and/or construction
- Relevant engineering standards, specifications and codes of practice
- Problems that may occur when maintaining and/or constructing track, and action that can be taken to report or resolve them
- Hazards that may exist when maintaining and/or constructing track, and ways of controlling the risks involved
- Relevant communication systems and procedures
- Authorisation and/or approval processes and procedures
- Documentation and record-keeping requirements

Required skills:

- Communicate effectively with others when implementing track maintenance and construction
- Read and interpret technical data, drawings, instructions and manuals relating to maintaining and/or constructing track
- Interpret and follow operational instructions and prioritise work
- Select appropriate equipment
- Select appropriate work techniques
- Monitor, sequence and implement work activities in terms of planned schedule and appropriateness, in conformance with standards and procedures
- Complete documentation
- Operate communication equipment to required protocol
- Work collaboratively with others when implementing track maintenance and construction
- Diagnose causes and effects of system faults and failures resulting from the work activities
- Assess impact of work on track system integrity
- Report and rectify within limits of own role problems, faults and malfunctions that may occur when implementing track maintenance and construction in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when implementing track maintenance and construction
• Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment (PPE)

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  • the underpinning knowledge and skills
  • relevant legislation and workplace procedures
  • other relevant aspects of the range statement
• Assessment for all types of work must include exercises that demonstrate competent performance of the following in a range of situations:
  • planning work
  • supervising maintenance activities
  • dealing with maintenance and construction problems
  • completing documentation
• Assessment must also include exercises which demonstrate competent performance in supervising the specified activity plus any four from the designated activities listed. The designated activities should be selected so as to provide evidence of supervision of related activities such as track construction, track maintenance or track surfacing.
  • specified activity:
TLIS3026B Implement track maintenance and construction

- maintaining track geometry
  - designated activities (any 4):
- rail adjustment
- guard and check rails installation
- points and crossings maintenance
- flashbutt welding of rail
- aluminothermic welding of rail
- ballasting
- sleeper installation or replacement
- rail replacement
- rail earthworks
- track drainage installation
- constructing and/or installing points and crossings
- on-track machine operation
- installing rail joints
- maintaining rail joints
- maintaining points and crossings
- grinding rails and/or switches and crossings
- installing and maintaining rail fastening and anchoring systems
- maintaining track drainage
- track examination
- measuring and recording track geometry

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Scope of work may include:
- identifying deficiencies
- identifying preparatory or ancillary work required

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movement of equipment, goods and vehicles

Track maintenance and construction activities may include:
- removing track components
- installing track components
- correcting track geometry
- adjusting track components
- repairing track components

Track components may include:
- rail, rail joints and welds
- points and crossings
- sleepers, sleeper plates and sleeper fastenings
- bearers, turnout plates and fastenings
- lubricators
- signs
- ballast
- track formation

Work methods may vary according to:
- location (geography and geometry)
- rail type and length
- sleeper and fastening type
- ballast type and condition
- climatic conditions
- track availability

Extent of activity may vary according to:
- complexity of task
- track availability
- scope of work, including:
  - length of track being worked on
  - type of maintenance and construction activities being undertaken
    - types of track components

Track availability may include working:
- during breaks in traffic
- on limited track possession
- during extended track possession
- on non-operational track or track under construction
Equipment may include:

- mechanical handling and lifting equipment
- track machines
- hand tools, including impact wrenches, grinders, tension wrenches, friction rail saws, rail borers, tie tampers, gauges, track jacks, spiking hammers and bars
- rail tensors
- cutting and boring equipment
- fastening equipment
- on-track equipment, including sleeper spacers
- rail heaters
- welding equipment

Communication systems may include:

- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and PPE may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- track inspections and reports
- work orders
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
• two-way radio or mobile telephone operation procedures
• quality assurance (QA) plans, data and document control
• conditions of service, legislation and industrial agreements, including workplace agreements and awards

**Applicable procedures and codes may include:**

• legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
• relevant Australian standards (AS) and related requirements, including AS 4292
• relevant state and territory legislation relating to:
  • environmental protection
  • OH&S

**Unit Sector(s)**

Not Applicable

**Competency Field**

**Competency Field** S - Construction and Installation
TLIS3029B Implement structures maintenance and installation of minor structures

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to implement structures maintenance and installation of minor structures in accordance with approved standards, safeworking and regulatory requirements, and workplace procedures. It includes planning work, implementing maintenance activities, dealing with maintenance and construction problems, and completing required documentation.

Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work is performed under minimal supervision, generally in a team environment. It involves the application of routine operational principles and procedures to the implementation of structures maintenance and installation of minor structures as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

**Elements** describe the essential outcomes of a unit of competency. **Performance criteria** describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<td>2 Implement maintenance and construction activities</td>
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<td>4.1 Documentation on work undertaken is completed in accordance with workplace requirements</td>
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</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Fundamentals of all rail infrastructure
- Structure infrastructure and the interaction of all interfaces
- Structure defects
- Range of structure maintenance and construction techniques and work processes
- Range of competencies required to carry out structure maintenance and construction
- Relevant engineering standards, specifications and codes of practice
- Problems that may occur during structure maintenance and minor construction, and action that can be taken to report or resolve them
- Hazards that may exist when undertaking structure maintenance and minor construction, and ways of controlling the risks involved
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record-keeping requirements

Required skills:

- Communicate effectively with others when maintaining structures and installing minor structures
- Read and interpret instructions, procedures, information, technical data, standards and drawings relating to implementing structures maintenance and the installation of minor structures
- Interpret and follow operational instructions and prioritise work
- Select appropriate equipment
- Select appropriate work techniques
- Monitor, sequence and implement work activities in terms of planned schedule and appropriateness, in conformance with standards and procedures
- Complete documentation
- Operate electronic communication equipment to required protocols
- Work collaboratively with others when maintaining structures and installing minor structures
- Diagnose causes and effects of system faults and failures resulting from the work activities
- Assess impact of work on structure integrity and on track system integrity
- Report and rectify within limits of own role problems, faults and malfunctions that may occur when maintaining structures and installing minor structures, in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when maintaining structures and installing minor structures
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment (PPE)

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - planning work, including selecting appropriate methods, sequencing work and arranging resources
  - implementing, monitoring and evaluating maintenance activities
  - dealing appropriately with a number of maintenance and construction problems
  - completing documentation according to workplace requirements
- Assessment must include exercises that demonstrate
competent performance in implementing five of the listed activities below. These must be a combination of the 2 designated activities, plus 1 of the specified activities, plus 2 of the remaining activities:

- designated activities (2):
- installing transoms
- installing minor structures
  - specified activities (any 1):
  - repairing concrete/masonry structures
  - repairing timber structures
  - repairing steel structures
    - remaining activities (any 2):
    - maintaining bridge bearings
    - carrying out routine maintenance of structures
    - installing temporary track support
    - mixing and placing chemical repair products

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Scope of work may include:
- identifying deficiencies
- identifying preparatory or ancillary work required

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Structures maintenance and construction activities may include:
- maintaining structures
- repairing structures
- removing structure components
- installing structure components
- installing transoms

Structures may include:
- bridges
- pipes and culverts
- tunnels
- platforms
- retaining walls
- overhead wiring structures
- level crossings
- buffer stops

Work methods may vary according to:
- location
- type of structure
- structure material type
- climatic conditions
- track availability

Extent of activity may vary according to:
- complexity of task
- track availability
- scope of work including:
  - type of structure being worked on
  - type of maintenance and construction activities being undertaken

Track availability may include working:
- during breaks in traffic
- on limited track possession
- during extended track possession
- on non-operational track or track under construction

Equipment may include:
- mechanical handling/lifting equipment
- hand tools
- small power tools
RANGE STATEMENT

- oxy cutting equipment
- scaffolding
- ladders
- elevated work platform (EWP)
- cranes

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers, electricians)

Communications systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- track inspections and reports
- work orders
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- quality assurance (QA) plans, data and document control
RANGE STATEMENT

- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- relevant Australian standards (AS) and related requirements, including AS 4292
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S

Unit Sector(s)
Not Applicable

Competency Field

Competency Field S - Construction and Installation
TLIS3037B Install and repair rail earthworks

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to install and repair rail earthworks in accordance with safeworking and regulatory requirements and organisational procedures. It includes determining job requirements, undertaking trenching, establishing track formation and minor trackside earthworks, and completing documentation in accordance with specifications.

Licensing or certification requirements may apply to this unit. Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and guidelines.

Application of the Unit
Work is performed under some supervision, generally in a team environment. It involves the application of routine operational principles and procedures to install and repair rail earthworks as part of organisational activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine job requirements | 1.1 Worksite is identified  
1.2 Underground services are identified where required and marked to protect services from excavation  
1.3 Work method is selected to meet job requirements  
1.4 Resources are organised to meet the scope of the job and selected work methods |
| 2 Undertake trenching | 2.1 Worksite is prepared for trenching  
2.2 Excavation is undertaken along or across track to accommodate services in accordance with design and organisational procedures  
2.3 Suitable materials and methods are used to backfill trench in accordance with design and organisational procedures |
| 3 Establish track formation | 3.1 Excavation is undertaken to establish base for formation in accordance with design  
3.2 Excavated material is removed from worksite  
3.3 Suitable materials and methods are used to construct new track formation in accordance with design and organisational procedures |
| 4 Establish and maintain minor trackside earthworks | 4.1 Trackside earthworks are constructed or repaired using appropriate equipment and following workplace procedures  
4.2 Grading and/or compaction are carried out using appropriate equipment, with care taken to maintain correct drainage and to protect the environment, trackside installations, fences and underground cabling |
| 5 Complete documentation | 5.1 Documentation is completed in line with organisational requirements |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for installing and repairing rail earthworks
- Problems that may occur during the installation and repair of rail earthworks, and action that can be taken to report or resolve them
- Hazards that may exist during the installation and repair of rail earthworks, and ways of controlling the risks involved
- Causes of defects, such as erosion and water scouring
- Information in relevant workplace technical manuals and instructions
- Functions and design principles of track formation and earthworks
- Required standards of materials and the methods involved in the installation and repair of rail earthworks
- Characteristics of relevant plant and equipment, hardware and components used in work activities
- Hazardous situations and related personal protection measures
- Required personal protective equipment (PPE)
- Relevant recording and documentation procedures
- Environmental protection requirements relating to installing and repairing rail earthworks

Required skills:

- Communicate effectively when installing and repairing rail earthworks
- Read and interpret plans relevant to the installation and repair of rail earthworks
- Interpret and follow operational instructions and prioritise work when installing and repairing rail earthworks
- Complete documentation related to the installation and repair of rail earthworks
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and repairing rail earthworks
- Report and rectify within limits of own role problems, faults and malfunctions identified when installing and repairing rail earthworks in accordance with regulatory requirements and workplace procedures
- Determine environmental protection requirements as required
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required PPE
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - selecting appropriate work methods
  - establishing track formations in accordance with designs
  - repairing minor trackside earthworks including grading and compaction
  - completing documentation correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rail earthworks may include:
- reconstructing track formation and capping
- shaping shoulders (cesses)
- accessing roads
- rehabilitating waterways, including shaping channels and/or scour protection
- trackside or across track trenching (less than 1.5m depth)
- sub-surface drainage

Services may include:
- water sewage and drainage pipe
- electrical cables
- signalling cables

Equipment may include:
- measuring tapes
- levels

Plant may include:
- front end loaders
- back hoes
- graders
- skidsteer loaders
- grab buckets
- trench diggers
- road trucks
- hand tools and small plant

Support plant and equipment may include:
- cranes and buckets
- compressors, fittings, hoses and pumps
- pneumatic picks and jack hammers
- winches

**Materials may include:**
- soils and gravel
- geo-textile materials
- earthwork protection materials, including fascines, gabion baskets, reno mattresses and revetment mattresses
- concrete pipes, PVC pipes and FRC pipes

**Liaison may include:**
- internal or external personnel from other work areas (e.g. other work teams)

**Communication systems may include:**
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

**Depending on work context, safety and PPE may include:**
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

**Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:**
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

**Information and documents may include:**
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- quality assurance (QA) plans, data and document control
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and guidelines
- relevant Australian standards and related requirements, including AS 4292
- relevant state or territory legislation relating to:
  - OH&S legislation
  - environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field S - Construction and Installation
TLIS3039A Measure and mark track for resurfacing

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to undertake measurement and marking of track for resurfacing operations in accordance with safe working and regulatory requirements and workplace procedures. It includes identifying and marking track obstructions, using appropriate measurement tools to measure the range of geometry elements, calculating recording and marking data for resurfacing operations, and recording and reporting of results. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines. Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to measure and mark track for resurfacing across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Plan for resurfacing | 1.1 Scope of resurfacing work, including ramp-in and ramp-out points, mode of machine application and requirements for measurements are determined  
  1.2 Appropriate survey documentation is selected  
  1.3 Survey plaques and monuments are located and accurately interpreted as required |
| 2 Mark/protect obstructions | 2.1 Track obstructions are identified  
  2.2 Track obstructions are marked or protected as required in accordance with workplace procedures |
| 3 Measure geometry and record results | 3.1 Equipment appropriate to task is selected and checked for correct operation in accordance with manufacturers instructions and workplace procedures  
  3.2 Equipment is operated in accordance with manufacturer's or work instructions to provide appropriate data for analysis  
  3.3 Track geometry is measured in accordance with workplace procedures  
  3.4 Measurements are recorded in accordance with workplace procedures |
| 4 Mark track | 4.1 Required offsets and machine adjustment values are calculated and recorded in accordance with workplace procedures  
  4.2 Track data is marked on track where required in accordance with workplace procedures |
| 5 Use/report data | 5.1 Data is compared to maintenance/construction tolerances in accordance with workplace procedures  
  5.2 Results are reported in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Track geometry parameters e.g. alignment, top, line, twist, superelevation associated with maintenance and/or construction
- Workplace procedures for the recording and analysis of track parameters
REQUIRED KNOWLEDGE AND SKILLS

- Obstructions to resurfacing operations, including operation of tampers, ballast regulators and stabilisers
- Methods of marking and protecting obstructions
- Track data requirements for resurfacing
- Problems that may occur during the measurement and marking of track for resurfacing operations, and action that can be taken to report or resolve the problems
- Hazards that may exist when measuring and marking track for resurfacing, and ways of controlling the risks involved
- Relevant records procedures
- Details of local authority procedures

Required skills:

- Communicate effectively with others when measuring and marking track for resurfacing
- Read and interpret instructions, procedures, information, plans, drawings and specifications relevant to the measurement and marking of track for resurfacing operations
- Read recorded track geometry data
- Interpret and follow operational instructions
- Complete documentation related to the measurement and marking of track for resurfacing operations
- Work collaboratively with others
- Promptly report and/or rectify any identified problems when measuring and marking track for resurfacing in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment in accordance with workplace procedures
- Identify, select and use tools and equipment
- Select and use required personal protective equipment conforming to industry and OH&S standard

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying and marking track obstructions
  - using appropriate measurement tools to measure the range of geometry elements
  - calculating recording and marking data for resurfacing operations from information sources such as survey sheets, survey marks and curve compensation charts
  - recording and reporting of results

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- in all weather conditions

Resurfacing work may be related to:

- maintenance surfacing
- track restoration (associated with ballast cleaning, track reconditioning or reconstruction)
- track construction

On-track machines may include:

- production tampers/liners
- turnout tampers/liners
- ballast regulators
- ballast stabilisers

Track measurement may include:

- location of tangent and transition points
- superelevation increments
- track alignment and machine adjustment values
- machine offsets for lining transitions
- rail levels and machine adjustment values
- track lateral and vertical clearances
- superelevation and rates of change
- rail level
- track alignment
- ballast profile
- gauge

Equipment used for measuring and calculating track data may include:

- combination boards
- tapes and plumb bobs
- curve compensation charts
- laser guidance control systems
- computerised systems for inputting field data and calculating resurfacing ramps and offsets
- GPS guidance control systems
<table>
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<th>RANGE STATEMENT</th>
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<tr>
<td>Recording equipment may include:</td>
<td>- measurement of track levels and alignment using purpose designed optical reference devices</td>
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<td>- paper forms, notes</td>
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<td>- electronic data entry devices</td>
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<td>- paper data capture devices</td>
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<td>- established procedures</td>
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<td>Information/documents may include:</td>
<td>- maintenance notices, records and requests</td>
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<td>- local instructions</td>
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<td>- manufacturers or workplace equipment operation manuals</td>
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<td>- conditions of service, legislation and industrial agreements including workplace agreements and awards</td>
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<td>Applicable regulations and legislation may include:</td>
<td>- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes</td>
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</table>
RANGE STATEMENT

and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field S - Construction and Installation
TLIS3040A Construct concrete or steel points and crossings

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to coordinate the construction of points and crossings with concrete or steel bearers in accordance with approved standards, safeworking and regulatory requirements, and workplace procedures. It includes carrying out relevant construction work, preparing points and crossings for transport, and completing required documentation.

Licensing or certification requirements are not currently applicable to this unit. Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
The unit involves the application of routine operational principles and procedures to the construction of points and crossings on concrete or steel bearers as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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| 1 Prepare, assemble and check points and crossings | 1.1 Work requirements are determined to identify scope of work and resources required  
1.2 Design or plan for construction is obtained and interpreted  
1.3 Assembly area is prepared or identified in accordance with workplace procedures  
1.4 Delivered materials are checked for compliance with design  
1.5 Points and crossings are assembled in accordance with the specified design, manufacturer’s instructions and workplace procedures  
1.6 Dimensions, geometry and condition are checked for compliance with design |
| 2 Prepare points and crossings for transport | 2.1 Points and crossings are prepared for transport to site in accordance with manufacturer’s instructions and workplace procedures |
| 3 Complete documentation | 3.1 Required documentation is completed in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the construction of points and crossings
- Problems that may occur when constructing points and crossings, and action that can be taken to report or resolve them
- Hazards that may exist when constructing points and crossings, and ways of controlling the risks involved
- Features and principles of operation of points and crossings
- Measurement techniques
- Clearances and tolerances
- Rail bending techniques applied to point and crossing components
- Point and crossing acceptance standards
- Techniques for the construction of points and crossings
- Documentation and record-keeping requirements
- Appropriate hand tools, power tools and equipment required to complete activities

Required skills:

- Communicate effectively with others when constructing points and crossings
- Read and interpret technical data, standards and drawings relating to constructing points and crossings
- Interpret and follow operational instructions and prioritise work when constructing points and crossings
- Use geometric and dimension basic principles to ensure compliance with design
- Complete documentation relating to the construction of points and crossings
- Work collaboratively with others when constructing points and crossings
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Assemble track layouts to plans and specifications
- Use appropriate equipment to make accurate measurements of points and crossings
- Select and use required personal protective equipment (PPE)
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - coordinating the construction of concrete or steel points and crossings on at least two separate occasions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve:

- exposure to chemicals, and dangerous or hazardous substances
- movement of equipment, materials and vehicles

Points and crossing may include:

- turnouts
- diamond crossings
- slips
- catchpoints
- expansion switches

Equipment may include:

- off-track plant
- cranes
- mechanical lifting and handling devices
- rail-mounted transporter vehicles
- hand tools and small plant
- rail saws and rail drills

Measurement equipment may include:

- measuring tapes
- stringline
- rail gauges (switch and/or crossing)
- gauge boards

Materials may include:

- rail
- rail jewellery
- sleepers and/or ties
- bearers

Liaison may include:

- internal or external personnel from other work areas, such as signalling staff

Communication systems may include:

- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Safety and PPE may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
• safety footwear
• portable radios and mobile phones
• hand lamps
• flags
• safety devices

Information and documents may include:
• operational instructions, policies and workplace procedures
• local authority regulations and procedures
• works orders
• technical instructions, plans and specifications
• manufacturer or workplace equipment operation manuals and specifications
• emergency procedure manuals
• two-way radio or mobile telephone operation procedures
• quality assurance (QA) plans, data and document control

Information may be provided:
• electronically
• in writing, via forms, documents and plans
• orally, via face-to-face communications

Applicable regulations and legislation may include:
• legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
• relevant Australian standards and related requirements
• relevant state and territory legislation relating to:
  • environmental protection
  • OH&S

Unit Sector(s)
Not applicable.

Competency Field
S – Construction and Installation
TLIS3041A Construct timber or composite points and crossings

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to supervise the construction of points and crossings on timber or composite bearers in accordance with approved standards, safeworking and regulatory requirements, and workplace procedures. It includes carrying out relevant construction work, preparing the points and crossings for transport, and completing required documentation.

Licensing or certification requirements are not currently applicable to this unit. Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
The unit involves the application of routine operational principles and procedures to the construction of points and crossings on undrilled timber or composite bearers as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare and fabricate points and crossings</td>
<td>1.1 Work requirements are established to identify scope of work and resources required</td>
</tr>
<tr>
<td></td>
<td>1.2 Design or plan for construction is obtained and interpreted</td>
</tr>
<tr>
<td></td>
<td>1.3 Assembly area is prepared or identified in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.4 Delivered materials are checked for compliance with design</td>
</tr>
<tr>
<td></td>
<td>1.5 Structure is fabricated according to design specification</td>
</tr>
<tr>
<td></td>
<td>1.6 Bearers are selected for correct length, placed on assembly area, and marked up in accordance with the specified design and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.7 Reference rail is selected, marked up and fixed to the bearers in accordance with the specified design and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.8 Remaining steelwork is adjusted for correct geometry and attached to bearers in accordance with the specified design and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.9 Dimensions, geometry and condition are checked for compliance with design</td>
</tr>
<tr>
<td>2 Prepare points and crossings for transport</td>
<td>2.1 Points and crossings are prepared for transport to site in accordance with design and workplace procedures</td>
</tr>
<tr>
<td>3 Complete documentation</td>
<td>3.1 Required documentation is completed in accordance with workplace procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the construction of timber or composite points and crossings
- Problems that may occur when constructing timber or composite points and crossings, and action that can be taken to report or resolve them
- Hazards that may exist when constructing timber or composite points and crossings, and ways of controlling the risks involved
- Different types of timber or composite sleepers and bearers and their individual characteristics
- Features and principles of points and crossings operation
- Measurement techniques
- Clearances and tolerances
- Rail bending techniques applied to point and crossing components
- Point and crossing acceptance standards
- Techniques for the construction of timber or composite points and crossings
- Documentation and record-keeping requirements
- Appropriate hand tools, power tools and equipment required to complete activities

Required skills:

- Communicate effectively with others when constructing timber or composite points and crossings
- Read and interpret technical data, standards and drawings relating to the construction of timber or composite points and crossings
- Interpret and follow operational instructions and prioritise work when constructing timber or composite points and crossings
- Complete documentation relating to the construction of timber or composite points and crossings
- Use geometric and dimension basic principles to ensure compliance with design
- Work collaboratively with others when constructing timber or composite points and crossings
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Assemble track layouts to plans and specifications
- Use appropriate equipment to make accurate measurements on points and crossings
- Select and use required personal protective equipment (PPE)
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - supervising the construction of timber or composite points and crossings on at least two separate occasions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movement of equipment, materials and vehicles

Points and crossing may include:
- turnouts
- diamond crossings
- slips
- catchpoints
- expansion switches

Equipment may include:
- off-track plant
- cranes
- mechanical lifting and handling devices
- rail-mounted transporter vehicles
- hand tools and small plant
- rail saws and rail drills

Measurement equipment may include:
- measuring tapes
- stringline
- rail gauges (switch and crossing)
- gauge boards

Materials may include:
- rail
- rail jewellery
- sleepers and ties
- bearers

Liaison may include:
- internal or external personnel from other work areas, such as signalling staff

Communication systems may include:
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Safety and PPE may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

**Information and documents may include:**

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- works orders
- technical instructions, plans and specifications
- manufacturer or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- quality assurance (QA) plans, data and document control

**Information may be provided:**

- electronically
- in writing, via forms, documents and plans
- orally, via face-to-face communications

**Applicable regulations and legislation may include:**

- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- relevant Australian standards and related requirements
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S

**Unit Sector(s)**

Not applicable.

**Competency Field**

S – Construction and Installation
TLIS3045A Install turnouts

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to install turnouts in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes installing points and crossings, and completing required documentation.

Licensing or certification requirements are not currently applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
The unit involves the application of routine operational principles and procedures to the installation of points and crossings as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT PERFORMANCE CRITERIA

1 Prepare and install turnouts

1.1 Existing track work is removed from worksite

1.2 Track bed is prepared for installation of points and crossings in accordance with workplace procedures

1.3 New points and crossings are installed in accordance with specified design, manufacturer instructions and workplace procedures

1.4 Dimensions, geometry, condition and operation are checked for compliance with standards in accordance with design, manufacturer instructions and workplace procedures

2 Complete documentation

2.1 Required documentation is completed in accordance with organisational procedures

2.2 Appropriate personnel are informed that the installation has been completed in accordance with organisational procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation of points and crossings
- Problems that may occur when installing points and crossings, and action that can be taken to report or resolve them
- Hazards that may exist when installing points and crossings, and ways of controlling the risks involved
- Features and principles of operation of points and crossings
- Measurement techniques
- Clearances and tolerances
- Point and crossing acceptance standards
- Techniques for the installation of points and crossings
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures for the installation of points and crossings
- Documentation and record-keeping requirements

Required skills:

- Communicate effectively with others when installing points and crossings
- Read and interpret technical data, standards and drawings relating to installing points and crossings
- Interpret and follow operational instructions and prioritise work when installing points and crossings
- Complete documentation relating to the installation of points and crossings
- Work collaboratively with others when installing points and crossings
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Install points and crossings to plans and specifications
- Use appropriate equipment to make accurate measurements of points and crossings
- Select and use required personal protective equipment (PPE)
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - implementing the installation of points and crossings on at least two separate occasions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movement of equipment, materials and vehicles

Points and crossing may include:
- turnouts
- diamond crossings
- slips
- catchpoints
- expansion switches

Equipment may include:
- off-track plant
- cranes
- mechanical lifting and handling devices
- rail-mounted transporter vehicles
- hand tools and small plant
- rail saws and rail drills

Measurement equipment may include:
- measuring tapes
- stringline
- rail gauges (switch and/or crossing)
- gauge boards

Materials may include:
- rail
- rail jewellery
- sleepers and/or ties
- bearers

Liaison may include:
- internal or external personnel from other work areas, such as signalling staff

Communication systems may include:
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Safety and PPE may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
• safety footwear
• portable radios and mobile phones
• hand lamps
• flags
• safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:

• company procedures
• enterprise procedures
• workplace procedures
• established procedures

Information and documents may include:

• operational instructions, policies and workplace procedures
• local authority regulations and procedures
• works orders
• technical instructions, plans and specifications
• manufacturer or workplace equipment operation manuals and specifications
• emergency procedure manuals
• two-way radio or mobile telephone operation procedures
• quality assurance (QA) plans, data and document control

Information may be provided:

• electronically
• in writing, via forms, documents and plans
• orally, via face-to-face communications

Applicable regulations and legislation may include:

• legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
• relevant Australian standards and related requirements
• relevant state and territory legislation relating to:
  • environmental protection
  • OH&S

Unit Sector(s)

Not applicable.
Competency Field

S – Construction and Installation
TLIS4007A Decommission mechanical signalling infrastructure and interlocking equipment from service

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to decommission mechanical signalling infrastructure equipment and interlocking equipment from service in accordance with safeworking and regulatory requirements and workplace procedures. It includes disconnecting the mechanical/electromechanical equipment and components; modifying, testing and adjusting remaining equipment; and certifying and securing the operational mechanical equipment in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Disconnect mechanical/interlocking equipment and components | 1.1 Required authorisation is confirmed to ensure safe train operations may continue after mechanical/interlocking equipment components are disconnected  
1.2 Mechanical/interlocking equipment and components are prepared to enable ready removal  
1.3 Mechanical/interlocking equipment components are removed from operational area, and the area is made safe |
| 2 Modify, test and adjust remaining equipment | 2.1 Remaining equipment is modified as necessary to ensure compliance with job specification  
2.2 Correct test equipment and procedures are identified  
2.3 Appropriate tests are correctly carried out in conjunction with other personnel to ensure operational compliance |
| 3 Certify and secure the operational equipment | 3.1 Operational readiness is confirmed and required documentation/certification is correctly completed to allow for commissioning  
3.2 Equipment is locked and secured to ensure against unauthorised interference |

# Required Skills and Knowledge

## REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service
- Problems that may occur during the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service, and action that can be taken to report or resolve the problems
- Hazards that may exist when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service, and ways of controlling the risks involved
- Principles of signalling
- Limitations and characteristics of mechanically operated signalling equipment
- Fault diagnosis, fault rectification and problem solving
REQUIRED KNOWLEDGE AND SKILLS

- Repair techniques
- Testing and measuring procedures
- Organisational requirements
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service
- Read and interpret instructions, procedures, information, technical data and drawings relevant to the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use hand and power tools
- Use test equipment and testing techniques
- Apply repair and testing practices and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly disconnecting mechanical/interlocking equipment
  - correctly modifying, adjusting and testing remaining equipment
  - securing and certifying operational equipment to organisational standards

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

- environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
  - in all weather conditions

Work may be conducted in:
  - restricted spaces
  - exposed conditions
  - controlled or open environments

Work may involve exposure to:
  - chemicals
  - dangerous or hazardous substances
  - movements of equipment, materials and vehicles

Preparation may include:
  - loosening connections
  - clearing around work area
  - identifying replacement components/linkages

Work may include:
  - cutting
  - bending
  - shaping
  - welding
  - grinding
  - drilling
  - bolting
  - clamping with ferrous and non-ferrous bar, rod, tube, chain and wire rope

Liaison may be required with:
  - internal and external personnel

Equipment may be:
  - mechanical
  - pneumatic
  - hydraulic
  - electrical
  - signage
  - lamps
  - brackets
  - clamplocks
RANGE STATEMENT

- hoods
- switchlocks
- warning lights
- points and points machines
- signal
- masts
- derailleurs
- trainstop
- facing point locks
- chainlocks
- interlocked levers
- non-interlocked levers
- interlocking machine/s
- operating and interlocking cams/locks
- rod leads
- bells
- 'A' frames
- ground frames
- Annett locks
- key locks
- staff locks
- circuit controllers
- point indicators
- foundations

Components may include:

- bolts
- shims
- pins
- rods
- bars
- joints
- floor plates
- brackets
- levers

Tools may include:

- hand tools
- power tools
- air tools
- specialist tools as required by the organisation

Communication equipment may include:

- two-way radios
- computers
- telephones/mobile phones
RANGE STATEMENT

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses and safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps and flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, policies and workplace procedures
- relevant technical manuals
- drawings/sketches
- site plans/layouts
- equipment/operational management information
- technical and engineering instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations, legislation and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field S - Construction and Installation
TLIU1009A Monitor plant and equipment in an environmentally sustainable manner

Modification History

Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to monitor plant and equipment in an environmentally sustainable manner. It includes minimising the effects of pollution during operations and monitoring of plant and equipment; and transporting and handling environmentally hazardous materials safely and in accordance with environmental protection regulations and guidelines. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with relevant state/territory environmental protection regulations and workplace procedures.

Work is performed under some supervision generally within a team environment. It involves the application of the basic environmental protection principles and regulations to the monitoring of plant and equipment in an environmentally sustainable manner.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Minimise the effects of pollution during operations | 1.1 Precautions are taken to ensure spilt fuel, lubricants and chemicals do not pollute the environment  
1.2 Plant and equipment are operated efficiently to minimise pollution of the air environment through excessive exhaust emissions  
1.3 Running of plant and equipment is minimised to avoid unnecessary noise and air pollution  
1.4 Worksites are kept clean and tidy during work operations and the disposal of waste is in accordance with environmental regulations and workplace procedures |
| **2** Minimise the effects of pollution during monitoring of plant and equipment | 2.1 Routine checks are conducted or organised to ensure plant and equipment are operating correctly including emission controls if fitted  
2.2 Suitable precautions are taken during the cleaning of plant and equipment not to pollute the environment  
2.3 Care is taken during services and maintenance operations to implement housekeeping procedures and environmental protection precautions and procedures  
2.4 Rubbish is deposited in designated rubbish disposal bins |
| **3** Transport/handle environmentally hazardous materials safely | 3.1 Relevant documentation is completed in accordance with government regulations and workplace requirements  
3.2 Waste and effluent is disposed of in accordance with government regulations and workplace procedures  
3.3 Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution  
3.4 Where required routes for plant and equipment carrying hazardous and noxious loads are planned to minimise the risk to the environment in the event of accident or spillage |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant environmental protection regulations
REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures and guidelines monitoring plant and equipment in an environmentally sustainable manner during workplace operations
- Environmental risks when carrying out workplace operations, and related precautions to control the risk
- Environmental protection standards required in the workplace
- Site layout including location of rubbish disposal bins
- Application of relevant environmental protection regulations and requirements
- Service and maintenance procedures and checklists for equipment and vehicles
- Procedures and processes for waste and effluent regulation where applicable
- Environmental hazards and toxicity of materials typically carried in loads
- Emission control checking requirements for plant and equipment
- Typical problems that can occur when caring for the environment, and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when monitoring plant and equipment in an environmentally sustainable manner
- Read and interpret instructions, procedures and information relevant to the monitoring of plant and equipment in an environmentally sustainable manner
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to monitoring plant and equipment in an environmentally sustainable manner
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when monitoring plant and equipment in an environmentally sustainable manner
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when monitoring plant and equipment in an environmentally sustainable manner in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when monitoring plant and equipment in an environmentally sustainable manner
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Recognise potential pollution risks and ways of minimising them
Required skills:

- Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
- Follow routine service and maintenance procedures for equipment and vehicles
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - identifying suitable precautions to prevent plant and equipment from polluting the environment
  - identifying suitable disposal and transport methods of hazardous or noxious materials
  - applying relevant legislation and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintaining operating equipment in an environmentally sustainable environment may be conducted:

- in a range of work environments by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites in the transport/logistics industries

Pollutants may include:

- exhaust fumes
- oils and lubricants
- gas
- smoke
- chemicals and detergents
- rubbish
- noise
- wastes
- noxious material
- hazardous substances

Plant and equipment may include:

- motor vehicles, trucks and motorcycles
- fixed equipment emitting exhaust fumes/gases
- rail locomotives and motive power units
- marine vessels
- forklifts, cranes and load shifting equipment
- tow motors
RANGE STATEMENT

- aircraft
- portable equipment emitting exhaust fumes/gases
- spill response equipment

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- eye/ear protection
- two-way radios
- high visibility clothing
- mask
- bio hazard suits
- protective clothing
- carbon monoxide (CO) detector

Information/documents may include:

- OH&S and environmental protection regulations
- workplace housekeeping procedures and policies
- codes of practice for environmental protection
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
RANGE STATEMENT

Applicable regulations and legislation may include:

- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
- marine orders
- workplace relations regulations
- current ADG Code

Unit Sector(s)

Not Applicable

Competency Field

Competency Field U - Environment
TLIU1013A Prepare for environmentally sustainable work practices

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor This unit involves the skills and knowledge required to prepare for and understand environmentally sustainable workplace requirements, including the implications of resource use and work processes required to make improvements. It requires the ability to access industry information, applicable legislation and OH&S and environmental guidelines. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit This unit applies to individuals who are preparing for work in transport and logistics. It entails developing an understanding of developed strategies, systems and plans pertaining to environmentally sustainable work practices.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT**  
1 Identify industry environmentally sustainable information  
1.1 Workplace environmental and resource efficiency issues are identified  
1.2 Range of issues relevant to employment in transport and logistics, including the application of legislation and national standards, industry procedures and OH&S requirements, are assessed from an environmental sustainability point of view  
2 Identify environmentally sustainable work practices for the transport and logistics industry  
2.1 Reasons for environmental sustainability action are identified  
2.2 Appropriate transport and logistics environmentally sustainable work practices are listed

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Environmental issues relating to:
  - life cycle of products: re-new, re-use and recycle  
  - workplace/site  
- Occupational health and safety (OH&S) requirements relating to:
  - OH&S hierarchy of control  
- Service requirements for transport and logistics, including:
  - company requirements and structure  
  - legislation, regulations and codes of practice applicable to specific transport and logistics functions  
  - cleaning and maintenance of equipment  
  - selection of equipment  
  - operation of equipment  
  - resource efficiency processes  
  - transport and logistics environmental options and best practices  
  - supply chain procedures
REQUIRED KNOWLEDGE AND SKILLS

- other relevant enterprise policies, procedures and protocols
- duty of care
- Principles, practices and available tools and techniques of sustainability management relevant to the transport and logistics context, such as:
  - the correct use of equipment according to environmental protection regulations and guidelines
  - techniques for minimising fuel/materials consumption

Required skills:

- Interpersonal skills to:
  - work in a team environment
- Oral communication skills, including:
  - questioning
  - listening
  - liaison
- Reading skills to interpret:
  - work requirements or material safety data sheets (MSDSs)
- Self-management skills to:
  - identify hazard and risks
  - prioritise learning and duties
- Written communication skills for:
  - recording information
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of
EVIDENCE GUIDE
demonstrate competency in this unit

this unit and include demonstration of:
• developing professional relationships with stakeholders
• identifying reasons for environmentally sustainable work practices
• identifying transport and logistics environmentally sustainable work practices
• complying with OH&S standards

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:
• a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
• access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
• relevant and appropriate materials and equipment, and
• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:
• through activities in an appropriately simulated environment, and/or
• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Environmental and resource efficiency issues may include:
• minimisation of environmental risks and maximisation of opportunities to improve business environmental performance and to promote more efficient production and
RANGE STATEMENT

consumption of natural resources, for example by:
- minimisation of pollution, through sound equipment
  operating techniques
- minimisation of waste through effective storage and
  recycling
- efficient energy use, seeking alternative sources of
  energy

Legislation and national standards may include:
- Australian standards
- award and enterprise agreements
- licensing arrangements
- relevant codes of practice
- relevant commonwealth, state and territory legislation
  which affects organisational operation:
  - environmental issues
  - industrial relations
  - OH&S

Industry procedures may include:
- carbon training emissions policy
- environmental management strategy
- lean management techniques
- resource recovery

OH&S requirements may include:
- understanding of company OH&S guidelines such as:
  - appropriate personal protective equipment and clothing

Reasons for environmental sustainability action may include:
- biodiversity and environmental impacts
- greenhouse gas emissions
- resource scarcity
- non-renewable resource use
- pollution:
  - air
  - land
  - hazardous materials
  - waste
  - water

Appropriate transport and logistics or warehousing environmentally sustainable work practices may include:
- preventing and minimising risks and maximising
  opportunities such as:
  - minimise usage of fuel or use alternative forms of
    energy where appropriate
  - reducing emissions of greenhouse gases
  - reducing use of non-renewable resources
  - improving energy efficiency
RANGE STATEMENT

- increasing use of renewable, recyclable, reusable and recoverable resources

Unit Sector(s)

Not Applicable

Competency Field

Competency Field U - Environment
TLIU2008A Apply environmental procedures to rail infrastructure

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to care for the environment during rail infrastructure maintenance and construction activities in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes minimising the effects of pollution during work and transporting and handling environmentally hazardous materials safely and in accordance with environmental protection regulations and guidelines. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work must be carried out in accordance with relevant state/territory environmental protection regulations and workplace procedures.

Work is performed under some supervision generally within a team environment. It involves the application of basic environmental protection principles and regulations to work undertaken during rail infrastructure maintenance and construction activities.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
**Employability Skills Information**

**Employability Skills**

This unit contains employability skills.

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**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Minimise the effects of pollution during work | 1.1 Precautions are taken to ensure spilt fuel, lubricants, chemicals and noxious plants do not pollute the environment  
1.2 Equipment and vehicles are operated efficiently to minimise pollution of the air environment through excessive exhaust emissions  
1.3 Unnecessary running of engines/equipment is avoided to minimise pollution of the air environment  
1.4 Worksites are kept clean and tidy during work operations and the disposal of waste is in accordance with environmental regulations and workplace procedures  
1.5 Contaminant from worksites is contained by use of appropriate traps and barriers  
1.6 Noise pollution from work is minimised |
| 2 Minimise the effects of pollution during maintenance | 2.1 Suitable precautions are taken during maintenance and construction activities not to pollute the environment by implementing housekeeping and environmental protection precautions and procedures  
2.2 Rubbish is deposited in designated rubbish disposal bins |
| 3 Avoid environmental damage | 3.1 Sensitive sites in the vicinity of work are identified  
3.2 Suitable precautions are taken to avoid damage to sensitive sites |
| 4 Transport/handle environmentally hazardous materials safely | 4.1 The instructions contained in material safety data sheets in regard to safe transportation requirements are followed in accordance with government regulations and workplace requirements  
4.2 Contaminant is disposed of in accordance with relevant regulations, workplace procedures and guidelines  
4.3 Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution |
| 5 Complete reports and documentation | 5.1 Environmental breaches are reported  
5.2 Documentation is completed in accordance with relevant regulations and workplace procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OHS and environmental protection regulations
- Workplace procedures and guidelines for the care of the environment during rail infrastructure maintenance and construction
- Environmental risks when undertaking rail infrastructure maintenance and construction and related precautions to control the risk
- Environmental protection standards required during rail infrastructure maintenance and construction activities
- Site layout including location of rubbish disposal bins and run-off protection measures
- Application of relevant environmental protection regulations and requirements including site specific licence and trade waste requirements
- Service and maintenance procedures
- Procedures and processes for waste and effluent regulation where applicable
- Environmental hazards and toxicity of materials typically carried in loads
- Emission control checking requirements for vehicles and relevant equipment where fitted
- Typical problems that can occur when caring for the environment, and appropriate action that can be taken to prevent or solve them

Required skills:

- Read and interpret instructions, procedures and information relevant to the care of the environment during rail infrastructure maintenance and construction activities
- Interpret and follow operational instructions and perform work tasks in required sequence
- Complete documentation related to the care of the environment during rail infrastructure maintenance and construction activities
- Promptly report and/or rectify any identified problems that may arise when caring for the environment during rail infrastructure maintenance and construction activities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when caring for the environment during rail infrastructure maintenance and construction activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Recognise potential pollution risks and ways of minimising them
- Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
- Follow routine service and maintenance procedures for equipment and vehicles
- Adapt to differences in equipment and operating environment in accordance with standard
Required skills:
operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying the following:
  • the underpinning knowledge and skills
  • relevant legislation and workplace procedures
  • an understanding of the precautions to be undertaken to prevent pollution to the environment within workplace and job role
  • an understanding of the requirements within the workplace procedures and regulatory requirements for the handling and moving of pollutants
  • an understanding of the requirements for the disposal of waste and effluent in accordance with regulations and workplace procedures
  • identification of the pollution likely to affect the workplace and the effect on the job role

• Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  • minimising the effects of a number of different pollutants during work in a variety of situations
  • identifying sensitive sites
  • disposing of contaminants in accordance with relevant regulations, workplace procedures and guidelines
  • completing documentation in accordance with workplace procedures
EVIDENCE GUIDE

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Workplaces may comprise:
- large, medium or small worksites in the maintenance and construction of rail infrastructure

Environment may include:
- indoor
- outdoor
- marine or other waterways
- atmospheric
RANGE STATEMENT

Sensitive sites may include:
- culturally sensitive sites
- bio sites
- environmentally sensitive sites

Pollutants may include:
- exhaust fumes
- oils and lubricants
- gas
- smoke
- chemicals and detergents
- noxious weeds
- contaminated soils
- rubbish
- noise
- wastes

Equipment/vehicles may include:
- motor vehicles or trucks
- fixed equipment emitting exhaust fumes/gases
- on-track vehicles
- off-track plant
- small machinery

Cleanup equipment may include:
- spill kits
- bio-degradable detergents
- hay bales
- silt traps

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers)
- local authorities

Communication systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
RANGE STATEMENT

Depending on workplace context, personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Information/documents may include:

- OH&S and environmental protection regulations
- regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
- local authority regulations and procedures
- workplace housekeeping procedures and policies
- codes of practice for environmental protection
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures manuals
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- licence conditions

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements,
RANGE STATEMENT

- including AS 4292
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
- workplace relations regulations

Unit Sector(s)
Not Applicable

Competency Field
- Competency Field U - Environment
TLIU2012A Participate in environmentally sustainable work practices

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to effectively measure current resource use and carry out improvements including those that reduce negative environmental impacts of work practices. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

This unit applies to individuals who work with others, often in a team environment and who participate in environmentally sustainable work practices.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify current resource use | 1.1 Workplace environmental and resource efficiency issues are identified  
1.2 Resources used in own work role are identified  
1.3 Current usage of resources is measured and documented by using appropriate techniques  
1.4 Workplace environmental hazards are identified and reported to appropriate personnel |
| 2 Comply with environmental regulations | 2.1 Procedures are followed to ensure compliance  
2.2 Breaches or potential breaches are reported to appropriate personnel |
| 3 Implement performance improvement strategies | 3.1 Organisational plans to improve environmental practices and resource efficiency are followed  
3.2 Suggestions are made for improvements to workplace practices in own work area |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Environmental issues relating to:
  - life cycle of products: re-new, re-use and recycle
  - workplace/site
- Features required for an environmental management strategy:
  - contract requirements
  - energy efficiency systems and procedures
  - procedures and processes
  - targets, such as:
  - carbon emissions reduction
  - cleaner production
  - lean management
- Occupational health and safety (OH&S) requirements relating to:
  - dangerous goods and hazardous substances
REQUIRED KNOWLEDGE AND SKILLS

- OH&S hierarchy of control
- Service requirements for transport and logistics, including:
  - company requirements and structure
  - legislation, regulations and codes of practice applicable to specific transport and logistics functions
  - cleaning and maintenance of equipment
  - selection of equipment
  - operation of equipment
  - resource efficiency processes
  - transport and logistics environmental options and best practices
  - supply chain procedures
  - other relevant enterprise policies, procedures and protocols
  - stakeholder identification
  - relevant competency
  - duty of care
- Principles, practices and available tools and techniques of sustainability management relevant to the transport and logistics industry context, such as:
  - the correct use of equipment and vehicles according to environmental protection regulations and guidelines
  - techniques for minimising fuel/materials consumption

Required skills:

- Interpersonal skills to:
  - work in a team environment
- Oral communication skills, including:
  - questioning
  - listening
  - liaison
  - imparting information
- Reading skills to interpret:
  - job sheet
  - work requirements or material safety data sheets (MSDSs)
- Self-management skills to:
Required skills:

- conduct work practices safely and efficiently
- conduct problem solving
- identify and minimise hazard and risks
- organise work methodically
- prioritise duties
- Written communication skills for:
  - report writing
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying and measuring current resource use
  - complying with environmental regulations
  - assisting with enterprise plans to improve resource efficiency

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

procedures, regulations, codes of practice and operation manuals

Method of assessment

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Environmental and resource efficiency issues may include:

• minimisation of environmental risks and maximisation of opportunities to improve business environmental performance and to promote more efficient production and consumption of natural resources, for example by:
  • minimisation of pollution, through sound driving techniques
  • minimisation of waste through effective storage and recycling
  • efficient energy use, seeking alternative sources of energy

Appropriate techniques may include:

• examination of invoices from suppliers
• measurements made under different conditions
• examination of relevant information and data

Organisational plans may include:

• documented policies and procedures
• work plans to minimise waste, increase efficiency of water use etc.
• environmental protection regulations and guidelines on correct use of equipment and vehicles

Suggestions may include ideas that help to:

• prevent and minimise risks and maximise opportunities such as:
  • minimise usage of fuel or use alternative forms of energy where appropriate
  • reduce emissions of greenhouse gases
  • reduce use of non-renewable resources
RANGE STATEMENT

- improve energy efficiency
- increase use of renewable, recyclable, reusable and recoverable resources

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  U - Environment
TLIU3011A Implement and monitor environmentally sustainable work practices

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Application of the Unit
This unit applies to individuals who address the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools. It applies to those who have responsibility for a specific area of work or who lead a work group or team.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Investigate current practices in relation to resource usage** | 1.1 Environmental regulations applying to the organisation are identified  
1.2 Procedures for assessing compliance with environmental regulations are assessed  
1.3 Information on environmental and resource efficiency systems and procedures is collected and, where appropriate, provided to the work group  
1.4 Current usage of resources is measured and documented by members of the work group  
1.5 Current purchasing strategies are analysed and documented  
1.6 Current work processes are analysed to access information and data and assist in identifying areas for improvement |
| **2 Set target improvements** | 2.1 Input is sought from stakeholders, key personnel and specialists  
2.2 External sources of information and data are accessed as required |
| **3 Implement performance improvement strategies** | 3.1 Techniques/tools are sourced to assist in achieving targets  
3.2 Continuous improvement strategies are applied to own work area of responsibility, and ideas and possible solutions are communicated to the work group and management  
3.3 Environmental and resource efficiency improvement plans for own work group are integrated with other operational activities and implemented  
3.4 Where appropriate, staff members are trained in new procedures to facilitate environmental and resource efficiency improvements  
3.5 Suggestions and ideas about environmental and resource efficiency management are sought from stakeholders and acted upon where appropriate  
3.6 Costing strategies are implemented to fully value environmental assets |
| **4 Monitor performance** | 4.1 Outcomes are documented and feedback is provided to key personnel and stakeholders  
4.2 Strategies are evaluated  
4.3 New targets are set, and new tools and strategies are investigated and applied  
4.4 Successful strategies are promoted and, where possible, participants are rewarded |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Environmental issues relating to:
  - life cycle of products: re-new, re-use and recycle
  - relevant environmental regulations
  - renewable energy
  - workplace/site
- Features required for an environmental management strategy:
  - contract requirements
  - energy efficiency systems and procedures
  - training outline
  - waste minimisation
  - waste prevention
  - work procedures
  - environmental education
  - past and future reviews and audits relating to environmental management
  - recycling requirements
  - internal and external audit
  - monitoring personnel performance following training
  - quality control checks relating to environmental management
  - review of effectiveness of new procedures and processes
  - targets, such as:
    - carbon emissions reduction
    - cleaner production
    - lean management
  - Occupational health and safety (OH&S) requirements relating to:
    - dangerous goods and hazardous substances
    - OH&S hierarchy of control
  - Service requirements for transport and logistics, including:
    - company requirements and structure, including workplace communication channels and procedures
REQUIRED KNOWLEDGE AND SKILLS

- training of staff
- legislation, regulations and codes of practice applicable to specific transport and logistics management functions
- quality assurance systems relevant to transport
- transport and logistics options and best practices
- supply chain procedures
- other relevant enterprise policies, procedures and protocols
- material recovery opportunities and market availability
- market principles
- stakeholder identification
- planning and related approval processes
- resource recovery infrastructure needs
- relevant competency
- duty of care

- Principles, practices and available tools and techniques of sustainability management relevant to the transport and logistics industry context, such as:
  - the correct use of equipment and vehicles according to environmental protection regulations and guidelines
  - minimising fuel consumption
  - maintenance and servicing

Required skills:

- Analytical skills to:
  - plan and evaluate
  - develop strategies for eco-driving, and efficiency
  - reflect on approaches taken

- Critical thinking skills to develop performance measurements in all aspects of transport and logistics including:
  - the correct use of equipment and vehicles according to environmental protection regulations and guidelines
  - fuel consumption
  - maintenance and servicing
  - specifications
  - technical plans
Required skills:

- material safety data sheet (MSDSs)
- strategies

Interpersonal skills to:
- work in a team to consult on and validate policy
- respond to diversity, including gender and disability

Oral communication skills, including:
- facilitate effective communication
- persuasion - dealing with different points of view and dissenting stakeholders
- listening
- liaison - adjusting communication to suit different audiences

Management skills to:
- apply change management techniques
- conduct complex problem solving
- implement work practices
- identify and minimise hazard and risks
- organise work methodically
- apply quality assurance practices
- use information technology to complete tasks

Use of emergency and personal protective equipment management skills to:
- use emergency and personal protective equipment
- organise work practices safely and efficiently
- identify hazards and risks
- use communications equipment (two-way radio and mobile phone)

Reading skills to interpret:
- organisational policy
- environmental and energy efficiency requirements

Technical skills, including ability to use:
- computers
- software used for:
- documents
- spreadsheets

Written communication skills for:
- policy writing
Required skills:

- report writing requiring precision of expression and language and structures suited to the intended audience
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying and measuring current resource use
  - setting targets for improvement
  - implementing and monitoring company strategies to improve company environmental practices and resource efficiency improvements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Compliance includes:
- meeting relevant federal, state and local government laws, by-laws and regulations

Purchasing strategies may include:
- influencing suppliers to take up environmental sustainability

Stakeholders, key personnel and specialists may include:
- individuals and groups both inside and outside the organisation that have some direct interest in the enterprise's conduct, actions, products and services, including:
  - employees at all levels of the organisation
  - customers
  - suppliers
  - other organisations
- key personnel within the organisation, and specialists outside it who may have particular technical expertise

Environmental and resource efficiency plans may include:
- addressing sustainability initiatives with reference to standards, guidelines and approaches such as:
  - ISO 14001 Environmental Management Systems
  - Life Cycle Analyses
  - Global Reporting Initiative
  - Ecological Footprint Assessment
  - Triple Bottom Line reporting
  - Product Stewardship
- initiating and/or maintaining appropriate enterprise procedures for operational energy consumption, including stationary energy and non stationary (transport)

Suggestions may include ideas that help to:
- prevent and minimise risks and maximise opportunities such as:
  - minimise usage of fuel or use alternative forms of
RANGE STATEMENT

energy where appropriate
- reduce emissions of greenhouse gases
- reduce use of non-renewable resources
- make more efficient use of energy
- maximise opportunities to re-use and recycle materials
- identify strategies to offset or mitigate environmental impacts, e.g. purchasing of carbon credits
- express purchasing power through the selection of suppliers with improved environmental performance e.g. purchasing renewable energy
- eliminate the use of hazardous and toxic materials

Unit Sector(s)
Not Applicable

Competency Field

Competency Field U - Environment
TLIU3014A Operate vehicle in an environmentally sustainable manner

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to effectively operate a vehicle in an environmentally sustainable manner. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Operation of a vehicle in an environmental sustainable manner is performed with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**
This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT**  
1 Operate a vehicle in an environmentally sustainable manner

**PERFORMANCE CRITERIA**

1.1 Environmental regulations as they relate to operating vehicles in a sustainable environment are complied with

1.2 Work place environmentally sustainable practices are identified for operating vehicles

1.3 Vehicle is operated in consideration of environmental factors

1.4 Maintenance efficiencies are identified to ensure vehicle is operating at optimum levels

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills required at the completion of this unit

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations relating to operating a vehicle in an environmentally sustainable manner
- Workplace driving and operational instructions
- Efficient driving techniques and environmental driving considerations, including factors that can affect the environment if not operating a vehicle in an environmentally sustainable manner
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Consideration of trip preparation when operating a vehicle in an environmentally sustainable manner
- Work place documentation

**Required skills:**

- Communicate effectively with others
- Read and interpret instructions, procedures, information and signs relevant to the operation of a vehicle in an environmentally sustainable manner
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a vehicle in an environmentally sustainable manner
- Work collaboratively with others when operating a vehicle in an environmentally sustainable manner
Required skills:

- Adapt appropriately to cultural differences in the workplace and customer sites, including modes of behaviour and interactions with others
- Implement contingency plans for unexpected events when operating a vehicle in an environmentally sustainable manner
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of a vehicle, its trailers and its equipment and take appropriate action where required

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying techniques for operating a vehicle in an environmentally sustainable manner
  - demonstrating an understanding of relevant legislation and workplace procedures for operating vehicle in an environmentally sustainable manner
  - demonstrating an understanding of the factors that can affect the environment if not operating a vehicle in an environmentally sustainable manner

Context of and specific resources

- Access is required to:
EVIDENCE GUIDE

for assessment

- relevant and appropriate materials and equipment to meet the performance criteria, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Practical assessment must occur:
  - in three different aspects of the job function as it would apply in the workplace
  - A simulator is not suitable for final assessment of this unit of competency

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Environmentally sustainable driving may include:

- observance of speed limits
- transmission control
- use of auxiliary braking systems
- tyre pressures
- vehicle maintenance
- following distance from the vehicle in front

Vehicles include:

- the full range of heavy vehicles
- commercial vehicles

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory heavy vehicle driving licence/permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- vehicle work diaries or record book

Applicable procedures and codes

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements relevant
RANGE STATEMENT
may include:

- state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field U - Environment
Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to identify a range of wastes and potential hazards that may be present in the work environment, to assess risks associated with identified hazards and to mitigate those risks effectively.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit of competency supports individuals with responsibility for identifying wastes and potential hazards, and assessing risks in a waste operational environment. It includes following directions, implementing systems and plans for control measures, as well as recognising the need for expert advice and/or implementing emergency procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

1. **Identify waste**
   - 1.1 Waste characteristics are identified
   - 1.2 Types of wastes are differentiated by waste stream or waste categories in accordance with state/territory regulatory requirements
   - 1.3 Hazardous and dangerous waste and non-conforming waste are detailed
   - 1.4 Contaminants present in waste are noted
   - 1.5 Further information on waste is obtained by questioning appropriate personnel to ensure correct identification in accordance with state/territory regulatory requirements

2. **Identify hazards and assess risk**
   - 2.1 Potential hazards present in work environment identified and recorded in accordance with workplace policies and state/territory regulatory requirements
   - 2.2 Based on hazards identified, risks are assessed and reported in accordance with workplace policies and state/territory regulatory requirements
   - 2.3 Supervisor and team members are accurately informed of job requirements, identified hazards and risk assessment
   - 2.4 Safe work practices that prevent risk behaviour are outlined to supervisor in accordance with workplace policies and procedures

3. **Implement and evaluate risk controls**
   - 3.1 Appropriate risk controls are discussed with supervisor and team members
   - 3.2 Appropriate risk controls are implemented in accordance with workplace policies and procedures
   - 3.3 Risk controls implemented are evaluated for effectiveness and modified as required in accordance with workplace policies and procedures

4. **Implement emergency procedures**
   - 4.1 Emergency procedures are identified and confirmed with supervisor
   - 4.2 Emergency procedures are practiced with team members and implemented as required in accordance with workplace policies and procedures, and state/territory regulatory requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Identification of waste:
  - contaminants
  - disposal and recovery routes
  - management options
  - monitoring procedures
  - non-conformances
  - non-conformance handling procedures
  - storage requirements
  - types

- Procedures for containing segregated waste types, including containment and isolation of hazardous waste

- Emergency response procedures relating to:
  - coding systems
  - confined space procedures
  - duty of care
  - environmental agencies
  - identification of work areas, including location of:
    - alarms
    - emergency equipment
    - communications equipment
      - reporting requirements
      - signalling techniques
      - state/territory environmental regulations
      - waste containment methods and isolation of emergencies
      - waste management hierarchy

- Work health and safety (WHS)/occupational health and safety (OHS) requirements relating to:
  - chemical storage and decanting
  - dangerous goods and hazardous substances
  - first aid appropriate to likely hazards and risks in work environment
  - hierarchy of control

- Potential hazards and risks relating to:
  - dangerous goods
  - potential incidents
Required skills:

- Apply signaling techniques
- Communicate effectively verbally and in writing
- Conduct work practices safely and efficiently
- Document and keep records
- Follow instructions and ask questions
- Identify hazards and assess risks
- Identify waste types and waste non-conformances
- List potential hazards and risks
- Prioritise duties
- Provide information
- Read and interpret:
  - emergency requirements
  - hazard advice
  - job sheets
  - work requirements and safety data sheets (SDS)/material safety data sheets (MSDS)
- Segregate valuable resources in composite materials
- Segregate waste types, including potentially hazardous waste
- Use emergency and personal protective equipment (PPE)
- Work as part of a team
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular the person should demonstrate the ability to:

- identify a range of waste streams, hazardous wastes and waste contaminants
- identify a range of potential hazards present in the workplace and assess risk
- observe WHS/OHS requirements.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Assessment of essential required knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian Standards requirements.

Resource implications for assessment include:

- work plans and approved specifications
- forms and procedures manuals.

Method of assessment

The process of identifying waste and hazards must meet waste industry expectations. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies to assess competency in the identification of waste and hazards.

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the TLI10 Transport and Logistics Training Package, include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the required knowledge for practical application
- confirm that competency is verified and able to be transferred to other circumstances and environments.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Waste characteristics may include:
- density
- level of contamination
- quality
- quantity
- shape
- size
- volume
- weight

Waste stream may include:
- construction and demolition
- dangerous goods
- green waste
- hazardous substances
- municipal waste

Waste categories may include:
- asbestos
- clinical/cytotoxic waste – medical waste, dressings, sharps, pharmaceutical products, anatomical waste
- commercial and industrial waste
- construction and demolition waste – broken bricks, concrete, plasterboard, glass, metals, soils, tiles, timbers
- general household waste/hard rubbish
- hazardous waste – acid, caustic, greasy trap waste, oily rags, filters, coolants, oily sludges, septic waste, solvents, trade waste (i.e. paints), used cooking oils, batteries
- manufactured products – clothing and footwear
- organic and green waste – fruit, vegetables, fish, all green waste
- processed food and beverage waste – food, beverages, tobacco and liquor, used cooking oil
- quarantine waste – airport and seaport amnesty bin waste, wash water waste from international vessels and from cleaning of heavy vehicles
- recyclable materials – cardboard, plastic wrap, polystyrene, newspapers, magazines, phone books, boxes, cartons and packaging
- sanitary waste

Hazardous and dangerous waste may include:
- all waste depending on the condition, environment and extent of personal exposure
- asbestos
- biological products
• blood products
• chemicals
• electrical wiring
• glass
• hospital waste
• leaking containers
• medical waste
• needles and syringes
• oil and petrol

Non conforming waste may include:
• contamination
• hazardous or dangerous waste
• inferior quality and unacceptable waste streams

Contaminants may include:
• infestation
• mixing waste types
• rot or mould
• sunlight
• waterlogging

Other potential hazards and risks are those that may lead to:
• damage to plant, vehicle or property
• harm to the environment, including soil and streams
• illness or injury to employees, contractors or the general public
• injuries resulting from manual handling and repetitive work

Hazards and risks may include:
• broken glass
• burns
• clinical/cytotoxic waste (e.g. dressings and sharps)
• compaction equipment
• contamination
• corrosion
• dust
• fire
• fumes
• narrow driveways
• other vehicles and equipment
• overhanging signs
• projectiles
• spark-producing equipment
• weather
Unit Sector(s)
Not applicable.

Competency Field
U – Environment
TLIU4001A Implement and monitor environmental protection policies and procedures

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures. It includes accessing relevant information concerning environmental protection regulations and procedures, and implementing and monitoring procedures concerning environmental hazards, related control procedures, environmental training arrangements, and required records and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Persons achieving competence in this unit will need to fulfil the relevant legislated requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed generally within a team environment. It involves the application of the environmental protection principles and regulations to implement and monitor environmental protection policies and procedures during the course of workplace operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1 Access information concerning environmental protection regulations and procedures | 1.1 Relevant provisions of environmental legislation and codes of practice are accurately followed  
1.2 Information on workplace environmental policies, procedures and programs is stored in a readily accessible location and manner  
1.3 Information is accurately and clearly explained to the work team and updated according to change in workplace policy  
1.4 Information about the outcomes of environmental risk identification and control procedures is provided to the appropriate personnel |
| 2 Implement and monitor procedures concerning environmental hazards | 2.1 Existing and potential environmental hazards in the workplace are identified and reported  
2.2 Identified hazards are assessed in relation to relevant environmental protection policies  
2.3 Workplace procedures for dealing with hazardous events are implemented wherever necessary to ensure that prompt control action is taken  
2.4 Hazardous events are investigated to identify causes, and control measures are implemented to prevent recurrence and minimise risks of such events |
| 3 Implement and monitor environmental control procedures | 3.1 Existing environmental protection measures are implemented, monitored and reviewed  
3.2 Work procedures to protect environment are implemented and adherence to them by the work group is monitored  
3.3 Required improvements to existing control measures are identified, including required resources for implementation, and reported to appropriate personnel |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant legislated requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.
- Workplace procedures and guidelines for implementing and monitoring environmental protection
REQUIRED KNOWLEDGE AND SKILLS

- Environmental risks associated with workplace operations and related precautions to control the risk
- Environmental protection standards required in the workplace
- Workplace environmental hazards and related hazard control measures
- Workplace reporting and recording processes and procedures
- Hierarchy of control principles for environmental risks (including preferred models for risk elimination, engineering controls, administrative controls and specific environmental protection techniques)
- Equipment and resources required when implementing and monitoring environmental protection, and instructions for their use
- Problems that can occur when implementing and monitoring environmental protection procedures
- Significance of EEO principles and practice for environmental management
- Literacy levels and communication skills of those supervised
- Relevant management systems and procedures for environmental management
- Organisational structure and site layout

Required skills:

- Communicate effectively with others both orally and in writing when implementing and monitoring environmental protection procedures
- Counsel, advise and inform others on environmental protection matters
- Read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of environmental protection procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the implementation and monitoring of environmental protection procedures
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when implementing and monitoring environmental protection procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Recognise potential environmental risks and ways of minimising them
- Promptly report and/or rectify any identified problems that may occur when implementing and monitoring environmental protection procedures in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Carry out training needs analysis relevant to workplace requirements
- Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Implementation and monitoring of environmental protection policies and procedures may occur:

- in a range of work environments by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites in the transport, warehousing, distribution and/or storage industries

Workplace procedures for dealing with hazardous events may include:

- inspection and housekeeping
- training and assessment
- maintenance including plant and equipment
- purchasing
- evacuation
- hazardous substance containment
- operational instruction
- environmental information including incident and management practices
- consultation
- specific hazardous materials policies and procedures
- counselling and disciplinary processes
- risk assessment and control
- first aid
- internal and external auditing

Environment may include:

- indoor
- outdoor
RANGE STATEMENT

Environmental protection requirements may be obtained from:
- marine
- atmospheric
- environmental hazard reports
- risk control procedures
- workplace personnel and management
- relevant legislation

Environmental hazards may include:
- exhaust fumes
- oils and lubricants
- gas
- smoke
- chemicals and detergents
- rubbish
- noise
- wastes

Servicing requirements may be obtained from:
- customer requests
- works orders
- freight requirements
- workplace personnel

Depending on workplace context, personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Personnel in the work area may include:
- workplace personnel including supervisors and management
- site visitors
- contractors
- official representatives

Support services can include:
- loading/unloading requirements
- load security/protection
- receipt personnel
- special vehicle access/parking

Promotional activities may include:
- public relations activities
- press releases
- open days
- in-house newsletters
- publications
- advertising programs
- seminars
- promotional briefings
RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- OH&S and environmental protection regulations
- workplace housekeeping procedures and policies
- codes of practice for environmental protection
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- applicable legislated safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- ADG Code
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  U - Environment
TLIU401A Develop workplace policy and procedures for sustainability

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to develop and implement a workplace sustainability policy, including the modification of the policy to suit changed circumstances. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit
Application of the Unit
This unit applies to individuals who address the knowledge, processes and techniques necessary to develop approaches to sustainability within workplaces, including the development and implementation of policy.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Develop workplace sustainability policy | 1.1 Scope of sustainability policy is defined  
1.2 Stakeholders are identified and consulted as a key component of the policy development process  
1.3 Strategies for minimising resource use, reducing toxic material and hazardous chemical use, and employing life cycle management approaches at all stages of work are included in sustainability policy  
1.4 Recommendations are made for policy options based on likely effectiveness, timeframes and cost  
1.5 Policy developed reflects the organisation's commitment to sustainability as an integral part of business planning and as a business opportunity  
1.6 Appropriate methods of implementation are agreed |
| 2 Communicate the policy | 2.1 The policy, including its expected outcome, is promoted to key stakeholders  
2.2 Those involved in implementing the policy are informed of outcomes expected and activities to be undertaken, and responsibilities are assigned |
| 3 Implement the policy | 3.1 Procedures to help implement the policy are developed and communicated  
3.2 Strategies for continuous improvement in resource efficiency for the transport industry are implemented  
3.3 Provision for staff training to incorporate resource efficiency procedures is made  
3.4 Record systems for tracking continuous improvements in sustainability approaches are established and responsibilities are assigned |
| 4 Review policy implementation | 4.1 Outcomes are documented and feedback is provided to key personnel and stakeholders  
4.2 Success or otherwise of policy is investigated  
4.3 Records are monitored to identify trends that may require remedial action, and are used to promote continuous improvement of performance  
4.4 Policy and or procedures are modified as required to ensure improvements are made |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Environmental issues relating to:
  - life cycle of products: re-new, re-use and recycle
  - relevant environmental regulations
  - renewable energy
- Features required for an environmental management strategy:
  - contract requirements
  - energy efficiency systems and procedures
  - training outline
  - waste minimisation
  - waste prevention
  - work procedures
  - environmental education
  - past and future reviews and audits relating to environmental management
  - recycling requirements
  - internal and external audit
  - monitoring personnel performance following training
  - quality control checks relating to environmental management
  - review of effectiveness of new procedures and processes
  - targets, such as:
    - carbon emissions reduction
    - cleaner production
    - lean management
- Occupational health and safety (OH&S) requirements relating to:
  - dangerous goods and hazardous substances
  - OH&S hierarchy of control
- Service requirements for transport and logistics, including:
  - company requirements and structure, including workplace communication channels and procedures
  - provision for staff training
  - legislation, regulations and codes of practice applicable to specific transport and logistics management functions
REQUIRED KNOWLEDGE AND SKILLS

- quality assurance systems relevant to transport and logistics
- transport and logistics options and best practices
- supply chain procedures
- knowledge of environmental and resource hazards/risks and inefficiencies associated with enterprise
- other relevant enterprise policies, procedures and protocols
- material recovery opportunities and market availability
- market principles
- stakeholder identification
- planning and related approval processes
- resource recovery infrastructure needs
- relevant competency
- duty of care
- Policy development processes and practices
- Principles, practices and available tools and techniques of sustainability management relevant to the transport and logistics industry context, such as:
  - the correct use of equipment and vehicles according to environmental protection regulations and guidelines
  - minimising fuel consumption
  - maintenance and servicing
  - equal employment opportunity, equity and diversity principles and occupational health and safety implications of policy/s being developed

Required skills:

- Analytical skills to:
  - develop diagnostic techniques
  - conduct feasibility analysis
  - research, plan and evaluate
  - list options through procedures, such as brainstorming
  - develop strategies for eco-driving, and efficiency
  - devise solutions
  - reflect on approaches taken
- Critical thinking skills to develop performance measurements in all aspects of transport and logistics including:
Required skills:

- the correct use of equipment and vehicles according to environmental protection regulations and guidelines
- minimising fuel consumption
- maintenance and servicing
- specifications
- technical plans
- material safety data sheet (MSDSs)
- strategies
- Interpersonal skills to:
  - work in a team to consult on and validate policy
  - respond to diversity, including gender and disability

- Oral communication skills, including:
  - facilitate effective communication
  - persuasion - dealing with different points of view and dissenting stakeholders
  - listening
  - liaison - adjusting communication to suit different audiences

- Management skills to:
  - apply diagnostic techniques
  - apply change management techniques
  - conduct strategic problem solving
  - conduct complex problem solving
  - plan work practices
  - identify and minimise hazard and risks
  - organise work methodically
  - apply quality assurance practices
  - use information technology to complete tasks

- Use of emergency and personal protective equipment management skills to:
  - use emergency and personal protective equipment
  - organise work practices safely and efficiently
  - identify hazards and risks

- Reading skills to interpret:
  - complex and formal documents such as policy and legislation
  - organisational policy
Required skills:

- environmental and energy efficiency requirements
- Technical skills, including ability to use:
  - computers
  - software used for:
  - documents
  - spreadsheets
- Written communication skills for:
  - policy writing
  - report writing requiring precision of expression and language and structures suited to the intended audience
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - developing organisational sustainability policy
  - communicating organisational sustainability policy
  - implementing and monitoring organisational sustainability policy

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
EVIDENCE GUIDE

required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Scope of sustainability policy may include:
- an integrated approach to sustainability which includes environmental, economic and social aspects, or a narrower one to focus on each aspect individually
- the parts of the enterprise to which it is to apply, including whether it is for the whole enterprise, one site, one work area or combinations of these
- addressing sustainability initiatives through reference to standards, guidelines and approaches such as:
  - ISO 14001 Environmental Management Systems
  - Life Cycle Analyses
  - Global Reporting Initiative
  - Ecological Footprint Assessment
  - Triple Bottom Line reporting
  - Product Stewardship

Stakeholders may include:
- individuals and groups both inside and outside the organisation that have some direct interest in the following aspects of the enterprise:
  - conduct
  - actions
  - products
RANGE STATEMENT

- services
- individuals and groups both inside and outside the organisation that have some direct interest in the following aspects of the enterprise:
  - employees at all levels of the organisation
  - customers
  - suppliers
  - regulators
  - other organisations

Strategies may include:
- awareness raising among stakeholders
- training of staff in principles and techniques of sustainability

Sustainability policy may include:
- air pollution
- carbon emission

Business planning may include:
- objectives pertaining to:
  - changes to processes and procedures
  - environmental issues
  - education and training
  - past and future reviews and audits
- review strategies, including:
  - internal and external audits
  - monitoring statistics
  - monitoring personnel performance following training
  - undertaking quality control checks
  - reviewing effectiveness of new procedures and processes
  - formalising review strategies via re-planning
- targets, such as:
  - carbon emissions reduction
  - cleaner production
  - lean management
  - waste minimisation

Resource efficiency for the transport industry may include:
- the correct use of equipment and vehicles according to environmental protection regulations and guidelines
- fuel consumption
- maintenance and servicing, such as importance of correct tyre pressure
Unit Sector(s)
Not Applicable

Competency Field
Competency Field U - Environment
TLIU4011A Apply environmental procedures to rail operations

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to care for the environment during rail operations in accordance with approved standards, safeworking and regulatory requirements and organisational procedures.

It includes minimising the effects of pollution during work, reporting any environmental breaches and completing documentation in accordance with environmental protection regulations and guidelines.

Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Work must be carried out in accordance with relevant state/territory environmental protection regulations and organisational procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Minimise the effects of pollution during work
   1.1 Precautions are taken to ensure spilt fuel, lubricants, chemicals and noxious plants do not pollute the environment
   1.2 Equipment and vehicles are operated efficiently to minimise air pollution through excessive exhaust emissions
   1.3 Unnecessary running of engines/equipment is avoided to minimise air pollution
   1.4 Workplaces are kept clean and tidy during work operations and waste is disposed of in accordance with environmental regulations and organisational procedures
   1.5 Noise pollution from work is minimised

2 Respond to environmental incidents
   2.1 Hazard is identified and extent of potential impact is determined
   2.2 Appropriate personal protective equipment is identified, selected and worn/used as required
   2.3 Hazard is managed or isolated as required or instructed
   2.4 Actions are taken to minimise environmental impact
   2.5 Incident is reported to relevant personnel in accordance with organisational procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Environmental hazards and toxicity of materials typically carried in loads
- Environmental protection standards required during rail operation activities
- Environmental risks when undertaking rail operations and related precautions to control the risk
- Geographical location of waterways and environmentally sensitive areas such as:
  - bio sites
  - culturally sensitive sites
- How to use the correct containment tools
- Information/documents such as:
  - award, enterprise bargaining agreement, other industrial arrangements
  - codes of practice for environmental protection
  - emergency procedures manuals
  - goods identification numbers and codes
  - licence conditions
  - manifests, bar codes, goods and container identification
  - manufacturer instructions concerning the use and servicing of equipment
  - quality assurance procedures
  - regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
  - standards and certification requirements
  - workplace housekeeping procedures and policies
- Relevant Australian Standards
- Relevant legislated rail safety requirements including state and territory acts and regulations, and nationally approved compliance codes and/or guidelines
- Relevant safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations
- Service and maintenance procedures
- Site layouts including location of waste disposal bins
- Typical problems that can occur when caring for the environment, and appropriate action that can be taken to prevent or solve them

Required skills:

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Complete documentation/communication related to the care of the environment during rail
operation activities

- Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
- Modify activities depending on operational contingencies, risk situations and environments
- Promptly report and/or rectify any identified problems that may arise when caring for the environment during rail operations activities in accordance with regulatory requirements and organisational procedures
- Read and interpret instructions, procedures and information relevant to the care of the environment during rail operation activities
- Recognise potential pollution risks and ways of minimising them
- Select and use required personal protective equipment conforming to industry, WHS/OHS and environmental standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying the following:

- required knowledge and skills
- relevant legislation and organisational procedures.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including organisational procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.
# Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

<table>
<thead>
<tr>
<th>Environment may include:</th>
<th>atmospheric</th>
<th>indoor</th>
<th>outdoor</th>
<th>waterways</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pollutants may include:</td>
<td>chemicals and detergents</td>
<td>exhaust fumes</td>
<td>fuel</td>
<td>gas</td>
</tr>
<tr>
<td>Equipment/vehicles may include:</td>
<td>motive power units</td>
<td>motor vehicles</td>
<td>on-track vehicles</td>
<td>railcars</td>
</tr>
<tr>
<td>Clean-up equipment may include:</td>
<td>bio-degradable detergents</td>
<td>spill kits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work may involve:</td>
<td>exposure to chemicals, and dangerous or hazardous substances</td>
<td>movements of equipment, goods and vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organisational procedures may include:</td>
<td>company procedures</td>
<td>enterprise procedures</td>
<td>established procedures</td>
<td>workplace procedures</td>
</tr>
<tr>
<td>Personal protective equipment may include:</td>
<td>flags</td>
<td>gloves</td>
<td>hand lamps</td>
<td>high visibility clothing</td>
</tr>
<tr>
<td></td>
<td>devices</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• footwear
• glasses
• headwear
• sunglasses
• sunscreen

Unit Sector(s)
Not applicable.

Competency Field
U – Environment
TLIU5006A Conduct environmental audits

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to conduct an environmental audit in accordance with relevant environmental protection regulatory requirements and workplace procedures. This includes preparing for an environmental audit, scheduling an internal audit, conducting an environmental audit, documenting the findings, and reporting on the environmental audit results. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice.

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

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for environmental audit** | 1.1 Relevant legislation, authority and enterprise requirements pertinent to the operations of the workplace are identified and followed  
1.2 Practices and facilities required to be audited are identified and implications of non-conformance established  
1.3 Technical and/or calibration requirements for audits are noted and, where necessary, appropriate support personnel are identified  
1.4 Work schedules are investigated to identify appropriate schedule for audit |
| **2 Schedule internal audit** | 2.1 Audit timings are planned to ensure that relevant procedures are conducted within workplace agreed time intervals and timeframes  
2.2 Audit frequency is adjusted to ensure minimal disruption to the workplace  
2.3 Contact is made with appropriate personnel and appointments for the audit are made |
| **3 Conduct environmental audit and document findings** | 3.1 Operational procedures and assessment methods for the environmental audit are confirmed with affected personnel  
3.2 Observations and interviews are conducted with (any) required approved third party  
3.3 Documentation of observations and interview responses is completed |
| **4 Report environmental audit results** | 4.1 Outcomes of the audit process are compared to workplace procedures  
4.2 Audit results are discussed with relevant personnel  
4.3 Reports of non-compliance are documented including options for environmental system improvements  
4.4 Reports are forwarded to appropriate personnel for action |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Relevant OH&S and environmental protection procedures and regulations, including the ADG
REQUIRED KNOWLEDGE AND SKILLS

Code where applicable

- Workplace processes for the conduct of an environmental audit
- Problems that may occur during the conduct of an environmental audit and action that can be taken to report or resolve the problems
- Hazards that may exist in the conduct of an environmental audit and ways of controlling the risks involved
- Focus of operation of workplace in relation to potential environmental risks and control/prevention measures
- Environmental risk management and control procedures
- Audit procedures and compliance implementation strategies
- Regulatory and guidance material on environmental safety
- Workplace business policies and plans including procedures for identification of non-compliance and best practice
- Equipment applications, capacities, configurations, safety hazards and control
- Application of relevant Australian Standards and associated certification requirements
- Resource availability including the competencies of individuals in the team or group
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when conducting an environmental audit
- Read and interpret instructions, technical data, regulatory requirements and workplace policies and procedures relevant to the conduct of an environmental audit
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of an environmental audit
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when conducting an environmental audit
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when conducting an environmental audit in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise environmental audit activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Required skills:

- Select and apply appropriate technology, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:
- in various work environments in the warehousing, storage, transport and distribution industries

Customers may be:
- internal or external

Operations may be conducted:
- by day or night in all weather conditions

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces
- in different sectors of the warehousing, storage, transport and distribution industries

Services, products, risks, work systems and requirements potentially vary:
- as part of enterprise or site specific procedures

Environmental audits may be conducted:
- alone or in conjunction with other staff from the enterprise or external contractors

Audits may involve:
- movement of processed materials, dangerous goods, hazardous substances, waste disposal, run-offs, etc.

Consultative processes may involve:
- employees, supervisors and managers
- customers and suppliers
- relevant environmental authorities and local government departments
- representatives of other enterprises and organisations related to the international transfer of freight
- industrial relations and OH&S specialists
- other professional, maintenance or technical staff

Communications systems may:
- fixed or mobile telephone
RANGE STATEMENT

involve:

- radio
- fax
- email
- electronic data transfer of information
- mail, forms and internal memos

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- environmental codes of practice and regulations relevant to workplace activities
- regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG Code where applicable
- workplace operating procedures, instructions and policies relevant to environmental protection
- operations manuals, job specifications and procedures and induction documentation
- local government environmental protection policies and guidelines
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- manufacturers specifications and/or suppliers handling and storage advice
- material safety data sheets
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory and local government environmental protection legislation and regulations
- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
RANGE STATEMENT

- relevant licence or permit requirements and associated regulations
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)
Not Applicable

Competency Field
Competency Field  U - Environment
TLIW0036A Apply electric welding process to rail

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to weld rails, crossings and switches using an electric welding process in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes using non-destructive testing to locate defects; preparing rails, crossings or switches for welding; gouging or grinding; setting up welding equipment; performing the welding operation; checking weld conformance; and completing required documentation. These processes are used to repair rail surface defects and restore rail profile to plain rail, crossings and switches.

Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work is performed under some supervision, generally in a team environment. It involves the application of routine operational principles and procedures to the welding of rail using an electric welding process as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

ELEMENT PERFORMANCE CRITERIA

1 Prepare rails, crossings or switches for welding
   1.1 Weld repair area is identified and assessed in accordance with standards and procedures
   1.2 Welding equipment and consumables are prepared and checked for serviceability
   1.3 Weld repair area is prepared for welding in accordance with workplace standards and procedures
   1.4 Track components are assembled or aligned to specification where required

2 Use non-destructive testing
   2.1 Appropriate non-destructive testing method is selected and used to identify and locate defects in accordance with organisational standards and procedures

3 Assemble and set up welding equipment
   3.1 Welding equipment is set up and adjusted to meet welding process requirements
   3.2 Accessories and consumables are selected for use

4 Assemble and set up gouging and grinding equipment
   4.1 Gouging and grinding equipment is assembled and set up
   4.2 Equipment settings are adjusted to meet process requirements
   4.3 Accessories and consumables are selected for use

5 Remove defects
   5.1 Appropriate method to be used to remove defect is identified in accordance with organisational standards and procedures
   5.2 Defect is removed using identified method in accordance with organisational standards and procedures

6 Perform welding operation
   6.1 Weld metal is applied to repair area to meet specification in accordance with standards and procedures
   6.2 Welded area is cleaned in preparation for grinding
   6.3 Welded area is ground in accordance with organisational standards and procedures

7 Check weld conformance
   7.1 Finished ground weld area is visually inspected for surface finish and defects
   7.2 Finished ground weld area is checked for conformance to rail, crossing or switch profile acceptance standards
8 Complete post-operative checks and documentation

8.1 Equipment is checked for serviceability

8.2 Defective equipment is replaced and reported for servicing or repair in accordance with organisational policies and procedures

8.3 Documentation on work undertaken is completed in accordance with organisational requirements
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the non-destructive (liquid penetrant or magnetic particle) testing of rail
- Workplace procedures for the removal of defects by gouging, grinding and welding of rail using an electric welding process
- Problems that may occur when welding rail using an electric welding process, and action that can be taken to report or resolve them
- Hazards that may exist when welding rail using an electric welding process, and ways of controlling the risks involved
- Fundamentals of track and components
- Track standards for rail, crossing and switch condition and surface profile
- Acceptance standards for weld repairs on rail
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record-keeping requirements

Required skills:

- Communicate effectively with others when welding rail using an electric welding process
- Correct use of non-destructive (liquid penetrant or magnetic particle) testing equipment, gouging equipment and hand grinding equipment
- Read and interpret technical data, drawings, instructions and manuals relating to welding rail using an electric welding process
- Interpret and follow operational instructions and prioritise work when welding rail using an electric welding process
- Complete documentation relating to welding rail using an electric welding process
- Operate communication equipment to required protocol
- Work collaboratively with others when welding rail using an electric welding process
- Report and rectify within limits of own role problems, faults and malfunctions that may occur when welding rail using an electric welding process in accordance with regulatory requirements and organisational procedures
- Implement contingency plans for unexpected events when welding rail using an electric welding process
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment (PPE)
• Select and use hand tools, power tools and equipment
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competency in the following in a range of situations:
  - preparing items for welding according to workplace requirements
  - assembling and setting up welding, gouging and grinding equipment and preparing consumables
  - performing welding, grinding, gouging and testing operations on rails, crossings and switches
  - ensuring weld conformance to organisational requirements
  - completing documentation in accordance with organisational requirements

Context of and specific resources for assessment

- Performance must be demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace or
  - simulated environment using actual components, tools and equipment
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment, and/or
  • in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movement of equipment, goods and vehicles

Types of weld repairs may vary according to:
- welding process location
- rail mass or type
- crossing and switch type
- rail, switch and crossing material

Welding process may include:
- flux core arc welding
- manual metal arc welding

Welding equipment may include:
- electric welders
- generators
- wirefeed welding unit
- electrode holder
- robotic welders

Equipment may include:
- mechanical handling and lifting equipment
- hand tools, including impact wrenches, tie tampers, gauges, track jacks, spiking hammers and bars
- oxy-LPG gouging equipment
- manual or mechanical grinder
- magnetic particle testing kit
- liquid penetrant testing kit
- wire brushes
- rail thermometers
- ‘thermomelt’ crayons
- cutting and boring equipment
- fastening equipment
- fume extraction equipment
- on-line respirator

Materials may include:
- flux core wire
- welding electrodes
- grinding discs

Liaison may include:
- internal or external personnel from other work areas, such as train controllers and signal technicians

Depending on the type of
Applicable procedures and codes may include:

- Organisation concerned and the local terminology used,
- Organisational procedures used,
- Workplace procedures established procedures,
- Enterprise procedures known as:
  - Enterprise procedures
  - Organisational procedures

Information and documents may include:

- Communication equipment may include:
  - Two-way radios,
  - Telephones, including mobile phones,
  - Agreed audible or hand signals,

Depending on the work context, safety and PPE may include:

- Ventilation clothing,
- Long pants and shirts,
- Hearing protection,
- Long gloves,
- Sunscreen,
- Sunglasses,
- Welding helmet,
- Special safety glasses,
- Insect repellent,
- Safety headwear,
- Safety footwear,
- Portable radios and mobile phones,
- Hand lamps,
- Flags,
- Safety devices,
- Special PPE,

Conditions of service, legislation and industrial agreements, including workplace agreements and awards, together with any nationally approved compliance codes and guidelines, organisational policies and procedures.
- local authority regulations and procedures relevant
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S

**Unit Sector(s)**

Not applicable.

**Competency Field**

W – Equipment and Systems Operations
TLIW0044A Weld rail on tram/light rail systems using submerged arc welding process

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to weld rail on tram/light rail systems using a submerged arc welding process. It covers preparing materials, selecting and setting up welding equipment, carrying out submerged arc welding, inspecting for and correcting defects, and maintaining weld records. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
Welds would mainly involve building up or pad welding on longer lengths of rail on tram/light rail systems. It covers welding both the rail head and the check rail. The weld quality is not measured against any Australian Standards.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
</table>
| 1 Prepare materials for welding | 1.1 Weld requirements are identified from specifications and/or technical drawings  
1.2 Material is correctly prepared using tools and techniques appropriate to the material and process  
1.3 Materials are assembled/aligned to specifications, where required  
1.4 Track is measured prior to commencement of welding |
| 2 Select welding machine settings and consumables | 2.1 Welding machine settings and consumables are identified from job requirements, welding procedures, specifications and/or technical drawings |
| 3 Assemble and set up welding equipment | 3.1 Welding equipment is assembled and set up safely and correctly to standard operating procedures  
3.2 Any defective equipment is tagged and replaced in accordance with organisational and/or manufacturer specifications |
| 4 Weld rail using submerged arc process | 4.1 Pad, butt and fillet welds are deposited correctly in flat, and fillet welds in horizontal position, to specification  
4.2 Joints are cleaned to specifications using techniques and tools appropriate to the defect, material and process |
| 5 Inspect welds and correct faults | 5.1 Weld joints are visually inspected against specifications  
5.2 Track is measured to ensure welded track is within accepted tolerances  
5.3 Weld defects are identified and remedial action is taken, where required  
5.4 Defects are removed with minimum loss of sound metal using techniques and tools appropriate to the defect, material and process |
| 6 Maintain weld records as required | 6.1 Weld records are maintained in accordance with organisational procedures |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Acceptance standards for weld repairs on tram/light rail track
- Authorisation/approval processes and procedures
- Documentation and recordkeeping requirements
- Hazards that may exist when welding rail using submerged welding process, and ways of controlling the risks involved
- Problems that may occur when welding rail using submerged welding process, and action that can be taken to report or resolve problems
- Relevant communication systems and procedures
- Relevant safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Track standards for rail condition and surface profile

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities including traffic management
- Communicate effectively with others
- Interpret and follow operational instructions
- Modify activities depending on operational contingencies, risk situations and environments
- Select and use required personal protective equipment (PPE) conforming to industry and OH&S standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - preparing and setting up traffic management plan
  - preparing items for welding according to workplace requirements
  - assembling and setting up welding equipment and preparing consumables
  - ensuring weld conforms to organisational requirements
  - completing documentation in accordance with organisational requirements

Context of and specific resources for assessment

- Performance is demonstrated in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve exposure to:
- movement of equipment, materials and vehicles

Basic track measurements may include:
- length, depth, width, diameter
- track gauge
- length of weld

Measuring equipment may include:
- tape measures
- track gauge

Materials may include:
- flux core wire
- welding electrodes
- grinding discs

Track layout may include:
- plain track
- turnouts
- special trackwork including catchpoints, expansion switches, diamond crossings and slips

Communication equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- long pants and shirts
- hearing protection
- long gloves
- spats
- sunscreen
- sunglasses
- welding helmet
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- special PPE

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
Applicable regulations and legislation may include:

- information provided by other workplace personnel
- rail inspections and timekeeping records
- trackworker standard manual
- technical instructions
- manufacturer or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- legislated rail safety requirements including state acts and regulations together with any nationally approved compliance codes and/or guidelines
- local authority regulations
- relevant state/territory OH&S and environmental protection legislation

**Unit Sector(s)**

Not applicable.

**Competency Field**

W – Equipment and Systems Operations
TLIW2001A Operate under track protection rules

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to operate under local track protection rules in accordance with safeworking and regulatory requirements and workplace procedures, including accessing and interpreting information about track protection requirements, carrying out assigned protection and/or work activities, and responding appropriately to safety incidents and abnormal situations within the limits of personal responsibility. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of the relevant track protection rules and requirements to assigned track work activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access and interpret information about track protection requirements</td>
</tr>
<tr>
<td></td>
<td>1.1 Information about track protection requirements relevant to work activities is sought and obtained/received in accordance with workplace procedures and the requirements of the relevant safeworking system</td>
</tr>
<tr>
<td></td>
<td>1.2 Information about relevant track protection requirements is interpreted and applied to work activities in accordance with workplace instructions</td>
</tr>
<tr>
<td>2</td>
<td>Carry out assigned protection and/or work activities</td>
</tr>
<tr>
<td></td>
<td>2.1 Assigned protection and/or work activities are carried out together with others in accordance with workplace instructions and safeworking procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Protection system and equipment is constantly reviewed in accordance with workplace procedures to ensure ongoing protection</td>
</tr>
<tr>
<td></td>
<td>2.3 Liaison is maintained with relevant authority/personnel to ensure maximum protection is maintained</td>
</tr>
<tr>
<td></td>
<td>2.4 Documentation and records required under safeworking rules are completed in accordance with workplace procedures</td>
</tr>
<tr>
<td>3</td>
<td>Respond appropriately to abnormal situations</td>
</tr>
<tr>
<td></td>
<td>3.1 Abnormal situations, safety incidents and emergencies are identified in accordance with workplace procedures and safeworking regulations</td>
</tr>
<tr>
<td></td>
<td>3.2 Identified abnormal situations, safety incidents and emergencies are promptly reported to relevant personnel and action is taken within limits of responsibility in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Reports and records of identified abnormal situations, safety incidents and emergencies together with related action taken are completed in accordance with workplace procedures and safeworking rules</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
REQUIRED KNOWLEDGE AND SKILLS

- A general understanding of systems and track protection rules and requirements
- An overview of railway safeworking system requirements
- An understanding of railway safeworking system types
- An awareness of railway safeworking system limitations
- Communication protocols as they relate to the functions of the occupation concerned
- Safeworking rules and protocols as they relate to the work activities concerned
- Rail terminology as defined in the applicable state/territory safeworking system

Required skills:

- Communicate effectively with others when operating under track protection rules
- Read and interpret relevant rules, regulations and instructions when operating under track protection rules
- Interpret and follow operational instructions and prioritise work when operating under track protection rules
- Complete documentation applicable when operating under track protection rules
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating under track protection rules
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating under track protection rules in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the...
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work
RANGE STATEMENT

Environments and situations that may affect performance.

Work may include:
- track work carried out in the state/territory concerned and covered by the safeworking system applicable in that state or territory. Work carried out on the Defined Interstate Rail Network is covered by separate competency units and relates to the Code of Practice for the Defined Interstate Rail Network.

Operations may be conducted:
- by day or night
- in both normal and emergency situations
- under all possible weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Terminology and related meanings will be:
- as defined within the relevant state/territory safeworking system

Track protection rules will be:
- as defined within relevant the state/territory safeworking system

Where applicable, work site safety plans will be:
- as defined within the relevant state/territory safeworking system

Equipment may include:
- flags
- detonators
- stands
- stop signs
- speed boards
- whistles
- lamps

Communications equipment may include but is not limited to:
- hand-held or portable equipment
- fixed equipment
- portable equipment belt and harness
- specialised testing facilities

Radio, hand, light and flag commands will be:
- as defined within the relevant state/territory safeworking system

Safety clothing and equipment may include but is not limited to:
- high visibility clothing
- sunscreen and sunglasses
- insect repellent
RANGE STATEMENT

- safety glasses, headwear, mask, footwear and gloves
- hearing protection
- safety devices
- lighting including strobe lighting
- hand tools
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

Depending on the workplace context concerned, documentation/records may include but are not limited to:

- the relevant rules and regulations of the applicable state/territory safeworking system
- instructions of relevant rail authorities concerning rail safety and operations
- workplace procedures, policies and work instructions
- work orders
- technical instructions
- worksite safety plan (where applicable)
- Emergency Response Plan (ER Plan) and emergency procedure manuals
- train running information (TRI)
- local instructions
- safeworking forms
- manufacturers or workplace equipment instructions and operation manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS4292
- relevant state/territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- relevant national and state/territory dangerous goods legislation

Applicable regulations and legislation may include:
Unit Sector(s)
Not Applicable

Competency Field
Competency Field   W - Equipment and Systems Operations
TLIW2012A Grind rails

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to grind rail and welds in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, grinding weld and/or weld repair, grinding rail to repair surface defects, and completing all required documentation. This competency relates to the grinding of new welds and weld repairs, wheel burns, rail batter and overflow in plain track. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the grinding of rail and welds as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 Determine job requirements | 1.1 New welds and weld repairs are located
| 1.2 Defects relating to wheel burns, rail battering and rail overflow are identified
| 1.3 Appropriate equipment is selected
| 1.4 Appropriate repair method and/or profile is selected to ensure completed work will meet specifications
| 1.5 Site is cleared of obstructions and combustible material
2 Grind weld and/or weld repair | 2.1 Rail is ground to profile using approved equipment in accordance with workplace procedures
| 2.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
| 2.3 Rail gauge face is ground to match adjacent rail in curves, in accordance with standards and procedures
| 2.4 Rail profile and vertical and horizontal alignment are measured to ensure compliance with acceptance standards
| 2.5 Rail surface condition is assessed for compliance with acceptance standards
3 Grind rail to repair surface defects | 3.1 Rail is ground using approved equipment in accordance with workplace procedures
| 3.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
| 3.3 Finished surface is checked to ensure compliance with specification
4 Complete documentation | 4.1 Documentation on work undertaken is completed in accordance with workplace requirements

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the grinding of rail and welds
- Problems that may occur during the grinding of rail and welds, and action that can be taken to report or resolve the problems
**REQUIRED KNOWLEDGE AND SKILLS**

- Hazards that may exist during the grinding of rail and welds, and ways of controlling the risks involved
- Acceptance standards for rail profile and surface condition
- Grinding methods and results
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

**Required skills:**

- Communicate effectively with others when grinding rail and welds
- Read and interpret technical data, drawings, instructions and manuals relevant to the grinding of rail and welds
- Interpret and follow operational instructions and prioritise work when grinding rail and welds
- Complete documentation related to the grinding of rail and welds
- Operate communication equipment to required protocol
- Work collaboratively with others when grinding rail and welds
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when grinding rail and welds in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when grinding rail and welds
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Select and use hand tools, power tools and equipment
- Apply grinding techniques to achieve rail profile and surface condition to meet requirements of standards and procedures

**Evidence Guide**
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying job requirements
  - operating the grinding equipment safely
  - grinding welds and weld repairs using appropriate grinding wheel speed and rate of metal removal
  - grinding rail to repair surface defects
  - completing documentation correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation,
EVIDENCE GUIDE

and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Type and rate of grinding may vary according to:
- location
- rail mass or type
- purpose of grinding

Equipment may include:
- hand held grinders
- rail profile grinders
- ride on rail profile grinders
- hand tools including gauges, track jacks, spiking hammers and bars

Measuring equipment may include:
- straight edge
- electronic straight edge
- profile gauge

Materials may include:
- grinding wheels

Rail types may vary according to:
- traffic task (head hardened)

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the type of
- company procedures
RANGE STATEMENT

organisational concerns and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- fire retardant clothing and overgear (aprons, spats etc.)
- face shields
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- track inspection reports
- rail inspections and reports
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
Unit Sector(s)
Not Applicable

Competency Field
Competency Field W - Equipment and Systems Operations
TLIW2017A Cut and join materials

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to cut and join materials for pallet manufacture in accordance with workplace requirements including planning, undertaking and completing the cutting/joining process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the cutting and joining of materials as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Plan the cutting/joining process | 1.1 The process and materials to be used are identified
2 | 1.2 Manufacturers instructions and workplace procedures for the cutting/joining task are read and followed in the planning process
3 | 1.3 Safety precautions for self, equipment and work areas appropriate for the tasks are identified
4 | 1.4 Work sequence is planned, noting appropriate curing/cooling times, efficient work sequence and quality specification requirements
5 | 1.5 Allowances for wastage and/or joining overlaps are checked in workplace documentation and manufacturers instructions

2 Undertake the cutting/joining process | 2.1 Equipment and consumables are assembled
2 | 2.2 Equipment and site are checked for safety
3 | 2.3 Adjustments and settings are made to suit materials, manufacturers instructions and workplace procedures
4 | 2.4 Materials to be cut or joined are positioned and secured
5 | 2.5 Cutting/joining process is undertaken in accordance with selected method of operation
6 | 2.6 Finished materials are checked for conformity to quality/workplace standards
7 | 2.7 Faults/problems with materials or componentry are identified and action is undertaken in accordance with workplace procedures

3 Complete the cutting/joining process | 3.1 Finished materials are directed to storage area or next production stage
2 | 3.2 Waste materials are directed for disposal or recovery
3 | 3.3 Equipment is maintained and stored in designated area
4 | 3.4 Workplace documentation and records are completed as required

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the cutting and joining of materials as part of pallet production
REQUIRED KNOWLEDGE AND SKILLS

including requirements of Australian Standards AS 2858 and AS 2082

- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the cutting and joining of materials as part of pallet production
- Focus of operation of work systems, equipment, management and site operating systems for the cutting and joining of materials as part of pallet production
- Problems that may occur when cutting and joining materials as part of pallet production and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the cutting and joining of materials as part of pallet production and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when cutting and joining materials as part of pallet production
- Read and interpret instructions, procedures, information and labels relevant to the cutting and joining of materials as part of pallet production
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the cutting and joining of materials as part of pallet production
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cutting and joining materials as part of pallet production
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cutting and joining materials as part of pallet production in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and efficiently and effectively use relevant materials and equipment when
Required skills:

- Cutting and joining materials as part of pallet production
- Adapt to differences in materials and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
EVIDENCE GUIDE

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include:
- movement of equipment, goods, products, materials and vehicular traffic

The cutting/joining process is conducted:
- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be:
- hardwood or softwood

Cutting/joining equipment covers:
- a range of docking and trimming saws to which boards are mechanically fed

Equipment may include:
- single or multiple saw positions

Visual assessment may cover the requirements of Australian Standards AS 2858 or AS 2082 and specifically includes:
- timber types and species
- timber characteristics
- end condition of the timber

OH&S requirements include:
- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Personal protective equipment may include:
RANGE STATEMENT

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
RANGE STATEMENT

Applicable regulations and legislation may include:

- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW2018A Operate hand held air/power equipment for production processes

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to operate hand held air/power equipment for pallet production processes in accordance with workplace requirements. It includes identifying equipment and power requirements, setting up equipment and completing pre-use checks, operating hand held air and/or power equipment, and storing equipment appropriately after use. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the operation of hand held air and power equipment as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify equipment and power requirements | 1.1 Equipment for drilling, cutting and grinding is identified and matched to work applications  
1.2 Power and air supplies are identified for voltage, amperage, air pressure, lubrication and water separation  
1.3 Emergency shut-down procedures are identified and followed when necessary  
1.4 Appropriate workplace procedures and personal protective equipment are identified and used  
| 2 Set up equipment and complete pre-use checks | 2.1 Equipment settings, accessories and consumables are checked for appropriate condition  
2.2 Manufacturers or workplace instructions for equipment are read and used to inform work practices  
2.3 Equipment is set up for the required production process  
2.4 Equipment is checked through the full operating range required for the task  
| 3 Operate hand held air/power equipment | 3.1 Equipment is operated in accordance with manufacturers and/or workplace instructions  
3.2 Appropriate consumables including cooling and lubricating fluids are used where required  
3.3 Provision is made to deal with waste, off-cuts and other by-products  
3.4 Production techniques appropriate to the task are followed to meet required outcome  
3.5 Finished materials are checked for conformity to quality/workplace standards  
3.6 Faults/problems with materials or equipment are identified and action is undertaken in accordance with workplace procedures  
| 4 Store equipment appropriately | 4.1 Finished materials are directed to storage area or next production stage  
4.2 Equipment is cleaned prior to storage  
4.3 Equipment which is damaged, unserviceable or requiring service is tagged and appropriate steps are taken to arrange repair  
4.4 Storage areas are maintained appropriately  
4.5 Workplace documentation and records are completed as required  

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the operation of hand held air and power equipment as part of pallet manufacturing processes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the operation of hand held air and power equipment as part of pallet manufacturing processes
- Focus of operation of work systems, equipment, management and site operating systems for the operation of hand held air and power equipment as part of pallet manufacturing processes
- Problems that may occur when operating hand held air and power equipment as part of pallet manufacturing processes and appropriate action that can be taken to resolve the problems
- Production workflow during pallet production
- Types of hand held air and power equipment used in pallet manufacturing processes and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when operating hand held air and power equipment as part of pallet manufacturing processes
- Read and interpret instructions, procedures and information relevant to the operation of hand held air and power equipment as part of pallet manufacturing processes
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of hand held air and power equipment as part of pallet manufacturing processes
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating hand held air and power equipment as part of pallet manufacturing processes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating hand held air and power equipment as part of pallet manufacturing processes in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain air and power equipment
- Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
- Identify, select and efficiently and effectively use air and power equipment within pallet manufacturing processes
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
EVIDENCE GUIDE

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night

Customers may be: • internal or external

Workplaces may: • large, medium or small worksites

Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic

The docking process is conducted: • as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be: • hardwood or softwood

Air/power equipment may include: • chisels
• nail guns
• saws
• grinders/sanders
• drills
• spray guns
• socket drivers
• compressors
RANGE STATEMENT

- glue guns
- hot air guns
- planes

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

OH&S requirements include:
- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
RANGE STATEMENT

- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW2019A Apply surface coatings using a spray gun

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to use a spray gun to apply surface coatings in accordance with workplace requirements, including planning surface coating process, undertaking surface preparation, applying surface coating, and completing workplace operations in accordance with requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the application of surface coatings using a spray gun as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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<tr>
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</table>
| 1 Plan surface coating process | 1.1 Equipment, accessories and consumables are assembled and checked for applicability to the surface coating task(s)  
1.2 Material safety data sheets and/or product application and safety information are read and used to inform work practices  
1.3 Particular process techniques, time and safety requirements are noted and used to inform work planning  
1.4 Personal protective equipment is used/worn as required. |
| 2 Undertake surface preparation | 2.1 Characteristics of uncoated/raw material and the required surface coating materials are identified and appropriate action is taken to rectify the problem  
2.2 Workplace instructions on surface preparation of materials are followed  
2.3 Surface preparation is checked for conformity with required workplace standards |
| 3 Apply surface coating | 3.1 Sequence of work is identified maximising potential of the applied finish for the production operation  
3.2 Equipment and accessories are used within manufacturers and workplace instructions  
3.3 Trial applications of surface materials are made to check spray patterns, equipment operations, materials consistency and specified surface finish  
3.4 Surface coating depth and coverage is checked for conformity with specifications  
3.5 Surfaces are kept free of contamination  
3.6 Faults/problems are identified and action is undertaken in accordance with workplace procedures |
| 4 Complete workplace operations | 4.1 Products are located to storage area or next production stage as required  
4.2 Equipment is cleaned prior to storage  
4.3 Equipment which is damaged, unserviceable or requiring service is tagged and appropriate steps are taken to arrange repair  
4.4 Workplace documentation and records are completed as required |

### Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the application of surface coatings using spray gun equipment
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the application of surface coatings using spray gun equipment as part of pallet production
- Focus of operation of work systems, equipment, management and site operating systems for the application of surface coatings using a spray gun as part of pallet production
- Effects of the fumes, heat and other radiations
- Characteristics of the materials in terms of toxicity, reactivity, flammability, required viscosity and re-coatability
- Methods for preventing contamination of surfaces during and after surface coating
- Application of relevant hydraulic, mechanical and pneumatic principles to the spray process
- Problems that may occur when applying surface coatings using a spray gun and appropriate action that can be taken to resolve the problems
- Features and hazards of spray gun equipment used during pallet production and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

**Required skills:**

- Communicate effectively with others when applying surface coatings using a spray gun
- Read and interpret instructions, procedures, information and labels relevant to the application of surface coatings using a spray gun
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the application of surface coatings using a spray gun
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying surface coatings using a spray gun
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when applying surface coatings using a spray gun in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
Required skills:

- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain spray gun equipment to manufacturers specifications
- Identify, select and efficiently and effectively use relevant materials and equipment when applying surface coatings using a spray gun
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: in a range of work environments by day or night

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites

Workplace environment may include:

- movement of equipment, goods, products, materials and vehicular traffic

The surface coating process is conducted:

- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Spray guns may be: air or electrically powered

Coatings may be: water or chemically soluble

Spray guns may be: hand held or automated

OH&S requirements include:

- manual handling, personal protective equipment, elimination/control of hazards, machine isolation and machine guarding

Hazards in the work area may include exposure to:

- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
RANGE STATEMENT

- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- respirators
- protective clothing

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
RANGE STATEMENT

Applicable regulations and legislation may include:

- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field       W - Equipment and Systems Operations
TLIW2020A Undertake pallet repairs

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to undertake pallet repairs in accordance with workplace procedures including inspecting and assessing pallet condition, repairing non-conforming pallets, and completing operations in accordance with requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures when repairing pallets in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

**Employability Skills**
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Inspect and assess pallet condition | 1.1 Pallet inspection method(s) is determined in compliance with occupational health and safety requirements and workplace procedures  
1.2 Appropriate equipment is selected and used to inspect pallet  
1.3 Visual and manual check of pallet condition is carried out in accordance with workplace standard operating procedure  
1.4 Level of pallet damage is identified and repair method is determined and recorded in accordance with workplace procedures |
| 2 Repair non-conforming pallets | 2.1 Lifting devices and equipment are selected and checked for safe working operation  
2.2 Pallet is positioned and secured  
2.3 Repair to decks and bearers is undertaken in accordance with selected repair method and occupational health and safety and workplace safe operating requirements  
2.4 Pallet is inspected for conformity to workplace specifications |
| 3 Complete operations | 3.1 Pallet is relocated to holding area without damage to pallet, personnel or equipment  
3.2 Lifting devices and equipment are checked and returned to storage area  
3.3 Documentation is completed in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the repair of pallets including requirements of Australian Standards AS 2858 and AS 2082
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the repair of pallets
- Focus of operation of work systems, equipment, management and site operating systems for the repair of pallets
- Problems that may occur when repairing pallets and appropriate action that can be taken to resolve the problems
REQUIRED KNOWLEDGE AND SKILLS

- Documentation and record requirements
- Equipment used during the repair of pallets and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when repairing pallets
- Read and interpret instructions, procedures, information and labels relevant to the repair of pallets
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the repair of pallets
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when repairing pallets
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing pallets in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain tools and machinery required in pallet repair
- Carry out inspection of the serviceability and condition of pallets
- Identify, select and efficiently and effectively use relevant materials and equipment when repairing pallets
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include:
- movement of equipment, goods, products, materials and vehicular traffic

The repair processes are conducted:
- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Pallets may be:
- of timber, metal or plastic construction

Pallets may be determined:
- as non-repairable depending on cost, level of damage, time etc.

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

OH&S requirements include:
- manual landing, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- respirators

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
RANGE STATEMENT

Communication in the work area may include:
- other professional or technical staff
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)
Not Applicable
Competency Field

Competency Field W - Equipment and Systems Operations
TLIW2021A Clean and inspect pallets

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to clean and inspect pallets in accordance with workplace requirements including identifying workplace procedures, resources and job specifications for cleaning pallets; inspecting and cleaning pallets; and monitoring and maintaining cleanliness and tidiness of pallet cleaning and storage areas. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the cleaning and inspection of pallets as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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<tr>
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</table>
| **1** Identify workplace procedures, resources and requirements for cleaning pallets | 1.1 Workplace operating procedures, including occupational health and safety requirements for pallet cleaning, are identified and read  
1.2 Equipment (including appropriate engineering controls and personal protective equipment) and consumables are selected in accordance with work area requirements  
1.3 Specific requirements for pallet inspection and cleaning are identified and used in the planning of work activities  
1.4 Requirements for the organisation of pallet storage before and after cleaning are identified to meet workplace requirements |
| **2** Inspect and clean pallets | 2.1 Information on serviceability requirements of pallets for required purposes is accessed and read  
2.2 Pallet design features are noted and pallet types are identified for particular purposes  
2.3 Pallets are inspected prior to, and during, cleaning to ensure that condition is appropriate for required use  
2.4 Damaged pallets are tagged for repair or recycling  
2.5 Pallets are cleaned following workplace procedures  
2.6 Pallets are sorted and stacked in appropriate storage areas  
2.7 Work is carried out following workplace practices and safe work procedures |
| **3** Monitor and maintain cleanliness and tidiness of pallet cleaning and storage areas | 3.1 Initiative is used to continuously monitor the cleanliness, safety and tidiness of the pallet cleaning and storage area  
3.2 Housekeeping issues are raised with designated personnel in accordance with workplace procedures  
3.3 Cleaning equipment and supplies are maintained and stored |
| **4** Complete assigned pallet cleaning and inspection duties | 4.1 Assigned pallet cleaning and inspection duties are conducted in accordance with workplace requirements  
4.2 Documentation concerning cleaning operations is completed in accordance with workplace procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Regulations relevant to the cleaning and inspection of pallets
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the cleaning and inspection of pallets including test methods for pallet strength and integrity
- Focus of operation of work systems, equipment, management and site operating systems for the cleaning and inspection of pallets
- Problems that may occur when cleaning and inspecting pallets and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the cleaning and inspection of pallets and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when cleaning and inspecting pallets
- Read and interpret instructions, procedures, information and labels relevant to the cleaning and inspection of pallets
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the cleaning and inspection of pallets
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cleaning and inspecting pallets
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning and inspecting pallets in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Identify, select and efficiently and effectively use relevant materials and equipment when cleaning and inspecting pallets
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain cleaning tools and equipment
- Carry out inspection of pallets to workplace standards
Required skills:

- Identify, select and efficiently and effectively use relevant materials and equipment when cleaning and inspecting pallets
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
EVIDENCE GUIDE

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in a range of work environments by day or night

- in a range of work environments by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Workplace environment may include:

- movement of equipment, goods, products, materials and vehicular traffic

The docking process is conducted:

- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Cleaning operations may be conducted:

- by hand or machine involving detergents or solvents

Inspection may be:

- by eye or using testing equipment

Workplace requirements for completing cleaning activities may include:

- containing used cleaning agents and waste water in an appropriate manner
- sorting and appropriately storing recyclable materials for collection
- identifying maintenance requirements of any damaged equipment
- tagging faulty equipment and notifying appropriate personnel of maintenance requirements of damaged or non-functioning equipment
- checking work areas to ensure they meet required workplace standards
RANGE STATEMENT

OH&S requirements include:
- completing and maintaining schedules and records
- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
RANGE STATEMENT

- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW2022A Manufacture pallets using automated methods

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to manufacture pallets using automated methods including planning the production of pallets, setting up pallet production equipment, operating the automated pallet manufacturing plant, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures when manufacturing pallets using automated methods as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan production of pallets | 1.1 Job requirements are identified from order form, workplace instructions and/or job specifications  
1.2 Appropriate safety and shut-down procedures are followed  
1.3 Automated equipment is organised to produce the required pallets as per job specifications  
1.4 Communication with supervisor and other workers is maintained to ensure efficient work flow |
| 2 Set up pallet production | 2.1 Start-up checks are completed according to workplace and manufacturers guidelines  
2.2 Appropriate workplace occupational health and safety and other regulatory procedures are followed  
2.3 Bearers and boards are inspected for compliance with workplace quality standards |
| 3 Operate automated pallet manufacturing equipment | 3.1 Bearers and boards are loaded into stack trays according to correct quantity/sequence  
3.2 Feed systems are maintained and monitored for correct work flow  
3.3 Machine componentry is monitored to ensure appropriate speed and operation  
3.4 Faults/problems with materials or componentry are identified and appropriate action is undertaken in accordance with workplace procedures  
3.5 Pallet quality is checked prior to removal from stacker |
| 4 Complete operations | 4.1 Machine shut-down is conducted according to workplace and manufacturers guidelines  
4.2 Waste materials are directed for disposal or recovery  
4.3 Production records are completed in accordance with workplace procedures  
4.4 Maintenance program (where applicable) is completed and recorded |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
REQUIRED KNOWLEDGE AND SKILLS

- Regulations relevant to the manufacture of pallets using automated methods
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the manufacture of pallets using automated methods
- Focus of operation of work systems, equipment, management and site operating systems for the manufacture of pallets using automated methods
- Problems that may occur when manufacturing pallets using automated methods and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the manufacture of pallets using automated methods and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when manufacturing pallets using automated methods
- Read and interpret instructions, procedures, information and labels relevant to the manufacture of pallets using automated methods
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the manufacture of pallets using automated methods
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when manufacturing pallets using automated methods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when manufacturing pallets using automated methods in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain automated pallet manufacturing machinery
- Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
- Identify, select and efficiently and effectively use relevant materials and equipment when manufacturing pallets using automated methods
**Required skills:**

- Adapt to differences in materials and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

**Evidence Guide**

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
EVIDENCE GUIDE

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic

The automated production process is conducted: • as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be: • hardwood or softwood

Major components of pallet machine may include:
- control panel
- boards
- stackers
- hoppers
- conveyors
- nail bowls
- nail chucks
- cams
- control switches

Visual assessment may cover the requirements of Australian Standards AS 2858 or AS 2082 and specifically includes:
- timber types and species
- timber characteristics
- end condition of the timber

OH&S requirements include:
- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding
RANGE STATEMENT

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for
RANGE STATEMENT

- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW2023A Manufacture pallets using manual methods

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to manufacture pallets using manual methods including planning the production of pallets, setting up manual pallet production processes, undertaking manual production of pallets, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the manufacture of pallets using manual methods as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan production of pallets | 1.1 Pallet design is identified from order in accordance with workplace procedures  
1.2 Components are identified from drawings or instructions  
1.3 Number of components and quantity of timber necessary to complete order are calculated  
1.4 Arrangements are made for supply and cutting of boards and components  
1.5 Pallet assembly jig is selected to suit pallet design  
1.6 Brand requirements are identified from drawings or instructions and suitable stencils are selected  
1.7 Communication with supervisor and other workers is maintained to ensure efficient work flow |
| 2 Set up pallet production | 2.1 Appropriate workplace occupational health and safety and other regulatory procedures are followed  
2.2 Personal protective equipment is selected and worn  
2.3 Equipment and components are brought to assembly area  
2.4 Components are inspected for compliance with workplace quality standards  
2.5 Paint and painting equipment is prepared and tested |
| 3 Undertake manual production of pallets | 3.1 Components are checked for fit to assembly jig and a trial pallet is constructed to specifications in accordance with workplace procedures  
3.2 Trial pallet is checked for conformity in accordance with workplace quality standards  
3.3 Required number of pallets is constructed in accordance with workplace procedures  
3.4 Faults/problems with equipment or components are identified and appropriate action is undertaken  
3.5 Pallets are painted and stencilled to order in accordance with work specifications |
| 4 Complete operations | 4.1 Pallets are inspected and located to holding area without damage to pallet, personnel or equipment  
4.2 Off-cuts, rejected boards and waste materials are directed for waste or recovery in accordance with workplace policy and procedures  
4.3 Equipment is maintained and stored in designated areas  
4.4 Documentation is completed in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the manufacture of pallets using manual methods
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the manufacture of pallets using manual methods
- Focus of operation of work systems, equipment, management and site operating systems for the manufacture of pallets using manual methods
- Problems that may occur when manufacturing pallets using manual methods and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Tools and equipment used during the manufacture of pallets using manual methods and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when manufacturing pallets using manual methods
- Read and interpret instructions, procedures, information and labels relevant to the manufacture of pallets using manual methods
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when manufacturing pallets using manual methods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when manufacturing pallets using manual methods in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

environments

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain tools and equipment used in the manufacture of pallets using manual methods
- Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
- Identify, select and efficiently and effectively use relevant materials and equipment when manufacturing pallets using manual methods
- Adapt to differences in materials and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace
EVIDENCE GUIDE

procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments by day or night and may cover the full range of standard wooden designs manufactured in the workplace concerned

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Workplace environment may include:

- movement of equipment, goods, products, materials and vehicular traffic

The manual pallet production process is conducted:

- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Equipment used may include:

- assembly jig
- nail gun
- compressor or compressed air supply
- paint spray gun

OH&S requirements include:

- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
RANGE STATEMENT

- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty tools and equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- respirators
- protective clothing

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial
RANGE STATEMENT

Applicable regulations and legislation may include:

- arrangements
- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW2024A Dock boards using computer programmed machinery

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to dock boards using computer programmed machinery in accordance with workplace procedures and specifications including preparing computer-programmed machinery to dock boards, operating the programmed machinery to dock boards to specifications, monitoring and rectifying the processing operations where necessary, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the docking of boards using computer programmed machinery as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare computer programmed machinery to dock boards** | 1.1 Appropriate workplace occupational health and safety and other regulatory procedures are followed  
1.2 Job requirements regarding sizes and lengths are obtained from standards  
1.3 Start-up checks are completed according to workplace standard procedures  
1.4 General cross-section, length and condition of boards on conveyor are visually assessed in accordance with workplace quality standards  
1.5 Program to cut requirements is selected from a range of available programs  
1.6 Program is loaded and machine cycle checked  
1.7 Need for new programs is identified and reported to supervisor  
1.8 Communication with supervisor and other workers is maintained to ensure efficient work flow |
| **2 Operate programmed machinery to dock boards** | 2.1 Trial boards are cut to check process and output  
2.2 Machinery is operated to dock timber to specification  
2.3 Reject boards are identified and directed for waste or recovery  
2.4 Faults/problems with materials or componentry are identified and appropriate action is undertaken in accordance with workplace procedures |
| **3 Monitor and rectify the processing operations where necessary** | 3.1 Dimensions and finish of cut boards are regularly checked in accordance with workplace standard procedures  
3.2 Sawing process is adjusted to maintain accurate sizing  
3.3 Feed systems are regularly monitored for material flow problems  
3.4 Minor feed problems are cleared in accordance with equipment manufacturers instructions  
3.5 Characteristics of blunt and damaged saws are recognised and appropriate action is taken to rectify the identified problem in accordance with workplace procedures  
3.6 Saw blades are removed and replaced in accordance with workplace procedures  
3.7 Work area is regularly cleaned in accordance with workplace procedures |
| **4 Complete operations** | 4.1 Machine shut-down is conducted according to workplace and manufacturers guidelines  
4.2 Boards are relocated to holding area without damage to boards, personnel or equipment  
4.3 Waste materials are directed for disposal or recovery |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the docking of boards using computer programmed machinery including requirements of Australian Standards AS 2858 and AS 2082
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the docking of boards using computer programmed machinery
- Focus of operation of work systems, equipment, management and site operating systems for the docking of boards using computer programmed machinery
- Problems that may occur when docking boards using computer programmed machinery and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the docking of boards using computer programmed machinery and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when docking boards using computer programmed machinery
- Read and interpret instructions, procedures, information and signs relevant to the docking of boards using computer programmed machinery
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the docking of boards using computer programmed machinery
- Work collaboratively with others when docking boards using computer programmed machinery
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and
Required skills:

- Interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when docking boards using computer programmed machinery in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
EVIDENCE GUIDE

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: in a range of work environments by day or night

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites

Workplace environment may include: movement of equipment, goods, products, materials and vehicular traffic

The docking process is conducted: as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be: hardwood or softwood

Docking equipment covers: computer controlled docking and trimming saws to which boards are mechanically fed

Equipment may include: single or multiple saw positions

Visual assessment may cover the requirements of Australian
- timber types and species
- timber characteristics
RANGE STATEMENT

Standards AS 2858 or AS 2082 and specifically includes:
- end condition of the timber

OH&S requirements include:
- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
RANGE STATEMENT

- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW2025A Dock boards on mechanical feeds

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to dock boards using mechanical feed systems in accordance with workplace procedures including preparing for docking with mechanical feed, cutting boards on mechanical feed, monitoring and rectifying processing operations, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the docking of boards using mechanical feed processes as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for docking with mechanical feed | 1.1 Appropriate workplace occupational health and safety and other regulatory procedures are followed  
1.2 Job requirements regarding sizes and lengths acceptable for further processing are identified from order forms/workplace standards  
1.3 Start-up checks are completed according to workplace procedures  
1.4 General cross-section, length and condition of boards on conveyor is visually assessed in accordance with workplace quality standards  
1.5 Typical docking/cutting patterns are identified  
1.6 Communication with supervisor and other workers is maintained to ensure efficient work flow |
| 2 Cut boards on mechanical feed | 2.1 Individual boards are assessed and the optimal docking/cutting pattern is identified  
2.2 Boards are positioned and saw(s) operated to produce selected cutting pattern  
2.3 Swollen ends of boards are removed  
2.4 Cuts are made to required lengths  
2.5 Cuts are made to required grade  
2.6 Faults/problems with materials or componentry are identified and appropriate action is undertaken in accordance with workplace procedures  
2.7 Reject boards are identified and marked or removed |
| 3 Monitor and correct processing | 3.1 Feed systems are regularly monitored for material flow problems  
3.2 Dimensions and finish of cut boards are regularly checked in accordance with workplace standards  
3.3 Characteristics of blunt and damaged saws are recognised  
3.4 Saw blades are removed and replaced in accordance with workplace standard procedures  
3.5 Area around saw is regularly cleaned in accordance with workplace standard procedure |
| 4 Complete operations | 4.1 Machine shut-down is conducted according to workplace and manufacturers guidelines  
4.2 Boards are relocated to holding area without damage to boards, personnel or equipment  
4.3 Waste materials are directed for disposal or recovery  
4.4 Production records are completed in accordance with workplace procedures |
ELEMENT PERFORMANCE CRITERIA

4.5 Maintenance program (where applicable) is completed and recorded

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the docking of boards using mechanical feed processes including requirements of Australian Standards AS 2858 and AS 2082
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the docking of boards using mechanical feed processes
- Focus of operation of work systems, equipment, management and site operating systems for the docking of boards using mechanical feed processes
- Problems that may occur when docking boards using mechanical feed processes and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the docking of boards using mechanical feed processes and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when docking boards using mechanical feed processes
- Read and interpret instructions, procedures, information and labels relevant to the docking of boards using mechanical feed processes
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the docking of boards using mechanical feed processes
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when docking boards using mechanical feed processes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when docking boards using mechanical feed processes in accordance with regulatory requirements and workplace procedures
Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain machinery including saw blade quality and sharpness
- Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
- Identify, select and efficiently and effectively use relevant materials and equipment when docking boards using mechanical feed processes
- Adapt to differences in materials and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include:
- movement of equipment, goods, products, materials and vehicular traffic

The docking process is conducted:
- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be:
- hardwood or softwood

Docking equipment covers:
- manually controlled docking and trimming saws to which boards are mechanically fed

Equipment may include:
- single or multiple saw positions
RANGE STATEMENT

Visual assessment may cover the requirements of Australian Standards AS 2858 or AS 2082 and specifically includes:

- timber types and species
- timber characteristics
- end condition of the timber

OH&S requirements include:

- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- respirators
- protective clothing

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures
RANGE STATEMENT

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field W - Equipment and Systems Operations
TLIW2028A Identify the principles of ballast cleaning operations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify the principles of ballast cleaning operations.
The unit provides an introduction to ballast cleaning and is not to be used for their operation, which must be covered by individual certification for the particular machine.
Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
Operators of ballast cleaning machines must have undertaken training and hold the relevant licence, permit or certificate and be recognised as competent for each type of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Determine components and work stations of ballast cleaning machines</td>
</tr>
<tr>
<td>1.1</td>
<td>Components and where applicable individual work stations of the ballast cleaning machine are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Purpose of identified components and work stations are identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Associated hazards of each component and appropriate control methods are identified</td>
</tr>
<tr>
<td>2</td>
<td>Identify the basic functions of ballast cleaning</td>
</tr>
<tr>
<td>2.1</td>
<td>Purposes of ballast cleaning are identified</td>
</tr>
<tr>
<td>2.2</td>
<td>Method by which the machine completes ballast cleaning operations in accordance with network owner’s standards is identified</td>
</tr>
<tr>
<td>3</td>
<td>Identify hazards and risks associated with ballast cleaning operations</td>
</tr>
<tr>
<td>3.1</td>
<td>Environmental risks are identified</td>
</tr>
<tr>
<td>3.2</td>
<td>Risks to the rail infrastructure are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for using a ballast cleaning machine
- Problems that may occur when cleaning ballast, and action that can be taken to resolve and report them
- Hazards that may exist when cleaning ballast, and ways of controlling the risks involved
- Ballast profile standards
- Functions of ballast

Required skills:

- Use agreed communication methods
- Work collaboratively with others when using a ballast cleaner
- Use appropriate numeric functions when using a ballast cleaner
- Report problems, faults and malfunctions that may occur when using a ballast cleaning machine in accordance with organisational procedures
- Work systematically with required attention to detail without injury to self or others, or damage to equipment in accordance with organisational procedures
- Select and use required personal protective equipment (PPE)
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components may include:
- rail sweeps
- ballast hoppers
- auxiliary wagons
- hand tools and small plant
- ballast ploughs
- side/wing ploughs
- ballast brooms
- ballast conveyor
- ballast screens
- cutter bar and chain
- centre jacks/lift lining frame
- emergency stop devices

Work stations may include:
- drive station
- main operator station
- boom operator station
- screen operator station
- internal work station
- external work station

Environmental hazards may include:
- dust
- noise
- oil and/or fuel spills
- environmentally sensitive sites
- hazardous substances
- flying debris

Risks to rail infrastructure may include:
- fouling ballast
- sleeper damage
- fastener damage
- drainage
- structures
- formation
- signage/track survey monuments
- signalling equipment
- in-track and trackside equipment
- damage to adjacent line
- damage/fouling points and crossings
- level crossings
Communication systems may include:

- damage to external assets
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and PPE may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may include:

- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures

Applicable procedures and codes may include:

- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
  - rail safety
Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW2029A Identify the principles of ballast regulator operations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify the principles of ballast regulator operations.

The unit provides an introduction only and is not to be used for the operation of ballast regulators, which must be covered by individual certification for the particular machine. Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
Operators of ballast regulators must have undertaken training and hold the relevant licence, permit or certificate and be recognised as competent for each type of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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<td>Determine components and work stations of ballast regulators</td>
</tr>
<tr>
<td>1.1</td>
<td>Components and where applicable individual work stations of the regulator are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Purpose of the identified components and work stations is identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Associated hazards of each component and appropriate control methods for each are identified</td>
</tr>
<tr>
<td>2</td>
<td>Identify basic functions of the ballast regulator</td>
</tr>
<tr>
<td>2.1</td>
<td>Purposes of the regulator are identified</td>
</tr>
<tr>
<td>2.2</td>
<td>Methods by which the regulator profiles the ballast to meet network owner’s standards are identified</td>
</tr>
<tr>
<td>3</td>
<td>Identify hazards and risks associated with ballast regulator operations</td>
</tr>
<tr>
<td>3.1</td>
<td>Environmental risks are identified</td>
</tr>
<tr>
<td>3.2</td>
<td>Risks to the rail infrastructure are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for carrying out track ballasting using a ballast regulator
- Problems that may occur when using a ballast regulator, and action that can be taken to resolve and report them
- Hazards that may exist when using a ballast regulator, and ways of controlling the risks involved
- Ballast profile standards
- Functions of ballast

Required skills:

- Use agreed communication methods
- Work collaboratively with others when using a ballast regulator
- Use appropriate numeric functions when using a ballast regulator
- Report problems, faults and malfunctions that may occur when using a ballast regulator in accordance with regulatory requirements and workplace procedures
- Work systematically with required attention to detail without injury to self or others, or damage to equipment in accordance with organisational procedures
- Select and use required personal protective equipment (PPE)

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
Context of and specific resources for assessment

- other relevant aspects of the range statement
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components may include:
- rail sweeps
- ballast hoppers
- hand tools and small plant
- ballast ploughs
- side/wing ploughs
- ballast brooms
- ballast conveyor
- ballast screens
- emergency stop devices

Work stations may include:
- drive station
- internal work station
- external work station

Environmental hazards may include:
- dust
- noise
- oil and/or fuel spills
- environmentally sensitive sites
- hazardous substances

Risks to rail infrastructure may include:
- fouling ballast
- sleeper damage
- fastener damage
- drainage
- structures
- formation
- signage/track survey monuments
- signalling equipment
- in-track and trackside equipment
- damage to adjacent line
- damage/fouling points and crossings
- level crossings
- damage to external assets

Communication systems may include:
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and PPE may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may include:

- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures

Applicable procedures and codes may include:

- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
  - rail safety

Unit Sector(s)

Not applicable.

Competency Field

W – Equipment and Systems Operations
TLIW2030A Identify the principles of dynamic track stabiliser operations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify the principles of dynamic track stabiliser operations.

The unit provides an introduction to dynamic track stabilisers and is not to be used for their operation, which must be covered by individual certification for the particular machine.

Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
Operators of dynamic track stabilisers must have undertaken training and hold the relevant licence, permit or certificate and be recognised as competent for each type of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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<tr>
<td>1</td>
<td>Determine components and work stations of dynamic track stabilisers</td>
</tr>
<tr>
<td></td>
<td>1.1 Components and where applicable individual work stations of the machine are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Purpose of the identified components and work stations is identified</td>
</tr>
<tr>
<td></td>
<td>1.3 Associated hazards of each component and appropriate control methods for each are identified</td>
</tr>
<tr>
<td>2</td>
<td>Identify basic functions of the dynamic track stabiliser</td>
</tr>
<tr>
<td></td>
<td>2.1 Purposes of the machine are identified</td>
</tr>
<tr>
<td></td>
<td>2.2 Methods by which the dynamic track stabiliser consolidates the ballast to meet network owner’s standards are identified</td>
</tr>
<tr>
<td>3</td>
<td>Identify hazards and risks associated with dynamic track stabiliser operations</td>
</tr>
<tr>
<td></td>
<td>3.1 Environmental risks are identified</td>
</tr>
<tr>
<td></td>
<td>3.2 Risks to the rail infrastructure are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the use of dynamic track stabilisers
- Problems that may occur when using a dynamic track stabiliser, and action that can be taken to resolve and report them
- Hazards that may exist when using a dynamic track stabiliser, and ways of controlling the risks involved
- Ballast profile standards
- Basic track geometry and terminology

Required skills:

- Use agreed communication methods
- Work collaboratively with others when using a dynamic track stabiliser
- Use appropriate numeric functions when using a dynamic track stabiliser
- Report problems, faults and malfunctions that may occur when using a dynamic track stabiliser in accordance with regulatory requirements and workplace procedures
- Work systematically with required attention to detail without injury to self or others, or damage to equipment in accordance with organisational procedures
- Select and use required personal protective equipment (PPE)
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components may include:
- stabiliser unit
- trolleys
- clamps
- lifting and lining systems
- ploughs
- chart recorders

Work stations may include:
- drive station
- main operator station
- external work station
- data input

Environmental hazards may include:
- dust
- noise
- vibration
- oil or fuel spills
- environmentally sensitive sites
- hazardous substances

Risks to rail infrastructure may include:
- degrading ballast
- sleeper damage or movement
- rail damage
- track geometry
- fastener damage
- drainage
- structures
- formation
- signage/track survey monuments
- signalling equipment
- in-track and trackside equipment
- damage to adjacent line
- damage/fouling points and crossings
- level crossings
- damage to external assets

Communication systems may include:
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and PPE
- high visibility clothing
- hearing protection
may include:

- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may include:

- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures

Applicable procedures and codes may include:

- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
  - rail safety

Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW2031A Identify the principles of self-propelled rail grinder operations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify the principles of self-propelled rail grinder operations.
The unit provides an introduction to self-propelled rail grinders and is not to be used for their operation, which must be covered by individual certification for the particular machine.
Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
Operators of self-propelled rail grinders must have undertaken training and hold the relevant licence, permit or certificate and be recognised as competent for each type of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Determine components and work stations of self-propelled rail grinders</td>
</tr>
<tr>
<td>1.1</td>
<td>Components and where applicable individual work stations of self-propelled rail grinders are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Purpose of the identified components and work stations is identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Associated hazards of each component and appropriate control methods are identified</td>
</tr>
<tr>
<td>2</td>
<td>Identify, basic functions of self-propelled rail grinders</td>
</tr>
<tr>
<td>2.1</td>
<td>Purposes of the machine are identified</td>
</tr>
<tr>
<td>2.2</td>
<td>Methods by which the self-propelled rail grinder profiles the rail to meet network owner’s standards are identified</td>
</tr>
<tr>
<td>3</td>
<td>Identify hazards and risks associated with self-propelled rail grinder operations</td>
</tr>
<tr>
<td>3.1</td>
<td>Environmental risks are identified</td>
</tr>
<tr>
<td>3.2</td>
<td>Risks to the rail infrastructure are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the use of self-propelled rail grinders
- Problems that may occur when using a self-propelled rail grinder, and action that can be taken to resolve and report them
- Hazards that may exist when using a self-propelled rail grinder, and ways of controlling the risks involved
- Basic interface between the rail and wheels
- Basic track terminology

Required skills:

- Use agreed communication methods
- Work collaboratively with others when using a self-propelled rail grinder
- Use appropriate numeric functions when using a self-propelled rail grinder
- Report problems, faults and malfunctions that may occur when using a self-propelled rail grinder in accordance with regulatory requirements and workplace procedures
- Work systematically with required attention to detail without injury to self or others, or damage to equipment in accordance with organisational procedures
- Select and use required personal protective equipment (PPE)
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components may include:
- grinding units
- grinding stones
- trolleys
- lasers
- fire fighting equipment
- recorders
- waste extraction systems
- GPS
- computer systems

Work stations may include:
- drive station
- main operator station
- external work station
- data input

Environmental hazards may include:
- dust
- metal particles
- fire
- slag
- noise
- vibration
- oil or fuel spills
- environmentally sensitive sites
- hazardous substances

Risks to rail infrastructure may include:
- contaminated ballast
- sleeper damage
- rail damage
- fastener damage
- structures
- signage/track survey monuments
- signalling equipment
- in-track and trackside equipment
- damage to adjacent line
- damage/fouling points and crossings
- level crossings
- damage to external assets

Communication systems may include:
- two-way radios
- telephones, including mobile phones
Depending on work context, safety and PPE may include:

- agreed audible or hand signals
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may include:

- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures

Applicable procedures and codes may include:

- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
  - rail safety

Unit Sector(s)
Not applicable.
Competency Field

W – Equipment and Systems Operations
TLIW2032A Identify the principles of tamping machine operations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify the principles of tamping machine operations for both plain track and turnouts.

The unit provides an introduction to tamping machines and is not to be used for their operation, which must be covered by individual certification for the particular machine.

Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
Operators of tamping machines must have undertaken training and hold the relevant licence, permit or certificate and be recognised as competent for each type of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
**Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>Determine components and work stations of tamping machines</td>
</tr>
<tr>
<td>1.1</td>
<td>Components and where applicable individual work stations of the machine are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Purpose of the identified components and work stations is identified</td>
</tr>
<tr>
<td>1.3</td>
<td>Associated hazards of each component and appropriate control methods are identified</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Identify basic functions of the tamping machine</td>
</tr>
<tr>
<td>2.1</td>
<td>Purposes of the machine are identified</td>
</tr>
<tr>
<td>2.2</td>
<td>Methods by which the tamping machine constructs or maintains the track to the required track geometry in accordance with network owner’s standards are identified</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Identify hazards and risks associated with tamping machine operations</td>
</tr>
<tr>
<td>3.1</td>
<td>Environmental risks are identified</td>
</tr>
<tr>
<td>3.2</td>
<td>Risks to the rail infrastructure are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the use of tamping machines
- Problems that may occur when using a tamping machine, and action that can be taken to resolve and report them
- Hazards that may exist when using a tamping machine, and ways of controlling the risks involved
- Ballast profile standards
- Basic track geometry and terminology

Required skills:

- Use agreed communication methods
- Work collaboratively with others when using a tamping machine
- Use appropriate numeric functions when using a tamping machine
- Report problems, faults and malfunctions that may occur when using a tamping machine in accordance with regulatory requirements and workplace procedures
- Work systematically with required attention to detail without injury to self or others, or damage to equipment in accordance with organisational procedures
- Select and use required personal protective equipment (PPE)
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components may include:
- rail sweeps
- tamping tools and work heads
- trolleys
- lasers
- satellites
- lifting units, including third arm
- clamps
- lifting and lining systems
- ploughs

Work stations may include:
- drive station
- front tower
- main operator station
- laser operation station
- external work station and ground person
- data input

Environmental hazards may include:
- dust
- noise
- oil or fuel spills
- environmentally sensitive sites
- hazardous substances

Risks to rail infrastructure may include:
- degrading ballast
- sleeper damage or movement
- rail damage
- track geometry
- fastener damage
- drainage
- structures
- formation
- signage/track survey monuments
- signalling equipment
- in-track and trackside equipment
- damage to adjacent line
- damage/fouling points and crossings
- level crossings
- damage to external assets
Communication systems may include:
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and PPE may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may include:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures

Applicable procedures and codes may include:
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
  - rail safety
Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW2033A Identify the principles of mechanised track laying operations

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to identify the principles of mechanised track laying operations.

The unit provides an introduction to mechanised track laying machines and is not to be used for their operation, which must be covered by individual certification for the particular machine or individual work stations.

Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
Operators of mechanised track laying machines must have undertaken training and hold the relevant licence, permit or certificate and be recognised as competent for each type of machinery being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify components and work stations of mechanised track laying machines</td>
</tr>
<tr>
<td></td>
<td>1.1 Identify components and where applicable individual work stations of mechanised track laying machines</td>
</tr>
<tr>
<td></td>
<td>1.2 Purpose of the identified components and work stations is identified</td>
</tr>
<tr>
<td></td>
<td>1.3 Associated hazards of each component and work station and appropriate control methods are identified</td>
</tr>
<tr>
<td>2</td>
<td>Identify basic functions of mechanised track laying</td>
</tr>
<tr>
<td></td>
<td>2.1 Purposes of mechanised track laying are identified</td>
</tr>
<tr>
<td></td>
<td>2.2 Methods by which the mechanised track laying machine constructs or refurbishes track to meet network owner’s standards are identified</td>
</tr>
<tr>
<td>3</td>
<td>Identify hazards and risks associated with mechanised track laying operations</td>
</tr>
<tr>
<td></td>
<td>3.1 Environmental risks are identified</td>
</tr>
<tr>
<td></td>
<td>3.2 Risks to the rail infrastructure are identified</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for using a mechanised track laying machine
- Problems that may occur when track laying, and action that can be taken to resolve and report them
- Hazards that may exist when track laying, and ways of controlling the risks involved

Required skills:

- Use agreed communication methods
- Work collaboratively with others when track laying
- Use appropriate numeric functions when track laying
- Report problems, faults and malfunctions that may occur when using a mechanised track laying machine in accordance with organisational procedures
- Work systematically with required attention to detail without injury to self or others, or damage to equipment in accordance with organisational procedures
- Select and use required personal protective equipment (PPE)
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Components may include:
- sleeper table
- front liner
- steering
- rear liner
- laying frame
- plough
- old sleeper pick-up
- ballast conveyor
- cutter bar and chain
- gantry crane
- control panels
- rail feeders
- rail clamps
- new sleeper laying base

Work stations may include:
- drive station
- main operator station
- pad layer station
- chain operator station
- deflection operator station
- rail feeder station
- gantry crane operator station
- jewellery wagon

Environmental hazards may include:
- dust
- noise
- oil or fuel spills
- environmentally sensitive sites
- hazardous substances
- flying debris

Risks to rail infrastructure may include:
- sleeper damage
- fastener damage
- drainage
- structures
- formation
- signage/track survey monuments
- signalling equipment
- in-track and trackside equipment
- damage to adjacent line
- damage/fouling points and crossings
- damage to external assets
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices
- company procedures
- enterprise procedures
- workplace procedures
- established procedures
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
  - rail safety
Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW2037B Clip and secure points

Modification History
New release. This unit replaces and is equivalent to TLIW2037A.

Unit Descriptor
This unit involves the skills and knowledge required to clip and unclip points in accordance with legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit involves the application of network owner policies, procedures and protocols for clipping points within the rail network in order to protect a worksite or confirm a route prior to moving a rail vehicle over the points. It also covers the unclipping of points after activities are completed.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th></th>
<th>Clip and secure points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Location and identification of points to be clipped and secured is confirmed</td>
</tr>
<tr>
<td></td>
<td>Position (normal or reversed) that points are to be clipped in is confirmed</td>
</tr>
<tr>
<td>1.3</td>
<td>Equipment to be used to clip points is checked for availability and suitability for the task</td>
</tr>
<tr>
<td>1.4</td>
<td>Where required, points are placed in the correct position in accordance with network owner procedures</td>
</tr>
<tr>
<td>1.5</td>
<td>Points clips are fitted in the correct position and, where required, locked and/or tagged in accordance with network owner procedures</td>
</tr>
<tr>
<td>1.6</td>
<td>Where required, relevant personnel are notified that points are clipped and secured</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Remove points clip</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Advice is confirmed as to the location and identification of the points to be unclipped</td>
</tr>
<tr>
<td>2.2</td>
<td>Where required, relevant personnel are contacted and informed in accordance with network owner procedures</td>
</tr>
<tr>
<td>2.3</td>
<td>Equipment is removed from track, secured and stowed appropriately</td>
</tr>
<tr>
<td>2.4</td>
<td>Where required, points are restored to the correct position in accordance with network owners procedures</td>
</tr>
<tr>
<td>2.5</td>
<td>Where required, relevant personnel are notified that clip and lock/tag (where used) has been removed</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Organisational and/or network owner procedures for placing and removing points clips and lock/tag

Required skills:

- Communicate effectively with individuals and/or groups
- Read and interpret organisational and/or network owner procedures for placing and removing points, clips and safety devices
- Recognise hazards that may arise and take appropriate action
- Use personal protective equipment conforming to required standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
  - the timeframes typically expected for the work function and industrial environment
- Compliance with OH&S regulations and other regulatory requirements
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying position of points and adjusting them accordingly
  - placing points clip correctly
  - removing points clip correctly
  - resetting points to normal position
  - communicating effectively with relevant personnel when responding to an emergency or abnormal situation

Context of and specific resources for assessment

- Performance is demonstrated in a suitable context
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessments, and/or
  - access to an appropriate location in the workplace
- In both real and simulated environments, access is required to:
  - applicable documentation including procedures, regulations and codes of practice

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment may include:
- point clips
- locks
- digging equipment
- spanner
- pinch bar
- hammer
- points winding equipment

Points may include:
- swing nose
- catch points

Personal protective equipment may include:
- high visibility clothing
- protective footwear
- hearing protection
- eye protection
- gloves
- head protection

Unit Sector(s)

Not applicable.

Competency Field

W – Equipment and Systems Operations
TLIW2038A Place and remove temporary speed restriction equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to place and remove temporary speed restriction (TSR) equipment in accordance with legislative and regulatory requirements. Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
This unit involves applying the network owner’s policies, procedures and protocols when placing and removing TSR equipment in the rail corridor.

Activities are performed using established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the person concerned.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Place temporary speed restriction equipment</td>
<td>1.1 Advice is confirmed as to the location, type and required speed of restriction to be placed</td>
</tr>
<tr>
<td></td>
<td>1.2 Relevant network control personnel are contacted and informed in accordance with network owner’s policies and procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Equipment is checked for availability and suitability to perform job in accordance with network owner’s policies and procedures</td>
</tr>
<tr>
<td></td>
<td>1.4 TSR equipment is placed to network owner’s standards</td>
</tr>
<tr>
<td></td>
<td>1.5 Relevant personnel are notified that the TSR equipment has been placed</td>
</tr>
<tr>
<td>2 Remove temporary speed restriction equipment</td>
<td>2.1 Advice is confirmed as to the location, type and speed of restriction to be removed</td>
</tr>
<tr>
<td></td>
<td>2.2 Relevant network control personnel are contacted and informed as required in accordance with network owner’s policies and procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Equipment is removed from track, and secured and stowed appropriately</td>
</tr>
<tr>
<td></td>
<td>2.4 Relevant personnel are notified that the TSR has been removed</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Network owner’s procedures for placing and removing TSRs

Required skills:
- Read and interpret network owner’s procedures for placing and removing TSRs
- Communicate effectively with individuals and groups
- Recognise hazards that may arise and take appropriate action
- Use personal protective equipment (PPE) conforming to required standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
  - the timeframes typically expected for the work function and industrial environment
  - compliance with OH&S regulations and other regulatory requirements

Context of and specific resources for assessment

- Performance is demonstrated in a suitable context
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessments, and/or
  - access to an appropriate relevant location in the rail corridor
- In both real and simulated environments, access is required to:
  - applicable documentation, including procedures, regulations and codes of practice

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in a rail corridor
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Temporary speed restriction equipment may include:
- speed restriction boards
- stands
- flags
- lamps
- radios
- electronic warning devices
- transponders
- audible track warning devices

PPE may include:
- high visibility clothing
- protective footwear
- hearing protection
- eye protection
- gloves
- head protection

Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW2039A Place and remove permanent way stop boards

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to place and remove permanent way stop boards, in accordance with legislative and regulatory requirements.
Licensing, legislative, regulatory or certification requirements may apply to this unit.

Application of the Unit
This unit involves applying the network owner’s policies, procedures and protocols when placing and removing permanent way stop boards used to protect one or more worksites in the rail corridor.
Activities are performed using established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the person concerned.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Place permanent way stop boards | 1.1 Advice is confirmed as to the location where permanent way stop boards are to be placed  
   1.2 Relevant network control personnel are contacted and informed as required in accordance with network owner’s policies and procedures  
   1.3 Equipment is checked for availability and suitability to perform job in accordance with network owner’s policies and procedures  
   1.4 Equipment is placed to network owner’s standards  
   1.5 Relevant personnel are notified that the permanent way stop boards have been placed  
| 2 Remove permanent way stop boards | 2.1 Advice is confirmed as to the location of permanent way stop boards to be removed  
   2.2 Relevant network control personnel are contacted and informed as required in accordance with network owner’s policies and procedures  
   2.3 Equipment is removed from track, and secured and stowed appropriately  
   2.4 Relevant personnel are notified that the permanent way stop boards have been removed |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Network owner’s procedures for placing and removing permanent way stop boards

Required skills:

- Read and interpret network owner’s procedures for placing and removing permanent way stop boards
- Communicate effectively with individuals and groups
- Recognise hazards that may arise and take appropriate action
- Use personal protective equipment (PPE) conforming to required standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
  - the timeframes typically expected for the work function and industrial environment
  - compliance with OH&S regulations and other regulatory requirements

Context of and specific resources for assessment

- Performance is demonstrated in a suitable context
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessments, and/or
  - access to an appropriate relevant location in the rail corridor
- In both real and simulated environments, access is required to:
  - applicable documentation, including procedures, regulations and codes of practice

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in a rail corridor
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Permanent way stop equipment may be:
- boards
- stands
- flags
- lamps
- electronic warning devices
- transponders
- audible track warning devices

PPE may include:
- high visibility clothing
- protective footwear
- hearing protection
- eye protection
- gloves
- head protection

Unit Sector(s)

Not applicable.

Competency Field

W – Equipment and Systems Operations
TLIW2041A Clip points and apply rail safety equipment

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to clip points and apply rail safety equipment in accordance with legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit involves the application of network owner policies and procedures for clipping points and applying rail safety equipment within the rail network. All activities are performed under established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the person concerned.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Clip and secure points

- **Advice is confirmed as to the location and identification of points to be clipped and secured**
- **Position that points are to be clipped in is confirmed**
- **Relevant yard personnel are contacted and informed as required in accordance with network owner policies and procedures**
- **Equipment is checked for availability and suitability to perform job in accordance with network owner policies and procedures**
- **Where required, points are placed in correct position in accordance with network owner policies and procedures**
- **Point clips are fitted in correct position and, where required, locked in accordance with network owner policies and procedures**
- **Relevant yard personnel are notified that points are clipped and secured**

### 2 Remove points clip

- **Advice is confirmed as to the location and identification of points to be unclipped**
- **Relevant yard personnel are contacted and informed as required in accordance with network owner policies and procedures**
- **Equipment is removed from track, secured and stowed appropriately**
- **Where required, points are restored to correct position in accordance with network owner policies and procedures**
- **Relevant yard personnel are notified that clip and, where used, lock has been removed**

### 3 Apply safety devices

- **Advice is confirmed as to the location and identification of safety device/s to be applied**
- **Position that safety device/s are to be placed in is confirmed**
- **Equipment is checked for integrity in accordance with network owner policies and procedures**
- **Safety device/s are placed in correct position and, where required, locked in accordance with network owner policies and procedures**
- **Relevant yard personnel are notified that safety device/s are applied and secured**

### 4 Remove safety devices

- **Advice is confirmed as to the location and identification of safety device/s to be removed**
- **Safety device/s are removed from track, secured and stowed appropriately**
4.3 Relevant yard personnel are notified that safety device/s and, where used, lock have been removed

**Required Skills and Knowledge**

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Organisational and/or network owner policies and procedures for placing and removing points, clips and safety devices
- Relevant legislative and regulatory requirements
- Relevant occupational health and safety (OH&S) requirements and work practices

**Required skills:**

- Communicate effectively with individuals and/or groups
- Measure distances
- Read and interpret organisational and/or network owner procedures for placing and removing points, clips and safety devices
- Recognise hazards that may arise and take appropriate action
- Use personal protective equipment conforming to required standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
  - the timeframes typically expected for the work function and industrial environment

- Compliance with OH&S regulations and other regulatory requirements

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correct procedure for determining the location of points to be clipped
  - clipping and unclipping points correctly
  - applying and removing safety devices

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Performance is demonstrated in a suitable context

- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessments, and/or
  - access to an appropriate relevant location in the rail yard

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including procedures, regulations and codes of practice

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace such as a rail yard
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment may include:
- point clips
- locks
- digging equipment
- spanner
- pinch bar
- hammer
- points winding equipment

Points may include:
- swing nose
- electro
- pneumatic
- manual
- ground frames
- trailable

Personal protective equipment may include:
- high visibility clothing
- protective footwear
- hearing protection
- eye protection
- gloves
- head protection

Relevant yard personnel may include:
- yard coordinator
- foreman shunter/shunting supervisor
- senior driver

Unit Sector(s)

Not applicable.

Competency Field

W – Equipment and Systems Operations
TLIW3006A Operate computerised mail and parcels sorting equipment

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge to operate computerised mail and parcels sorting equipment in accordance with workplace requirements including setting up mail and parcels sorting equipment for operation, operating the equipment in accordance with workplace procedures, and completing the sorting process for mail and parcels as required. The process includes containerising processed mail and parcels for transfer to the next processing or distribution point. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or out-station environment.

Work involves the application of workplace procedures and regulatory requirements to the operation of computerised mail and parcels sorting equipment as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Set up mail and parcels sorting equipment for operation | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the relevant mail and parcels sorting equipment are identified, accessed and applied  
1.3 The availability of mail and parcels to be sorted is identified and confirmed  
1.4 The appropriate equipment configuration and sort plan is identified, accessed and applied  
1.5 Mail and parcels to be sorted are transferred to sorting point  
1.6 Labels for identifying the destination of mail are created and affixed to trays |
| 2 Operate mail and parcels sorting equipment | 2.1 Internal operating procedures and equipment operating procedures are applied  
2.2 Mail and parcels are sorted accurately and correctly in compliance with priority for sorting  
2.3 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels and processing equipment  
2.4 Mail and parcels that are incorrectly classified and non-conforming items are identified, separated and re-processed  
2.5 Mail and parcels that have been sorted to their correct destination are placed in appropriate mail container for distribution |
| 3 Complete sorting process for mail and parcels | 3.1 Mail and parcels stackers/containers/bags are cleared down, sealed and labelled in accordance with workplace procedures  
3.2 Mail and parcels are transferred to next sorting point using appropriate shifting equipment, and labels are scanned as required  
3.3 Information required to complete records of mail and parcels processed is provided and recorded  
3.4 Excess equipment is removed and work area is prepared for next activity/shift |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the operation of computerised mail and parcels sorting equipment
- Focus of operation of work systems, equipment, management and site operating systems for the operation of computerised mail and parcels sorting equipment
- Problems that may occur when operating computerised mail and parcels sorting equipment and appropriate action that can be taken to resolve/avoid the problems
- Requirements of automated mail processing systems, operations and relevant equipment
- Hazards that may occur during the operation of computerised mail and parcels sorting equipment and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

Required skills:

- Communicate effectively with others when operating computerised mail and parcels sorting equipment
- Read and interpret instructions, procedures, information and labels relevant to the operation of computerised mail and parcels sorting equipment
- Interpret and follow operational instructions and prioritise work when operating computerised mail and parcels sorting equipment
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Complete documentation related to the operation of computerised mail and parcels sorting equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating computerised mail and parcels sorting equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur operating computerised mail and parcels sorting equipment in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and
Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Identify, select and use relevant equipment, processes and procedures when operating computerised mail and parcels sorting equipment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
EVIDENCE GUIDE

conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Workplaces may comprise:

- large, medium or small worksites

Operations may include:

- shiftwork

Customers may be:

- internal or external

Hazards may include:

- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise

Weighing devices may be:

- mechanical
- automated
- weighbridge

Work priorities may be communicated through:

- briefings
- noticeboards
- announcements

Equipment may include:

- mail trays, tubs and bags
- multi-line OCR
- AEG OCR
- bar code sorter
- flat sorting machine
RANGE STATEMENT

- large parcels sorting machine
- small parcels sorting machine
- large letters sorting machine
- flat mail OCR
- scanners
- tipping belt
- pallet jack/maverick
- powered lifters
- kingfishers
- scales
- Unit Load Devices (ULDs) and Wheeled Unit Load Devices (WULDs)
- Vertical Sorting Frame (VSF) and Vertical Sorting Divisions (VSDs)
- ULD tipper
- conveyor belts
- strapping machine

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
RANGE STATEMENT

- international postcode directory
- label charts
- mail identification numbers, codes and labels
- manifests, consignment notes, bar codes, mail and container identification
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances,
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Applicable regulations and legislation may include:

Unit Sector(s)
Not Applicable

Competency Field
Competency Field W - Equipment and Systems Operations
TLIW3007A Code and coordinate video-coding operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to code and coordinate video-coding operations in accordance with workplace requirements including preparing to video-code mail, video-coding the mail, resolving any problems that may arise with the video-coding process, and completing the video-coding process as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to video-coding and the coordination of video-coding operations as part of work activities in the postal and allied industries.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to video-code mail | 1.1 Individual work priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied  
1.3 Work station equipment is located, accessed and adjusted to meet ergonomic requirements  
1.4 Access to video-coding system is obtained and 'online' status is achieved |
| 2 Video-code mail | 2.1 Access and ensure mail images are being received from MLOCR  
2.2 Liaise with MLOCR operators to ensure the correct mail mix is being provided by MLOCR  
2.3 Using keyboard, process or direct the processing of mail images from MLOCR using data provided in specific coding modes  
2.4 Performance is monitored and issues or requirements are addressed |
| 3 Resolve problems with video-coding process | 3.1 Problems with MLOCR inputs and/or software are identified, assessed and resolved  
3.2 Advice is provided to appropriate personnel regarding MLOCR malfunctions |
| 4 Complete video-coding process | 4.1 Access to the video-coding system is terminated and log-off procedures completed  
4.2 Extended term shut-down procedures are applied |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

### Required knowledge:

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of video-coding and the coordination of video-coding operations
- Focus of operation of work systems, equipment, management and site operating systems for video-coding and the coordination of video-coding operations
REQUIRED KNOWLEDGE AND SKILLS

- Problems that may occur during video-coding operations and appropriate action that can be taken to resolve/avoid the problems
- Requirements of automated mail processing systems, operations and relevant equipment
- Hazards that may occur during video-coding operations and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

Required skills:

- Communicate effectively with others when conducting video-coding and coordinating video-coding operations
- Read and interpret instructions, procedures, information and labels relevant to video-coding operations
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Interpret and follow operational instructions and prioritise work when conducting video-coding and coordinating video-coding operations
- Complete documentation related to the conduct of video-coding and the coordination of video-coding operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting video-coding and coordinating video-coding operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting video-coding and coordinating video-coding operations in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Identify, select and use relevant equipment, processes and procedures for video-coding operations
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  • in a range of work environments  • by day or night

Workplaces may comprise:  • large, medium or small worksites

Operations may include:  • shiftwork

Customers may be:  • internal or external

Hazards may include:  • vehicular traffic and pedestrians  • dust and vapours  • hazardous or dangerous materials  • humidity, air temperature  • lighting conditions  • machinery/equipment moving parts  • noise

Weighing devices may be:  • mechanical  • automated  • weighbridge

Work priorities may be communicated through:  • briefings  • noticeboards  • announcements

Equipment may include:  • supervisor's console  • video-coding desk  • Operator Support Devices (OSDs)  • computer hardware  • keyboard/mouse

Personal protective equipment may include:  • gloves  • safety footwear  • high visibility clothing

Communication in the work area may include:  • phone  • fax  • email  • electronic data transfer (EDI)  • RF systems  • radio  • oral, aural or signed communications

Depending on the type of organisation concerned and the
RANGE STATEMENT

local terminology used, workplace procedures may include:

- organisational procedures
- established procedures

Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- performance assessment and analysis information
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable
Competency Field

W - Equipment and Systems Operations
TLIW3008A Carry out culler facer canceller (CFC) operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to carry out culler facer canceller (CFC) operations in accordance with workplace requirements including preparations to use the CFC machine and completing all CFC operations to attain and maintain optimum performance of the culling, facing and cancelling processes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to the conduct of culler facer canceller (CFC) operations as part of work activities in the postal and allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare to use CFC machine** | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace, including housekeeping, are identified, accessed and applied  
1.3 Mail to be processed is transferred to processing point and culled as necessary  
1.4 Mail is handled and machinery/equipment operated safely to minimise risk of injury to people and damage to mail or machinery |
| **2 Complete CFC operations** | 2.1 Culled mail is loaded into CFC according to workplace procedures  
2.2 Reject mail from CFC process is processed manually by sorting or hand stamping  
2.3 Cancelled mail is transferred to next process point  
2.4 Information required to complete records of mail processed is provided and recorded at times specified in workplace procedures  
2.5 Machine is checked and loose letters are removed at conclusion of process  
2.6 Excess equipment is removed and work area is prepared for next activity/shift |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of culler facer canceller (CFC) operations
- Focus of operation of work systems, equipment, management and site operating systems for the conduct of culler facer canceller (CFC) operations
- Problems that may occur when carrying out culler facer canceller (CFC) operations and appropriate action that can be taken to resolve/avoid the problems
- Requirements of automated mail processing systems, operations and relevant equipment
REQUIRED KNOWLEDGE AND SKILLS

- Hazards that may occur when carrying out culler facer canceller (CFC) operations and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

Required skills:

- Communicate effectively with others when conducting culler facer canceller (CFC) operations
- Read and interpret instructions, procedures, information and labels relevant to the conduct of culler facer canceller (CFC) operations
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Interpret and follow operational instructions and prioritise work when conducting culler facer canceller (CFC) operations
- Complete documentation related to the conduct of culler facer canceller (CFC) operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting culler facer canceller (CFC) operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting culler facer canceller (CFC) operations in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Identify, select and use relevant equipment, processes and procedures when carrying out culler facer canceller (CFC) operations

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
RANGE STATEMENT

- by day or night

Workplaces may comprise:
- large, medium or small worksites

Operations may include:
- shiftwork

Customers may be:
- internal or external

Hazards may include:
- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise

Weighing devices may be:
- mechanical
- automated
- weighbridge

Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Equipment may include:
- CFC / Letter Preparation Lines (LPLs)
- BT lifters
- chairs
- kingfishers
- bags
- bag frames
- bag hoist
- bins
- tub/tray holder
- trolleys
- plastic and cardboard trays
- face up area frame
- knife
- gloves
- rakes
- needle stick holder (biological hazard container)
- hand stamps and table
- reject baskets
- out of course (OOC) stickers
- labels (TMS)
- Unit Load Devices (ULDs) and Wheeled Unit Load
RANGE STATEMENT

Personal protective equipment may include:
- ULD tippers
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- CFC process information including:
  - machine specifications
  - machine specifications
  - machine operating manuals
  - size gauges
  - label charts
  - mail identification numbers, codes and labels
  - mail and container identification
  - quality assurance procedures
  - induction documentation
  - competency standards and training materials
  - job specifications and procedures
  - award, enterprise bargaining agreement or other industrial arrangements
  - manufacturers specifications
  - codes of practice, including national standards for manual handling and the industry safety code
  - supplier and or/client instructions
RANGE STATEMENT

- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures
- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances,
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW3013A Grind switches and crossings

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to grind switches and crossings in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, grinding weld and/or weld repair, grinding switches and crossings to repair surface defects, and completing all required documentation. This competency relates to the grinding of weld repairs to switches and crossings, and repairing of surface profile of switches and crossings in service. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the grinding of switches and crossings as part of workplace activities across a variety of operational contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 **Determine job requirements** | 1.1 Weld repairs are located
1.2 Defects relating to rail surface profile and condition in switches and crossings are identified
1.3 Appropriate equipment is selected
1.4 Appropriate repair method and/or profile is selected to ensure completed work will meet specifications
1.5 Site is cleared of obstructions and combustible material
2 **Grind weld repair** | 2.1 Switch or crossing is ground to nominated profile after installation or welded repair using approved equipment in accordance with workplace procedures
2.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
2.3 Switch or crossing profile and alignment are measured to ensure compliance with acceptance standards
2.4 Rail surface condition is assessed for compliance with acceptance standards
3 **Grind switch or crossing to repair surface defects** | 3.1 Switch or crossing is ground using approved equipment in accordance with workplace procedures
3.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
3.3 Finished surface is checked to ensure compliance with acceptance standards
4 **Complete documentation** | 4.1 Documentation on work undertaken is completed in accordance with workplace requirements

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the grinding of switches and crossings
- Problems that may occur during the grinding of switches and crossings, and action that can be taken to report or resolve the problems
- Hazards that may exist when grinding switches and crossings, and ways of controlling the risks
REQUIRED KNOWLEDGE AND SKILLS
involved
- Acceptance standards for switch and crossing profile and surface condition
- Grinding methods and results
- Relevant communication systems and procedures
- Authorisation/Approval processes and procedures
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when grinding switches and crossings
- Read and interpret technical data, drawings, instructions and manuals relevant to the grinding of switches and crossings
- Interpret and follow operational instructions and prioritise work when grinding switches and crossings
- Complete documentation related to the grinding of switches and crossings
- Operate communication equipment to required protocol
- Work collaboratively with others when grinding switches and crossings
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when grinding switches and crossings in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when grinding switches and crossings
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Select and use hand tools, power tools and equipment
- Apply grinding techniques to achieve switch and crossing profile and surface condition to meet required standards and procedures

Evidence Guide
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - determining job requirements
  - safely operating grinding equipment
  - grinding weld repairs using appropriate grinding wheel speed and rate of metal removal
  - grinding switches and crossings to repair surface defects
  - completing documentation correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated
EVIDENCE GUIDE

environment at the registered training organisation, and/or

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night
- in all weather conditions

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Type and rate of grinding may vary according to:

- location
- rail mass or type
- switch type
- crossing type
- crossing material
- purpose of grinding

Equipment may include:

- hand held grinders
- rail profile grinders
- hand tools including gauges, track jacks, spiking hammers and bars
- fume extraction equipment for grinding manganese crossings

Measuring equipment may include:

- straight edge
- electronic straight edge
- profile gauge

Materials may include:

- grinding wheels

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers, electricians)

Depending on the type of

- company procedures
RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures

Communications equipment may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signal
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- fire retardant clothing and overgear (aprons, spats etc)
- face shields
- portable radios/mobile phones
- hand lamps
- flags
- protective equipment for grinding manganese crossings
- fire fighting equipment
- safety devices

Depending on work context and crossing material, safety and personal protective equipment may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- rail inspections and reports
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines

Information/documents may include:

- fire fighting equipment
- safety devices

Applicable procedures and codes may include:
RANGE STATEMENT

- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field W - Equipment and Systems Operations
TLIW3015A Weld rail using aluminothermic welding process

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to weld rail using the aluminothermic welding process in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing and planning the welding method, preparing the rail for aluminothermic welding, carrying out the welding process in accordance with workplace requirements, checking weld conformance, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to weld rail using the aluminothermic welding technique as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare and plan welding method** | 1.1 Work requirements are determined to identify scope of work and resources required  
1.2 Welding equipment and consumables are prepared and checked for serviceability  
1.3 Site is cleared of obstructions and combustible material to minimise risk of accidents and fire  
1.4 Fire fighting and other safety equipment is organised, checked and located in accordance with required regulations  
1.5 Personnel are briefed about safety precautions specific to aluminothermic welding as required to minimise risk of injury |
| **2 Prepare rail for welding** | 2.1 Location of weld is identified and assessed in accordance with standards and procedures  
2.2 Track is prepared for welding in accordance with workplace standards and procedures  
2.3 Rail is prepared for welding in accordance with workplace standards and procedures |
| **3 Carry out welding process** | 3.1 Moulds are fitted and luted to standard to prevent leakage of the molten reaction  
3.2 Rails are pre-heated to standard to prevent heat loss  
3.3 Rails are welded using aluminothermic method in accordance with approved procedures  
3.4 Welding equipment is removed according to approved procedures  
3.5 Excess material is removed from weld in accordance with workplace procedures  
3.6 Rail profile is restored to standard using rail profile grinder in accordance with workplace procedures  
3.7 Arrangements are made for track to be restored |
| **4 Check weld conformance** | 4.1 Finish ground weld area is visually inspected for surface finish and defects  
4.2 Finish ground weld area is checked for conformance to rail profile and geometry acceptance standards |
| **5 Complete documentation** | 5.1 Required documentation and/or records are completed in accordance with workplace requirements |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the welding of rail using the aluminothermic technique
- Problems that may occur during the welding of rail using the aluminothermic technique, and action that can be taken to report or resolve the problems
- Hazards that may exist during the welding of rail using the aluminothermic technique, and ways of controlling the risks involved
- Contents of relevant workplace technical manuals and instructions
- Characteristics of plant and equipment, hardware and components used in welding activities
- Impact on work activities of regulatory requirements
- Impact of other work activities on welding integrity
- Workplace documentation requirements
- Site inspection techniques

Required skills:

- Communicate effectively with others when welding rail using the aluminothermic process
- Read and interpret technical data, drawings, instructions and manuals relevant to the welding of rail using the aluminothermic process
- Interpret and follow operational instructions and prioritise work when welding rail using the aluminothermic process
- Complete documentation related to the welding of rail using the aluminothermic process
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when welding rail using the aluminothermic process
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when welding rail using the aluminothermic process in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Carry out required welding operations
Required skills:

- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Check compliance between work and job specifications
- Implement fire control procedures
- Select and use required personal protective equipment
- Identify, select and use hand and portable power tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - planning and preparing for welding method
  - preparing rail for welding
  - using appropriate type or types of welding processes
  - checking weld for conformance
  - completing documentation correctly
  - successfully performing a minimum of 10 welds

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- hazards to eyes
- heat hazards
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Resources may include:
- rail tensor
- hand tools (hot axe, hammer)
- wedges
- straight edge
- rail shears
- rail friction saw
- rail profile grinder, angle grinder
- welding equipment
- electric generator
RANGE STATEMENT

Welding processes may include:
- Thermit Australia welding processes (i.e. SkV-Elite, SKVF, SMWF, SKVL)
- Railtech welding processes (i.e. PLK CJ, WG68 X CJ)
- other approved welding processes

Weld types may include:
- standard gap (short preheat)
- standard gap (long preheat)
- wide gap
- junction

Consumables may include:
- welding materials as required
- rail jewellery (plates, dogs, etc.)
- gases (oxy, acetylene, propane)
- closure rails

Safety hazards may include:
- fire risk
- poor weather
- eye damage
- burns
- rail tensor failure (broken pins etc.)
- welding rail in electrified territory

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, other track gangs)

Communications systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the work context, safety and personal protective equipment may include:
- high visibility clothing
- fire retardant overalls or long sleeved shirts and long pants
- hearing protection
- gauntlet type gloves
- sunscreen
- sunglasses
- welding goggles
- safety glasses
- insect repellent
- safety headwear
- safety footwear
RANGE STATEMENT

Information may be provided:
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- electronically
- in writing, via forms/documents
- orally, via face-to-face communications

Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- welding records
- track inspection reports
- timekeeping records
- incident reporting data
- maintenance specifications
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- electrified territory regulations
- relevant fire regulations

Unit Sector(s)

Not Applicable
Competency Field

Competency Field

W - Equipment and Systems Operations
TLIW3016A Weld rail using flashbutt welding process

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to weld rail using the flashbutt welding process in accordance with safeworking and regulatory requirements and workplace procedures. It includes performing pre-operational and post-operational equipment checks, preparing rail for welding, carrying out the flashbutt welding in accordance with workplace requirements, checking weld conformance, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to weld rail using the flashbutt welding process as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Perform pre-operational equipment checks | 1.1 Detailed pre-operational equipment checks are conducted as per manufacturers specifications and/or local maintenance schedules  
1.2 Deficiencies with equipment are identified and rectified in accordance with workplace procedures  
1.3 Relevant persons are notified of problems and documentation is completed |
| 2 Prepare rail for welding | 2.1 Weld location is checked to confirm suitability for welding in accordance with workplace standards  
2.2 Track preparation for welding is arranged (if required) in accordance with workplace procedures and standards  
2.3 Rail ends are prepared for welding in accordance with workplace procedures and standards |
| 3 Carry out flashbutt welding | 3.1 Flashbutt welding equipment is prepared for use  
3.2 Flashbutt welding unit is clamped to rail ensuring accurate alignment  
3.3 Equipment is operated in accordance with machine operation instructions and workplace procedures to achieve appropriate quality standard  
3.4 Warning systems are monitored and responded to appropriately during operation to maintain correct functionality of equipment  
3.5 Track restoration is arranged (where required) in accordance with workplace procedures and standards  
3.6 Weld is profile-ground to ensure smooth running surface in accordance with workplace procedures and standards |
| 4 Check weld conformance | 4.1 Finished ground weld area is visually inspected for surface finish and defects  
4.2 Finished ground weld area is checked for conformance to rail profile and geometry acceptance standards |
| 5 Perform post-operational equipment checks | 5.1 Post-operational equipment checks are conducted in accordance with manufacturers specifications or local maintenance schedules to identify defects and maintenance requirements  
5.2 Deficiencies with equipment are identified and rectified in an appropriate manner to maintain correct functionality of equipment  
5.3 Relevant persons are notified of problems and/or documentation is completed in accordance with instructions and the relevant codes of practice |
| 6 Complete documentation | 6.1 Required documentation and/or recording is completed in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the operation of flashbutt welding equipment
- Workplace procedures for the welding of rail using the flashbutt welding process
- Problems that may occur during use of the flashbutt welding process and equipment, and action that can be taken to report or resolve the problems
- Hazards that may exist during welding of rail using the flashbutt welding process, and ways of controlling the risks involved
- Basic technical knowledge relevant to flashbutt welding
- Rail welding standards
- Emergency procedures
- Characteristics of relevant plant and equipment, transport, structures, hardware and components used in work activities
- Materials identification, handling and storage
- Hazardous situations and related personal protection measures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when welding rail using the flashbutt welding process
- Read and interpret instructions, procedures, route information and signs relevant to welding of rail using the flashbutt welding process and equipment
- Interpret and follow operational instructions and follow scheduled work process when welding rail using the flashbutt welding process
- Complete documentation related to work activities
- Operate communication equipment to required protocol
- Work collaboratively with others when welding rail using the flashbutt welding process
- Promptly report and/or rectify any identified problems, faults or malfunctions when welding rail using the flashbutt welding process in accordance with regulatory requirements and workplace procedures
- Plan the scheduled work including predicting consequences and identifying improvements
- Implement contingency plans for unexpected events when using the flashbutt welding process
Required skills:

- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Carry out required welding operations
- Select and use relevant hand and portable power tools
- Handle rail safely
- Check compliance between work and job specifications
- Implement required fire control procedures
- Select and use required personal protective equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Operate flashbutt welding equipment (for which certificated and licensed)

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - ensuring equipment is operating correctly
  - preparing equipment for operation
  - operating equipment correctly
  - checking finished welds for conformance
  - completing documentation/records correctly
EVIDENCE GUIDE

Context of and specific resources for assessment

- successfully performing a minimum of 25 welds
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment,
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all possible weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
RANGE STATEMENT

Flashbutt welding equipment may include:
- rail mounted flashbutt welders
- stationary flashbutt welders used in field

Equipment may include:
- rail tensor
- welding records
- rail shears
- timekeeping records
- rail profile grinder, angle grinder
- incident reporting data
- electric generator
- track inspection reports
- gas heating/cutting equipment
- welding equipment
- rail friction saw
- hand tools

Safety hazards may include:
- fire risk
- poor weather
- rail tensor failure (broken pins etc.)
- flash damage to eyes
- burns

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the work context, safety and personal protective equipment may include:
- high visibility clothing
- fire retardant overalls or long sleeved shirt and long pants
- hearing protection
- gauntlet type gloves
- sunscreen
- welding goggles
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
RANGE STATEMENT

Information/documents may include:
- hand lamps
- flags
- safety devices
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements
- relevant fire regulations

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers)

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

Unit Sector(s)
Not Applicable
Competency Field

W - Equipment and Systems Operations
TLIW3026B Operate stand alone signalling/points control equipment

Modification History
New release. This unit replaces and is equivalent to TLIW3036A.

Unit Descriptor
This unit involves the skills and knowledge required to operate stand alone signalling/point control equipment on a rail network in accordance with Access Provider legislative and regulatory requirements. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
People achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from the applicable state or territory together with any nationally approved compliance codes and/or guidelines. The unit includes the application of Access Provider rules, procedures and protocols for rail safety but does not include the implementation of worksite protection. All activities are performed under established rules and procedures.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### 1 Use stand alone signalling control equipment

1.1 Signalling/point control equipment is identified and confirmed with network control officer, if applicable

1.2 Authority to operate signalling/point control equipment is obtained from network control officer

1.3 Appropriate personal protective equipment (PPE) is worn in accordance with Access Provider and organisational requirements

1.4 Track environment is accessed safely in accordance with workplace procedures

1.5 Changed local conditions are identified

1.6 Stand alone signalling control equipment is operated safely in accordance with any local instructions

1.7 Route is set and confirmed as correct to facilitate safe rail vehicle movement

1.8 Communication with network control officer is maintained using appropriate communication protocols and systems in accordance with workplace procedures

1.9 Unsafe situations and/or emergencies are identified and appropriate action is taken in accordance with workplace procedures

### 2 Restore stand alone signalling control equipment

2.1 Network control officer is informed when rail vehicle/s are clear of fouling points

2.2 Stand alone signalling/point control equipment is restored to correct position

2.3 Restoration is confirmed with network control officer

2.4 Where required, signalling/point control equipment is locked and secured in accordance with workplace procedures

2.5 Any identified equipment faults are reported in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Access Provider policies, procedures and protocols for identified unsafe situations or emergencies within workplace role
- Access Provider rules and procedures
- Access Provider rules and procedures for working around electrical infrastructure
- Operational communication protocols and systems
- Rail terminology as defined by the applicable Access Provider
- Recognition of points, signals and location features

**Required skills:**

- Communicate effectively with individuals and work groups
- Follow workplace policies, procedures and protocols
- Identify unsafe situations and emergencies
- Operate points and signal controls
- Use appropriate PPE conforming to Access Provider requirements
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant workplace rules and procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - explaining procedures to maintain communication with network control officer
  - selecting and wearing appropriate PPE
  - correctly operating stand alone signalling and point control equipment
  - correctly restoring stand alone signalling and point control equipment
  - demonstrating locking and, where required, securing stand alone signalling control equipment in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated in a suitable context
- Resources for assessment include:
  - a range of relevant exercises and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work locations may include:
- rail corridor
- danger zone:
  - running line
  - sidings/yards
  - platforms/buildings

Terminology will be:
- as defined by the Access Provider

Work may occur:
- by day or night
- under varied weather conditions and situations

Safety assessment will be:
- as defined within workplace procedures
- as defined in the safety assessment for work including:
  - view - line of sight
  - direction of approaching trains
  - speed of approaching trains
  - position of safety
  - changed local conditions

Network control officer may be:
- network controller
- train controller
- area controller
- signaller

Communication may include:
- receiving and passing on verbal messages/information
- reporting unsafe situations and responding to emergencies
- general safety and emergency messages

Communication protocols and systems may include:
- general safety
- transmitting and receiving messages:
  - identification
  - standard radio terms
  - phonetic alphabet
  - testing communications equipment
  - emergency messages

Safety clothing and equipment may include:
- high visibility clothing
- protective footwear
- hearing protection

Rail vehicles may include:
- trains
- road/rail vehicles
- track vehicles
Stand alone signalling equipment may include:

- dual control point machines
- ground frames
- switchlocks
- plunger lock points
- small signal boxes
- quadrant levers
- master keys
- tokens
- Annett keys

**Unit Sector(s)**

Not applicable.

**Competency Field**

W – Equipment and Systems Operations
TLIW3027A Operate minor track equipment

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to operate minor track equipment. The unit covers equipment that can be manually lifted on or off track, including equipment that can be moved and operated on trolleys.

Minor equipment requires a basic operator skill level in manipulation, coordination, alignment and functional activity, with little complexity or variance in overall activity. It typically covers equipment with basic repetitive and alignment type activities.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit involves applying routine operational principles and procedures when operating minor equipment on track as part of workplace activities across a variety of rail operational contexts.

Persons achieving competence in this unit will need to meet organisational requirements to operate each individual piece of equipment.

Operators may need to have fulfilled licence and/or certification requirements for the type of equipment being used.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

## ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| **1** Perform pre-operational equipment checks | 1.1 Detailed pre-operational equipment checks are conducted according to manufacturer specifications and organisational procedures  

1.2 Log books are checked and completed in accordance with organisational requirements and manufacturer specifications  

1.3 Problems with equipment are identified and rectified in accordance with workplace procedures  

1.4 Identified problems are reported and documented in accordance with organisational procedures |
| **2** Obtain approval to place on track | 2.1 Protection officer or person in charge of work (PICOW) is contacted to obtain approval to place minor equipment on track, and move to designated track at nominated location in accordance with organisational procedures |
| **3** Prepare, operate and monitor minor equipment on track | 3.1 Equipment is travelled to worksite or nominated signal/yard location  

3.2 Equipment is prepared for work  

3.3 Equipment is operated in a safe and efficient manner in accordance with the relevant codes of practice, safeworking systems, and manufacturer’s and organisational procedures  

3.4 Equipment is operated to meet organisational standards and specifications  

3.5 Warning systems are monitored and responded to appropriately during operation |
| **4** Remove equipment from track | 4.1 Approval is requested from the protection officer or PICOW to direct when and where to off track equipment  

4.2 Equipment is propelled to nominated off-track location  

4.3 Protection officer or PICOW is contacted and informed that all equipment is off-tracked  

4.4 Equipment is left stored in appropriate manner and location to ensure its security and protection |
| **5** Perform post-operational equipment checks | 5.1 Post-operational equipment checks are conducted according to manufacturer specifications and organisational |
procedures

5.2 Identified problems are reported in accordance with organisational procedures

5.3 Post-operating service schedule is performed according to organisational procedures

6 Complete documentation

6.1 Log books are checked and completed accurately

6.2 Required documentation is completed in an accurate manner in accordance with organisational procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant legislated rail safety requirements, including acts and regulations from each applicable state or territory
- Relevant OH&S, equal employment opportunity and environmental procedures and regulations
- Organisational procedures for the operation of minor track equipment
- Problems that may occur when operating minor track equipment, and action that can be taken to report or resolve them
- Hazards that may exist when operating minor track equipment, and ways of controlling the risks involved
- Basic knowledge of track structure and geometry where applicable
- Problems that can occur on minor track equipment and related action that should be taken
- Organisational emergency procedures with regard to operating minor track equipment
- Separation distances
- Work on-track rules and regulations overview

Required skills:

- Communicate effectively with others when operating light on-track equipment
- Follow operational instructions
- Complete documentation relating to work activities
- Follow work instructions
- Use appropriate numeric functions when operating light on-track equipment
- Work collaboratively with others when operating light on-track equipment
- Report and rectify within limits of own role identified problems, faults and malfunctions when operating minor track equipment in accordance with regulatory requirements and workplace procedures
- Implement prepared contingency plans for unexpected events when operating minor equipment on track
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work with required attention to detail without injury to self or others, or damage to goods
or equipment
- Select and use required personal protective equipment (PPE) conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Minor track equipment may include:
- dog pullers
- spike drivers
- ballast scarifiers
- multi-spindle borers
- small sleeper spacers
- dog screw setters/drivers
- power track jacks
- various fastening applicators
- joint lifters
- rail-mounted compressor

Liaison may include:
- protection officer
- PICOW
- fellow workers

Communication systems may include:
- two-way radios
- radio headsets
- telephones, including mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios and mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:
- relevant legislated rail safety requirements, including acts and regulations from each applicable state or
• territory
• operational instructions
• organisational policies and procedures
• relevant log and/or record book
• maintenance notices, records and requests
• local authority regulations and procedures
• technical instructions
• manufacturer’s or workplace equipment instructions and operation manuals
• emergency procedure manuals
• two-way radio and mobile telephone operation procedures
• quality assurance (QA) plans, data and document control
• legislation and industrial agreements, including workplace agreements and awards

Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW3034A Apply protective coating systems to structures

Modification History
Not applicable.

Unit Descriptor
This unit involves the skills and knowledge required to apply protective coating systems to structures using manual or mechanical methods in accordance with organisational requirements. This includes planning, preparing the surface, applying surface coatings, and completing required documentation.

Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil any legislated OH&S and rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work involves applying routine operational principles and procedures to the application of protective coating systems to structures as part of workplace activities across a variety of contexts within the Australian rail system.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td>1 Plan surface coating process</td>
<td>1.1 Equipment, accessories and consumables are assembled and checked for applicability to the surface coating tasks</td>
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<tr>
<td></td>
<td>1.2 Material safety data sheets and product application and safety information are read and used to inform work practices</td>
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<tr>
<td></td>
<td>1.3 Particular process techniques, time and safety requirements are noted and used to inform work planning</td>
</tr>
<tr>
<td>2 Undertake surface preparation</td>
<td>2.1 Characteristics of uncoated surfaces and problems to be rectified are identified</td>
</tr>
<tr>
<td></td>
<td>2.2 Appropriate surface preparation is carried out in accordance with any identified problems and organisational standards</td>
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<tr>
<td></td>
<td>2.3 Surface preparation is checked for compliance with required organisational standards</td>
</tr>
<tr>
<td>3 Apply surface coating</td>
<td>3.1 Required surface coating materials and methods to be used are identified and appropriate tools, equipment and materials selected</td>
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<td></td>
<td>3.2 Sequence of work is identified, maximising potential of the applied finish</td>
</tr>
<tr>
<td></td>
<td>3.3 Equipment and accessories are used in line with manufacturer and organisational specifications</td>
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<tr>
<td></td>
<td>3.4 Surface coating depth and coverage are checked for compliance with specifications</td>
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<td></td>
<td>3.5 Surfaces are kept free of contamination</td>
</tr>
<tr>
<td></td>
<td>3.6 Faults and problems are identified and action is taken to rectify them in accordance with manufacturer specifications and organisational procedures</td>
</tr>
<tr>
<td>4 Complete workplace operations</td>
<td>4.1 Tools and equipment are cleaned prior to storage</td>
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<tr>
<td></td>
<td>4.2 Tools, equipment and unused materials are relocated to storage or next operational location as required</td>
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<td></td>
<td>4.3 Waste materials are disposed of correctly following organisational and environmental policies and procedures</td>
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<tr>
<td></td>
<td>4.4 Documentation and records are completed in accordance with organisational procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relating to the application of surface coating equipment
- Relevant OH&S and environmental protection procedures and guidelines
- Organisational procedures and policies for the application of surface coatings
- Methods for preventing contamination of surfaces during and after surface coating
- Problems that may occur when applying surface coatings, and action that can be taken to resolve them
- Hazards that may occur when applying surface coatings, and ways of controlling the risks involved
- Housekeeping standards and procedures required in the workplace

Required skills:

- Communicate effectively with others when applying surface coatings
- Read and interpret instructions, procedures, information and labels relating to the application of surface coatings
- Interpret and follow operational instructions and prioritise work
- Complete documentation relating to the application of surface coatings
- Work collaboratively with others when applying surface coatings
- Report and rectify within limits of own role problems, faults and malfunctions that may occur when applying surface coatings in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Plan own work, including predicting consequences and identifying improvements
- Identify resources required when applying surface coatings
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain equipment to manufacturer specifications
- Identify, select and effectively use relevant materials and equipment when applying surface coatings
- Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment (PPE), conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  - explain commonly used protective coating systems and their advantages and disadvantages in given situations
  - correctly apply a protective coating to a new component using manual or mechanical methods
  - correctly apply a protective coating to an old component using manual or mechanical methods
  - identify problems and faults that can occur

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment may include:
- high pressure water blasting equipment
- abrasive blast equipment
- mechanical cleaning equipment
- wire brushes
- scaffolding
- manual application tools
- mechanical application equipment

Coatings may be:
- organic
- inorganic
- epoxy

Liaison may include:
- internal or external personnel from other work areas, such as train controllers and electricians

Hazards in the work area may include exposure to:
- chemicals and fumes
- dangerous or hazardous substances
- electrical equipment
- humidity, air temperature and radiant heat
- movement of equipment, goods and vehicles

PPE may include:
- gloves
- safety headwear and footwear
- safety glasses
- respirators
- protective clothing

Communication equipment may include:
- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:
- information provided by other workplace personnel
- inspection reports
- work orders
- technical instructions and material safety data sheets
Applicable procedures and codes may include:

- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
- local authority regulations and procedures

Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW3035A Heat and cut materials using oxy-LPG equipment for the rail industry

Modification History
Not Applicable.

Unit Descriptor
This unit involves the skills and knowledge required to heat and cut materials using oxy-LPG equipment for the rail industry. It includes planning and preparing for the work, setting up and testing the equipment, heating and cutting materials, shutting down equipment, and completing clean-up activities.

Licensing or certification requirements are not applicable to this unit. Persons achieving competence in this unit will need to fulfil legislated OH&S and rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines.

Application of the Unit
Work involves the heating and cutting of steel and includes cutting up waste for salvage; and cutting steel, rails, bolts and cutting holes in plate (with the exception of structural steel members). Heating activities include steel and bolts (excluding structural steel members).

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT PERFORMANCE CRITERIA

1  **Plan and prepare for work**

   1.1 Work instructions, including plans, specifications, quality requirements and operational details are obtained, confirmed and applied to the scope of work to be performed

   1.2 Safety and OH&S requirements are followed in accordance with safety plans and organisational policies

   1.3 Signage and barricade requirements are identified and implemented as required

   1.4 Plant, tools and equipment consistent with the requirements of the job are selected, checked for serviceability, and any faults rectified or reported prior to commencement

   1.5 Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use

   1.6 Environmental requirements are identified and work is carried out in accordance with environmental plans and statutory and legislative authority obligations

2  **Set up and test equipment**

   2.1 Appropriate type of fire extinguisher is selected and located to be readily accessible prior to and during operations

   2.2 Regulators are attached to oxy and LPG bottles in accordance with manufacturer specifications and OH&S regulations

   2.3 Lines are purged to manufacturer recommendations prior to lighting up

   2.4 Equipment is tested for leaks and corrective action undertaken or faults reported

   2.5 Correct pressures and cutting tips are selected in accordance with material to be heated or cut and manufacturer specifications

3  **Heat and cut material**

   3.1 Material is accurately marked and secured or clamped ready for cutting

   3.2 Torch is lit correctly and safely in accordance with manufacturer specifications

   3.3 Setting of flame is adjusted for cutting in line with manufacturer recommendations

   3.4 Heat is applied to specified material and weakening effects of the heating process are minimised

   3.5 Correct cutting position is adopted during cutting to set
3.6 Material is correctly cooled

4 Shut down equipment and clean up

4.1 Torch is switched off in accordance with manufacturer specifications

4.2 Gas supply is shut off in accordance with manufacturer specifications

4.3 Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification

4.4 Plant, tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and organisational policies and procedures

5 Complete documentation

5.1 Documentation is completed as required in accordance with workplace procedures
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relating to heating and cutting materials using oxy-LPG equipment for the rail industry
- Relevant OH&S and environmental protection procedures and guidelines
- Oxy-LPG heating and cutting equipment set-up and operating techniques
- LPG heating and cutting equipment types, characteristics, uses and limitations
- Job safety analysis (JSA) and safe work method statements
- Characteristics from material safety data sheets (MSDS)
- Correct storage of materials and environmentally friendly waste management
- Problems that may occur and action that can be taken to resolve them
- Hazards that may occur and ways of controlling the risks involved
- Knowledge of rail stresses

Required skills:

- Communicate effectively with others when heating and cutting materials using oxy-LPG
- Read and interpret instructions, procedures, information and relevant documentation
- Interpret and follow operational instructions and prioritise work
- Complete documentation
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Report and rectify within limits of own role problems, faults and malfunctions that may occur in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate potential hazards during work activities
- Plan own work, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain equipment to manufacturer specifications
- Identify, select and effectively use relevant materials and equipment
- Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment (PPE) conforming to industry and OH&S standards
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  • the underpinning knowledge and skills
  • relevant legislation and workplace procedures
  • other relevant aspects of the range statement
• Assessment must include exercises that demonstrate competent performance of the following in a range of situations:
  • locate, interpret and apply relevant information, standards and specifications
  • comply with site safety plan and OH&S legislation, regulations and codes of practice applicable to workplace operations
  • comply with organisational policies and procedures, including quality requirements
  • safely and effectively use tools, plant and equipment
  • communicate and work effectively and safely with others
  • use oxy-LPG systems to heat and cut rails to specification

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• As a minimum, assessment of knowledge must be
Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
  - conducted through appropriate written/oral tests
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movement of equipment, goods and vehicles

Types of cutting may vary according to:
- location
- rail mass or type
- crossing and switch type
- rail, switch or crossing material

Equipment may include:
- mechanical handling and lifting equipment
- hand tools, including impact wrenches, tie tampers, gauges, track jacks, spiking hammers and bars
- oxy-LPG equipment, including:
  - cylinders
  - regulators
  - cutting tips
  - heating tips
  - gas hoses
  - cutting blowpipes
  - flint lighters
  - hand grinders
  - wire brushes
  - rail thermometers and/or ‘thermomelt’ crayons
  - cutting and boring equipment
  - fastening equipment
  - fume extraction equipment for use with manganese rail
  - measuring tapes and rules
  - clamps and support stands

Materials may include:
- heating and cutting consumables
- rails
- rail bolts
- plain rod, plate and pipe

PPE may include:
- high visibility clothing
- long pants and shirts
- hearing protection
- long gloves
Communication equipment may include:

- two-way radios
- telephones, including mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, organisational procedures may be known as:

- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Information and documents may include:

- information provided by other workplace personnel
- inspection reports
- work orders
- technical instructions and MSDS
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio or mobile telephone operation procedures
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- legislated rail safety requirements, including acts and regulations from each applicable state and territory, together with any nationally approved compliance codes and/or guidelines
- relevant state and territory legislation relating to:
  - environmental protection
  - OH&S
- local authority regulations and procedures
Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW3042A Grind rail on tram/light rail systems

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to grind rail welds and faults on tram/light rail systems in accordance with approved standards, safeworking and regulatory requirements, and organisational procedures. It includes determining job requirements, grinding weld and/or weld repair, grinding rail to repair surface defects, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This competency relates to the grinding of new welds and welded repairs on both the rail and check rail, grinding out corrugations and re-profiling the rail.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**1 Determine job requirements**

1.1 New welds and weld repairs are located
1.2 Corrugations on the rail are identified
1.3 Appropriate equipment is selected
1.4 Appropriate repair method and/or profile is selected to ensure completed work will meet specifications
1.5 Site is cleared of obstructions and combustible material

**2 Grind weld repair**

2.1 Rail and check rail are ground to profile using approved equipment in accordance with workplace procedures
2.2 Grinding equipment is operated safely in accordance with occupational health and safety (OH&S) and environmental requirements
2.3 Rail profile and vertical and horizontal alignment are measured to ensure compliance with acceptance standards
2.5 Rail surface condition is assessed for compliance with acceptance standards

**3 Grind rail to repair corrugations**

3.1 Rail is ground using approved equipment in accordance with workplace procedures
3.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
3.3 Finished surface is checked to ensure compliance with specification

**4 Re-profile rail**

4.1 Rail is re-profiled using approved equipment in accordance with workplace procedures
4.2 Equipment is operated safely in accordance with OH&S and environmental requirements
4.3 Finished surface is checked to ensure ground profile complies with organisational requirements and specifications

**5 Complete documentation**

5.1 Documentation is completed in accordance with organisational requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Acceptance standards for rail profile and surface condition
- Authorisation/approval processes and procedures
- Documentation and recordkeeping requirements
- Grinding methods and results
- Hazards that may exist when grinding rail and welds, and ways of controlling the risks involved
- Problems that may occur when grinding rail and welds, and action that can be taken to report or resolve the problems
- Relevant communication systems and procedures
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for grinding rail and welds

**Required skills:**

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when grinding rail and welds
- Complete documentation related to grinding rail and welds
- Interpret and follow operational instructions and prioritise work when grinding rail and welds
- Modify activities depending on operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Read and interpret technical data, drawings, instructions and manuals relevant to grinding rail and welds
- Report and/or rectify any identified problems, faults or malfunctions that may occur when grinding rail and welds in accordance with regulatory requirements and workplace procedures
- Select and use hand tools, power tools and equipment
- Select and use required personal protective equipment
- Work collaboratively with others when grinding rail and welds
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying job requirements
  - operating grinding equipment safely
  - grinding welds and weld repairs using appropriate grinding wheel speed and rate of metal removal
  - grinding rail to repair surface defects
  - completing documentation correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type and rate of grinding may vary according to:
  - location
  - purpose of grinding

Equipment may include:
  - hand held grinders
  - rail profile grinders
  - ride on rail profile grinders
  - hand tools
  - gauges
  - electronic rail profiler

Measuring equipment may include:
  - straight edge
  - electronic straight edge
  - profile gauge

Materials may include:
  - grinding wheels

Liaison may include:
  - internal or external personnel from other work areas (e.g. signallers/controllers, electricians)

Communication equipment systems may include:
  - two-way radios
  - telephones/mobile phones
  - agreed audible or hand signal

Depending on the work context, safety and personal protective equipment may include:
  - high visibility clothing
  - hearing protection
  - gloves
  - sunscreen
  - sunglasses
  - safety glasses
  - insect repellent
  - safety headwear
  - fire retardant clothing and overgear (aprons, spats etc.)
  - face shields
  - safety footwear
  - portable radios/mobile phones
  - hand lamps
  - flags
  - safety devices

Information/documents may include:
  - operational instructions, policies and workplace procedures
  - local authority regulations and procedures
  - information provided by other workplace personnel
  - track inspection reports
Applicable procedures and codes may include:
  - work orders
  - technical instructions
  - manufacturer or workplace equipment instructions and operation manuals
  - two-way radio/mobile phone operation procedures
  - conditions of service, legislation and industrial agreements including workplace agreements and awards
  - legislated rail safety requirements including state acts and regulations together with any nationally approved compliance codes and/or guidelines
  - relevant state/territory OH&S and environmental protection legislation

Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW3043A Weld rail on tram/light rail systems using electric welding process

Modification History
Release 1 - New unit of competency

Unit Descriptor
This unit involves the skills and knowledge required to weld rail, crossings or switches on tram/light rail systems using an electric welding process in accordance with approved standards, safeworking and regulatory requirements, and organisational procedures. It includes preparing rails, crossings or switches for welding; gouging or grinding; setting up welding equipment; performing the welding operation; checking weld conformance; and completing required documentation. Licensing or certification requirements are not applicable to this unit.

Application of the Unit
This unit covers the processes used to repair rail surface defects and restore rail profile to plain rail, crossings and switches.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
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| 1 Prepare rails, crossings or switches for welding | 1.1 Weld repair area is identified and assessed in accordance with standards and procedures  
1.2 Welding equipment and consumables are prepared and checked for serviceability  
1.3 Weld repair area is prepared for welding in accordance with workplace standards and procedures  
1.4 Track components are assembled/aligned to specification where required |
| 2 Assemble and set up welding equipment | 2.1 Welding equipment is set up and adjusted to meet welding process requirements  
2.2 Accessories and consumables are selected for use |
| 3 Assemble and set up gouging and grinding equipment | 3.1 Gouging and grinding equipment is assembled and set up  
3.2 Equipment settings are adjusted to meet process requirements  
3.3 Accessories and consumables are selected for use |
| 4 Remove defect | 4.1 Appropriate method to be used to remove the defect is identified in accordance with organisational standards and procedures  
4.2 Defect is removed using identified method in accordance with organisational standards and procedures |
| 5 Perform welding operation | 5.1 Weld metal is applied to repair area to meet specification in accordance with standards and procedures  
5.2 Welded area is cleaned in preparation for grinding  
5.3 Welded area is ground in accordance with organisational standards and procedures |
| 6 Check weld conformance | 6.1 Finished ground weld area is visually inspected for surface finish and defects  
6.2 Finished ground weld area is checked for conformance to rail/crossing/switch profile acceptance standards |
| 7 Complete post-operative checks and documentation | 7.1 Equipment is checked for serviceability  
7.2 Defective equipment is replaced and/or reported for servicing/repair in accordance with organisational policies and procedures  
7.3 Documentation on work undertaken is completed in accordance with organisational requirements |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Acceptance standards for weld repairs on rail
- Authorisation/approval processes and procedures
- Documentation and recordkeeping requirements
- Fundamentals of tram track and components
- Hazards that may exist when welding rail using an electric welding process, and ways of controlling the risks involved
- Problems that may occur when welding rail using an electric welding process, and action that can be taken to report or resolve the problems
- Relevant communication systems and procedures
- Relevant safety, occupational health and safety (OH&S) and environmental procedures and regulations
- Track standards for tram rail, crossing and switch condition and surface profile
- Workplace procedures for removing defects by gouging, grinding and welding rail using an electric welding process

Required skills:

- Communicate effectively with others when welding rail using an electric welding process
- Complete documentation related to welding rail using an electric welding process
- Implement contingency plans for unexpected events when welding rail using an electric welding process
- Interpret and follow operational instructions and prioritise work when welding rail using an electric welding process
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate communications equipment to required protocol
- Read and interpret technical data, drawings, instructions and manuals relevant to welding rail using an electric welding process
- Report and/or rectify any identified problems, faults or malfunctions that may occur when welding rail using an electric welding process in accordance with regulatory requirements and organisational procedures
- Select and use hand tools, power tools and equipment
- Select and use required personal protective equipment (PPE)
- Work collaboratively with others when welding rail using an electric welding process
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the required knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competency in the following in a range of situations:
  - preparing items for welding according to workplace requirements
  - assembling and setting up welding, gouging and grinding equipment and preparing consumables
  - performing welding grinding, gouging and testing operations on rails, crossings or switches
  - ensuring weld conforms to organisational requirements
  - completing documentation in accordance with organisational requirements

Context of and specific resources for assessment

- Performance must be demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace or
  - simulated environment using actual components, tools and equipment
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
• in an appropriate range of situations in the workplace
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Types of weld repairs may vary according to:
- welding process location
- rail mass or type
- crossing and switch type
- rail, switch and crossing material

Welding process may include:
- flux core arc welding
- manual metal arc welding

Welding equipment may include:
- electric welders
- generators
- wirefeed welding unit
- electrode holder
- robotic welder

Equipment may include:
- mechanical handling/lifting equipment
- hand tools including impact wrenches, tie tampers, gauges, track jacks, spiking hammers and bars
- oxy/LPG gouging equipment
- manual or mechanical grinder
- wire brushes
- cutting and boring equipment
- fastening equipment
- fume extraction equipment
- on-line respirator

Materials may include:
- flux core wire
- welding electrodes
- grinding discs

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, signal technicians)

Communications equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the work context, safety and personal protective equipment may include:
- high visibility clothing
- long pants and shirts
- hearing protection
- long gloves
- spats
- sunscreen
- sunglasses
- welding helmet
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- special PPE

Information/documents may include:
- operational instructions
- information provided by other workplace personnel
- rail inspections reports
- work orders
- technical instructions
- manufacturer or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- organisational policies and procedures
- local authority regulations and procedures relevant
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW5001A Apply rail communications systems

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves applying rail communications systems. It includes preparing to apply rail communications systems, recording and logging communications and ensuring safeworking systems are incorporated into communications systems.

Licensing, legislative, regulatory or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit provides knowledge of rail communications systems in general terms across all types of rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare to apply rail communications systems

1.1 Communications systems used in the rail industry are outlined

1.2 Main components of fixed and mobile communications systems are identified and explained

1.3 Functions of the different types of communications systems used in the rail industry are explained

1.4 Effectiveness of different types of communications systems are compared

1.5 Communications system/s appropriate to a situation are selected in accordance with organisational policies and procedures

1.6 Working order of selected communications system/s is ensured in accordance with organisational policies and procedures

2 Record and log communications

2.1 Purpose of recording and logging communications is identified

2.2 Methods by which communications are recorded and logged are identified and explained

2.3 Effectiveness of different types of communications recording and logging processes are outlined

2.4 Communications recording and logging processes most appropriate to a situation are selected in accordance with organisational policies and procedure

2.5 Relevant communications systems plans are identified, explained and implemented in accordance with organisational policies and procedures

3 Ensure safeworking systems are incorporated into communications systems

3.1 Different methods of safeworking are identified and communications used for each type are outlined

3.2 Potential problems that can occur with different communications systems are identified and explained
3.3 Methods to overcome identified problems are developed and implemented

**Required Skills and Knowledge**

This section describes the knowledge and skills required for this unit.

**Required knowledge:**
- Changes in rail industry operations and technology with implications for rail safety
- Duty holders and their duties under rail safety legislation
- Key concepts and definitions relating to rail communications systems
- Key principles and practices associated with railway operations
- Key regulatory and standards for participants in the rail industry
- Rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Rail safety management systems
- Relevance of national and international standards to the rail industry

**Required skills:**
- Access and use rail safety industry standards
- Communicate effectively with others and interpret complex information relating to rail operations
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Research information related to the rail industry and rail safety regulation
- Review changing regulatory information
- Work ethically in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communications systems may include:
- internet
- radios
- telephones

Different types of communications systems may include:
- fixed communications:
  - fixed radios
  - post phones
  - recoding equipment
  - telephones
- mobile communications systems:
  - mobile phones
  - mobile radios
- passenger information systems:
  - emails
  - passenger information displays (PIDs)
  - public address (PA) equipment
  - texts

Relevant communications systems plans may include:
- contingency plans
- emergency plans
- energy efficiency plans
- implementation plans
- information communication plans
- maintenance plans
- resources plans
- training plans

Safeworking systems may include:
- automatic train control (ATC)
- block working
- centralised train control (CTC)
- track protection systems
- train orders

Unit Sector(s)

Not applicable.
Competency Field

W – Equipment and Systems Operations
TLIW5002A Manage rail assets and interfaces

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage rail assets and interfaces. It includes managing rail infrastructure fixed assets and maintenance regimes; managing rail operation fixed assets and management regimes; applying reliability, availability, maintainability and safety of rail infrastructure; and managing wheel rail interface.

Licensing, legislative, regulatory or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit involves knowledge of rail assets in general terms. It covers the different rail infrastructure and operational components and can be applied to freight, heavy haul or passenger rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Manage rail infrastructure fixed assets and maintenance regimes

1.1 Components and functions of track and track bed are identified and explained

1.2 Electrical infrastructure components and functions are identified and explained

1.3 Other fixed assets and their functions are identified and explained

1.4 Organisational track inspection methodologies are identified, analysed and where required, recommendations for improvement are made to management

1.5 Inspection and maintenance regimes for other assets are identified, analysed and where required, recommendations for improvement are made to management

2 Manage rail operation fixed assets and management regimes

2.1 Rail operation assets and their individual life cycles are identified and explained

2.2 Asset maintenance plans are identified, accessed and implemented

2.3 Processes to monitor asset utilisation and their effectiveness in meeting operational needs are identified and followed

2.4 Potential conflict between operational asset utilisation and maintenance requirements are identified, explained and managed

2.5 Organisational technologies and processes that could enhance asset utilisation are identified, analysed and recommended to management

2.6 Inspection and maintenance regimes for other assets are identified and analysed

3 Apply reliability, availability, maintainability and safety of rail infrastructure

3.1 Concepts related to rail infrastructure reliability, availability, maintainability and safety (RAMS) are identified and explained

3.2 Risk assessment is undertaken in relation to rail infrastructure RAMS
3.3 Programs are developed and implemented to ensure rail infrastructure RAMS are applied

3.4 Impacts of safety requirements on rail network are identified, explained and taken into consideration

4 Manage wheel rail interface

4.1 Wheel rail interface is identified and explained

4.2 Defects and problems related to wheel rail interface are anticipated and rectified, and preventative programs are developed and implemented

4.3 Impacts of poor management of wheel rail interface are identified and explained

4.4 Damage that can be caused by poor wheel rail interface is identified and explained

4.5 Methods for measuring and maintaining rail profiles are identified and applied

4.6 Methods for maintaining rolling stock wheels are identified and applied
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Changes in rail industry operations and technology with implications for rail safety
- Duty holders and their duties under rail safety legislation:
  - contractors
  - designers, manufacturers, suppliers, commissioners, erectors and installers
  - de-commissioners
  - managers of private sidings
  - rail safety workers
  - rail transport operators (rail infrastructure managers and/or rolling stock operators)
- Key concepts and definitions relating to rail assets and interfaces
- Key principles and practices associated with railway operations
- Key regulatory requirements and standards for participants in the rail industry
- Rail industry and rail industry terminology, including terminology used in technical standards
- Rail safety management systems
- Rail safety operating principles:
  - ensuring emergencies and incidents are properly managed
  - ensuring interfaces between different organisations are properly defined and managed
  - identifying and managing risk
  - protecting persons from injury
  - protecting property from damage
  - track access
  - train separation
- Rail regulatory framework
- Relevance of national and international standards to the rail industry
- Relevant information:
  - audit program information
  - changes to regulations
  - compliance and enforcement regime
  - rail regulatory requirements
  - safety notices

Required skills:
- Access and use rail safety industry standards
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Communicate effectively with others and interpret complex information relating to rail operations
- Manage wheel rail data
- Network and build relationships with a diverse range of rail industry organisations
- Research information related to the rail industry and rail safety regulation
- Review changing regulatory information
- Work ethically in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Fixed assets may include:
- bridges
- cuttings
- level crossings and equipment
- sidings
- signals
- signs and boards
- stations and platforms
- tunnels

Rail operation assets may include:
- buildings
- carriages
- diesel multiple units (DMU)
- electric multiple units (EMU)
- locomotives
- maintenance facilities
- operating equipment
- rolling stock
- stations

Defects and problems may include:
- poor rail condition including:
  - checking defects
  - corrugations
  - rolling contact fatigue
  - manufacturing defects
  - shelling
  - squats
  - wheel burn
  - wheel slip defects
- poor wheel condition including:
  - arris
  - cracks
  - hollow tread
  - scaling
  - skidded wheels
  - spalling
Unit Sector(s)
Not applicable.

Competency Field
W – Equipment and Systems Operations
TLIW5003A Manage rail network control systems

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage rail network control systems. It includes identifying network control and train control systems and their functions.

Licensing, legislative, regulatory or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit involves rail network control systems and applications. It can be applied to networks supporting heavy haul, freight or passenger rail services.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Manage network control systems and their components

1.1 Purpose of network control systems and their functions are identified and explained

1.2 Different types of network control systems are identified and discussed

1.3 Components of each type of network control system are identified and explained

1.4 Principles and major components of interlocking systems are identified, explained and used as the foundation for decision making

1.5 Safety implications associated with different types of signalling and interlocking systems are identified and used as to guide decision making

2 Manage operation of train control systems

2.1 Functions of train control systems are identified and explained

2.2 Main components of a train control system and their purpose are identified and explained

2.3 Interaction of train control systems with rail operations is identified, explained and used as the basis for decision making

2.4 Possible impact train control systems can have on rail operations are identified, explained and taken into consideration in decision making
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:
- Changes in rail industry operations and technology with implications for network control systems
- Duty holders and their duties under rail safety legislation
- Key concepts and definitions relating to rail assets and interfaces
- Key principles and practices associated with railway operations
- Key regulatory requirements and standards for participants in the rail industry
- Rail industry and rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Rail safety management system
- Rail safety operating principles:
  - ensuring emergencies and incidents are properly managed
  - ensuring interfaces between different organisations are properly defined and managed
  - identifying, eliminating and controlling risk
  - protecting persons from injury
  - protecting property from damage
  - track access
  - train separation
- Relevance of national and international standards to the rail industry
- Relevant information:
  - audit program information
  - changes to regulations
  - compliance and enforcement regime
  - rail regulatory requirements
  - safety notices
  - Situational awareness

Required skills:
- Access and use rail safety industry standards
- Communicate effectively with others and interpret complex information relating to rail operations
- Develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Research information related to the rail industry and rail regulations
- Review changing regulatory information
- Work ethically in accordance with legislation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Network control systems may include:

- colour light signalling
- digital train control systems
- mechanical signalling
- radio communication

Unit Sector(s)

Not applicable.

Competency Field

W – Equipment and Systems Operations
TLIW5004A Manage train planning

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to manage train planning. It includes preparing to manage train planning, and developing and implementing strategies to optimise train planning.

Licensing, legislative or certification requirements are not applicable to this unit at the time of publication.

Application of the Unit
This unit provides an awareness of rail train planning and strategies for optimising performance. It can be applied to freight, heavy haul or metropolitan and regional passenger rail systems.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Prepare to manage train planning

1.1 Goals of train planning are identified and explained

1.2 Principal factors involved in train planning are identified and outlined

1.3 Resources required for train planning are identified, explained and obtained

1.4 Methods by which train planning performance can be measured are identified and implemented

2 Develop and implement strategies to optimise train planning

2.1 Factors that contribute to optimal train planning are identified and explained

2.2 Strategies for ensuring optimal train planning is maintained are developed and implemented

2.3 Methods by which optimal train planning performance can be measured are developed and applied

2.4 Strategies are communicated to relevant personnel
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Capacity of network
- Changes in rail industry operations and technology with implications for rail planning
- Duty holders:
  - contractors
  - designers, manufacturers, suppliers, commissioners, erectors and installers
  - de-commissioners
  - managers of private sidings
  - rail safety workers
  - rail transport operators (rail infrastructure managers and/or rolling stock operators)
- How you match maintenance requirements with operational requirements
- Key concepts and definitions relating to rail operations
- Key principles and practices associated with railway operations
- Key regulatory requirements and standards for participants in the rail industry
- Location of maintenance depots
- Rail industry and rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Rail safety operating principles:
  - ensuring emergencies and incidents are properly managed
  - ensuring interfaces between different organisations are properly defined and managed
  - identifying and managing risk
  - protecting persons from injury
  - protecting property from damage
  - track access
  - train separation
- Relevance of national and international standards related to the rail industry
- Relevant information:
  - audit program information
  - changes to regulations
  - compliance and enforcement regime
  - rail regulatory requirements
  - safety notices
• Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to train planning and running
• Train planning and management systems

**Required skills:**

• Access and use rail industry standards
• Communicate effectively with others and interpret complex information relating to rail operations
• Develop and maintain currency of rail industry knowledge and regulatory requirements
• Network and build relationships with a diverse range of rail industry organisations
• Research information related to the rail industry and train planning
• Review changing regulatory information
• Work ethically in accordance with legislation
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

**Context of and specific resources for assessment**

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

**Method of assessment**

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Train planning factors may include:

- crew management
- infrastructure constraints
- location of fleet during and after peak times
- locomotive availability
- maintenance schedules
- network capacity
- optimal departure and arrival times
- personnel availability
- physical network
- resource needs and availability
- rolling stock availability
- track access requirements
- train availability
- train services

Unit Sector(s)

Not applicable.

Competency Field

W – Equipment and Systems Operations
TLIX4007A Implement and monitor integrated logistics support plans

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor integrated logistics support plans and associated subordinate plans. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Identify requirements for the provision of integrated logistics support</strong></td>
<td>1.1 Sources of information relevant to integrated logistics support plans are identified and obtained in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Integrated logistics support plans are assessed against reviewed information</td>
</tr>
<tr>
<td><strong>2 Implement integrated logistics support plans</strong></td>
<td>2.1 Performance indicators and other criteria for measurement of achievement are developed</td>
</tr>
<tr>
<td></td>
<td>2.2 Integrated logistics support risks and impacts relevant to the plan are identified, reported and managed across the life cycle</td>
</tr>
<tr>
<td></td>
<td>2.3 Integrated logistics support plans are executed in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Participation and contribution to integrated logistics support activities is established and maintained in accordance with the agreed plan and schedule</td>
</tr>
<tr>
<td><strong>3 Monitor and report on implementation of integrated logistics support</strong></td>
<td>3.1 Integrated logistics support plans are monitored and regularly reviewed in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Plans are amended and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Performance measures are monitored to ensure they address all key aspects of organisational performance and meet the interests of stakeholders</td>
</tr>
<tr>
<td></td>
<td>3.4 Performance data is analysed on a regular and planned basis both in terms of the indicators and compliance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.5 Strategic performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
REQUIRED KNOWLEDGE AND SKILLS

- Configuration management
- Integrated logistics support processes related to planning
- International agreements
- Interoperability
- Logistics support analysis principles and processes
- Organisational policy and procedures impacting on integrated logistics support
- Organisational role relevant to integrated logistics support
- Performance measurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues
- Supply chain concepts
- Technical regulatory framework
- Written communication to a level required in the preparation of correspondence and reports

Required skills:

- Apply integrated logistics support and project management knowledge relevant to work being performed
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration in integrated logistics support planning
- Develop and/or comply with procedures to implement and monitor integrated logistics support plans
- Display resilience by continuing to move forward despite criticism or setbacks
- Ensure that mechanisms are in place to monitor integrated logistics support plans
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - apply knowledge of integrated logistics support plans to assist in work and to guide problem solving

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to integrated logistics support
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
EVIDENCE GUIDE

- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
- contractors
- customers
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Integrated logistics support plans may include:
- disposal
- facilities
- technical data
- training
- transitional plans

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Performance indicators may include:
- costs
- milestones
- production
- resources
- scheduling
- timing

Life cycle may include:
- whole of a particular item/system/process, from identification of a capability need to capability disposal

Compliance requirements may include:
- authority
- delegations
RANGE STATEMENT

- environmental
- legislative
- organisational policy
- regulatory

Unit Sector(s)
Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4008A Conduct integrated logistics support activities

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to conduct integrated logistics support activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; maintenance of associated workplace networks; and stakeholder requirements. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare to conduct integrated logistics support activities** | 1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures  
1.2 Effective relationships are developed with stakeholders through consultation  
1.3 Legislation and organisational policy and procedures that may impact on integrated logistics support activity are identified and analysed  
1.4 Sources of information relevant to integrated logistics support activities are identified and obtained in accordance with organisational policy and procedures  
1.5 All personnel involved in integrated logistics support are briefed in accordance with standard procedures |
| **2 Conduct integrated logistics support activities** | 2.1 Integrated logistics support methods and techniques appropriate to the area are employed in accordance with plans, schedules and standard procedures  
2.2 Integrated logistics support activities are conducted and concluded within resource constraints  
2.3 Integrated logistics support activities are implemented, monitored and amended based on changing circumstances in accordance with methodologies and procedures  
2.4 Resources are allocated to integrated logistics support activities in accordance with the integrated logistics support plan and resource availability |
| **3 Report on integrated logistics support activities** | 3.1 Integrated logistics support performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements  
3.2 Integrated logistics support activities are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle in accordance with organisational policy and procedure |
| **4 Maintain integrated logistics support records** | 4.1 Integrated logistics support records are completed in accordance with relevant policy and procedures  
4.2 Integrated logistics support records are amended and documented in accordance with organisational policy and procedures |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Integrated logistics support processes
- Organisational policy and procedures related to integrated logistics support
- Organisational role relevant to integrated logistics support
- Product knowledge related to systems and/or equipment in service in the organisation
- Reliability, availability and maintainability
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to integrated logistics support
- Written and oral communication to a level required in the preparation of correspondence and reports

Required skills:
- Apply integrated logistic support and project management knowledge relevant to work being performed
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration in conducting integrated logistics support activities
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify, review and analyse information that may impact on the integrated logistics support activities or that may be impacted by the integrated logistics support activities
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Manage time and prioritise work to ensure objectives are met in accordance with required schedule
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data and information management processes
  - analyse data and information
  - apply knowledge of integrated logistics support to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to integrated logistic support
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
EVIDENCE GUIDE

- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes.

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Legislation may include:
- relevant federal, state and local government legislation and regulations

Sources of information may include:
- contractors
- databases
- duty statements
- legislation
- managers
- peers
- plans
- policies
- procedures
- publications
- reference material
RANGE STATEMENT

Personnel may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Integrated logistics support activities may include:
- data and information analysis
- data and information management
- data and information retrieval
- identification of data and information
- reporting
- research

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Methodologies and procedures may include:
- configuration management
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- systems engineering

Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

Life cycle may include:
- whole of a particular item/system/process, from identification of a capability need to capability disposal

Records may include:
- databases
- files
RANGE STATEMENT

- registers
- spreadsheets

Unit Sector(s)
Not Applicable

Competency Field

Competency Field  X - Logistics
TLIX4009A Apply integrated logistics support processes and procedures

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to apply integrated logistics support processes and procedures. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. The application of processes and procedures is specific to a variety of component processes including: integrated logistics support administrative procedures, integrated logistics support data collection and storage, and integrated logistics support data retrieval. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to apply integrated logistics support processes and procedures | 1.1 Requirement for application of integrated logistics support processes and procedures is identified from work requests/instructions and is confirmed  
1.2 Occupational health and safety requirements, including those contained in organisation’s procedures, are applied throughout the operation  
1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures  
1.4 Sources of information relevant to integrated logistics support requirements are identified and obtained in accordance with organisational policy and procedures |
| 2 Apply integrated logistics support processes and procedures | 2.1 Integrated logistics support processes and procedures are implemented and monitored within resource constraints  
2.2 Integrated logistics support processes and procedures are amended based on changing circumstances in accordance with organisational policy and procedures |
| 3 Monitor and report on integrated logistics support processes and procedures | 3.1 Integrated logistics support outcomes are reported in accordance with organisational policy and procedures  
3.2 Integrated logistics support processes and procedures are monitored and reviewed to ensure systems and/or equipment capability is maintained, in accordance with organisational policy and procedures |
| 4 Maintain records for integrated logistics support processes and procedures | 4.1 Integrated logistics support records are maintained in accordance with organisational policy and procedures  
4.2 Integrated logistics support records are amended and documented in accordance with organisational policy and procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Integrated logistics support administrative procedures
- Integrated logistics support data collection and storage requirements
REQUIRED KNOWLEDGE AND SKILLS

- Integrated logistics support data retrieval procedures
- Materiel life cycle
- Organisational role relevant to integrated logistics support
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to integrated logistics support
- Written communication to a level required in the preparation of letters and reports

Required skills:

- Apply integrated logistic support knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Operate equipment and systems required to apply integrated logistic support processes and procedures
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection, storage and retrieval requirements
  - apply knowledge of integrated logistics support to assist in work and to guide problem solving
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to integrated logistic support
EVIDENCE GUIDE

- plans
- workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- enterprises that work in integrated logistics support
- other government departments or instrumentalities that work with materiel

Resources may include:
- financial
- information technology applications and tools
- infrastructure
RANGE STATEMENT

- personnel
- time
- databases

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Integrated logistics support activities may include:
- integrated logistics support administrative procedures
- integrated logistics support data collection and storage
- integrated logistics support data retrieval

Records may include:
- databases
- files
- registers
- spreadsheets

Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX4011A Conduct logistics support analysis activities

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to conduct logistics support analysis activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; maintenance of associated workplace networks; and stakeholder requirements. Logistics support analysis describes the process for identifying and analysing the functional supportability requirements consistent with the Integrated Logistics Support Program. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for logistics specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare to conduct logistics support analysis activities** | 1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures  
1.2 Effective relationships are developed with stakeholders through consultation  
1.3 Legislation and organisational policy and procedures that may impact on logistics support analysis activities are identified and analysed  
1.4 Sources of information relevant to logistics support analysis are identified and obtained in accordance with organisational policy and procedures  
1.5 All personnel involved in logistics support analysis are briefed in accordance with standard procedures |
| **2 Conduct logistics support analysis activities** | 2.1 Logistics support analysis methods and techniques appropriate to the area are employed in accordance with plans, schedules and standard procedures  
2.2 Logistics support analysis activities are conducted and concluded within resource constraints  
2.3 Logistics support analysis activities are implemented, monitored and amended based on changing circumstances in accordance with methodologies and procedures  
2.4 Resources are allocated to logistics support analysis activities in accordance with the logistics support analysis plan and resource availability |
| **3 Report on logistics support analysis activities** | 3.1 Logistics support analysis performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements  
3.2 Logistics support analysis activities are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle in accordance with organisational policy and procedure |
| **4 Maintain logistics support analysis records** | 4.1 Logistics support analysis records are completed in accordance with relevant policy and procedures  
4.2 Logistics support analysis records are amended and documented in accordance with organisational policy and procedures |

### Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Logistics support analysis processes
- Integrated logistics support processes
- Organisational policy and procedures related to logistics support analysis, including environmental, sustainability issues
- Organisational role relevant to logistics support analysis
- Product knowledge related to systems and/or equipment in service in the organisation
- Reliability, availability and maintainability
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to logistics support analysis
- Written and oral communication to a level required in the preparation of correspondence and reports

**Required skills:**

- Apply logistics support analysis, integrated logistics support and project management knowledge relevant to work being performed
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration in conducting logistics support analysis activities
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify, review and analyse information that may impact on the logistics support analysis activities or that may be impacted by the logistics support analysis activities
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Manage time and prioritise work to ensure objectives are met in accordance with required schedule
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

**Evidence Guide**
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data and information management processes
  - analyse data and information
  - apply knowledge of integrated logistics support to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to logistic support analysis
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
EVIDENCE GUIDE

- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Legislation may include:
- relevant federal, state and local government legislation and regulations

Sources of information may include:
- contractors
- databases
- duty statements
- legislation
- managers
- peers
- plans
- policies
RANGE STATEMENT

- procedures
- publications
- reference material
- standards
- supervisors
- suppliers

Personnel may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Logistics support analysis activities may include:
- data and information analysis
- data and information management
- data and information retrieval
- identification of data and information
- reporting
- research

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Methodologies and procedures may include:
- configuration management
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- reliability, availability and maintainability
- systems engineering

Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory
RANGE STATEMENT

Life cycle may include:

- whole of a particular item/system/process, from identification of a capability need to capability disposal

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  X - Logistics
TLIX4016A Implement and monitor materiel sustainment plans

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor materiel sustainment plans and associated subordinate plans. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify requirements for the provision of materiel sustainment plans</td>
</tr>
<tr>
<td></td>
<td>1.1 Sources of information relevant to materiel sustainment plans are identified and obtained in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Materiel sustainment plans are assessed against reviewed information</td>
</tr>
<tr>
<td>2</td>
<td>Implement materiel sustainment plans</td>
</tr>
<tr>
<td></td>
<td>2.1 Performance indicators and other criteria for measurement of achievement are developed</td>
</tr>
<tr>
<td></td>
<td>2.2 Materiel sustainment risks and impacts relevant to the plan are identified, reported and managed</td>
</tr>
<tr>
<td></td>
<td>2.3 Materiel sustainment plans are implemented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Participation and contribution to materiel sustainment activities is established and maintained in accordance with the schedule</td>
</tr>
<tr>
<td>3</td>
<td>Monitor and report on implementation of materiel sustainment plans</td>
</tr>
<tr>
<td></td>
<td>3.1 Materiel sustainment plans are monitored and regularly reviewed in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Plans are amended and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Performance measures are monitored to ensure they address all key aspects of organisational performance and meet the requirements of stakeholders</td>
</tr>
<tr>
<td></td>
<td>3.4 Performance data is analysed on a regular basis both in terms of the indicators and compliance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.5 Strategic performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Configuration management
REQUIRED KNOWLEDGE AND SKILLS

- Contract management
- Logistics support analysis principles and processes
- Materiel sustainment processes related to planning
- Organisational policy and procedures impacting on materiel sustainment
- Organisational role relevant to materiel sustainment
- Performance measurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues
- Technical regulatory framework
- Written communication to a level required in the preparation of correspondence and reports

Required skills:

- Apply materiel sustainment and project management knowledge relevant to work being performed
- Demonstrate an understanding of the strategic objectives of the organisation, and identify long-term factors and external considerations that need to be taken into consideration when implementing materiel sustainment plans
- Develop and/or comply with procedures to implement and monitor materiel sustainment plans
- Display resilience by continuing to move forward despite criticism or setbacks, remain positive and respond to pressure in a controlled manner
- Ensure that there are mechanisms in place to monitor materiel sustainment plans
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Negotiate and communicate with key stakeholders (both internal and external), receive their input, and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Undertake performance measurement to enable objectives to be measured against defined parameters

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on implementation processes
  - analyse data and information
  - apply knowledge of materiel sustainment plans to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment plans
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
EVIDENCE GUIDE

- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
- contractors
- customers
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Materiel sustainment plans may include:
- disposal
- facilities
- finance
- obsolescence
- technical data
- training
- transitional plans

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Performance indicators may include:
- costs
- milestones
- production
- resources
- scheduling
- timing

Materiel sustainment may include:
- the management and provision of products and services needed to meet the preparedness and performance
RANGE STATEMENT

requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Compliance requirements may include:

- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4017A Conduct materiel sustainment activities

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to conduct materiel sustainment activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; and maintenance of associated workplace networks and stakeholder requirements. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare to conduct materiel sustainment activities | 1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures  
1.2 Effective relationships are developed with stakeholders through consultation  
1.3 Legislation and organisational policy and procedures that may impact on materiel sustainment activities are identified and analysed  
1.4 Sources of information relevant to materiel sustainment activities are identified and obtained, in accordance with organisational policy and procedures  
1.5 All personnel involved in materiel sustainment are briefed in accordance with standard procedures |
| 2 Conduct materiel sustainment activities | 2.1 Materiel sustainment methods and techniques appropriate to the area are employed, in accordance with plans, schedules and standard procedures  
2.2 Materiel sustainment activities are conducted and concluded within resource constraints  
2.3 Materiel sustainment activities are implemented, monitored and amended based on changing circumstances in accordance with methodologies and procedures  
2.4 Resources are allocated to materiel sustainment in accordance with materiel sustainment plan and resource availability |
| 3 Report on materiel sustainment activities | 3.1 Materiel sustainment performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements  
3.2 Materiel sustainment activities are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle, in accordance with organisational policy and procedures |
| 4 Maintain materiel sustainment records | 4.1 Materiel sustainment records are completed in accordance with relevant policy and procedures  
4.2 Materiel sustainment records are amended and documented in accordance with organisational policy and procedures |

## Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Materiel sustainment processes
- Organisational policy and procedures related to materiel sustainment
- Organisational role relevant to materiel sustainment
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel sustainment
- Written and oral communication to a level required in the preparation of correspondence and reports

**Required skills:**

- Analyse and evaluate information, and determine how it may be impacted by the materiel sustainment activities or how materiel sustainment activities might be impacted by the information being considered
- Apply materiel sustainment and project management knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Manage time and prioritise work to ensure objectives are met in accordance with required schedule
- Negotiate and communicate with key stakeholders (both internal and external), receive their input, and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

**Evidence Guide**

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data and information management processes
  - analyse data and information
  - apply knowledge of materiel sustainment to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Legislation may include:
- relevant federal, state and local government legislation and regulations

Materiel sustainment may include:
- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Sources of information may include:
- contractors
- databases
- duty statements
- legislation
- managers
- peers
- plans
- policies
- procedures
- publications
- reference material
- standards
RANGE STATEMENT

Materiel sustainment activities may include:
- supervisors
- suppliers
- data and information analysis
- data and information management
- data and information retrieval
- identification of data and information
- reporting
- research

Personnel may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Resources may include:
- information technology applications and tools
- financial
- infrastructure
- personnel
- time

Methodologies and procedures may include:
- configuration management
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- reliability, availability and maintainability
- systems engineering

Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- regulatory
- organisational policy

Life cycle may include:
- whole of a particular item/system/process, from identification of a capability need to capability disposal

Materiel sustainment records may include:
- databases
- files
RANGE STATEMENT

include:

- finance systems
- logistics information technology systems
- logistics systems
- registers
- spreadsheets
- technical data systems

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4018A Apply materiel sustainment processes and procedures

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to apply materiel sustainment processes and procedures. The application of processes and procedures is specific to a variety of component processes including: materiel sustainment administrative procedures, materiel sustainment data collection and storage, and materiel sustainment data retrieval. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
---|---
1 Prepare to apply materiel sustainment processes and procedures | 1.1 Requirement for application of processes and procedures is identified from work requests/instructions and is confirmed
| | 1.2 Occupational health and safety requirements, including those contained in organisation procedures, are applied throughout the operation
| | 1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures
| | 1.4 Sources of information relevant to materiel sustainment requirements are identified and obtained in accordance with organisational policy and procedures
2 Apply materiel sustainment processes and procedures | 2.1 Materiel sustainment processes and procedures are implemented and monitored within resource constraints
| | 2.2 Materiel sustainment processes and procedures are amended based on changing circumstances in accordance with organisational policy and procedures
3 Monitor and report on materiel sustainment processes and procedures | 3.1 Materiel sustainment outcomes are reported in accordance with organisational policy and procedures
| | 3.2 Materiel sustainment processes and procedures are monitored and reviewed to ensure systems and/or equipment capability is maintained in accordance with organisational policy and procedures
4 Maintain records for materiel sustainment processes and procedures | 4.1 Materiel sustainment records are completed in accordance with organisational policy and procedures
| | 4.2 Materiel sustainment records are amended and documented in accordance with organisational policy and procedures

**Required Skills and Knowledge**

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Materiel life cycle
- Materiel sustainment administrative procedures
- Materiel sustainment data collection and storage requirements
- Materiel sustainment data retrieval procedures
REQUIRED KNOWLEDGE AND SKILLS

- Organisational role relevant to materiel sustainment
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel sustainment
- Written communication to a level required in the preparation of letters and reports

Required skills:

- Apply materiel sustainment knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Operate equipment and systems relevant to materiel sustainment activities
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection, storage and retrieval requirements
  - apply knowledge of materiel sustainment to assist in work and to guide problem solving
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment
  - plans
  - workplace documentation
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:

- enterprises that work in materiel sustainment
- other government departments or instrumentalities that work with materiel

Materiel sustainment may include:

- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Materiel sustainment may also be referred to as asset management and includes
RANGE STATEMENT

components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Materiel sustainment activities may include:
- administrative procedures
- data collection and storage
- data retrieval

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time
- transport

Materiel sustainment records may include:
- databases
- files
- finance systems
- logistics information technology systems
- logistics systems
- registers
- spreadsheets
- technical data systems

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4022A Implement and monitor configuration management plans

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to implement and monitor configuration management plans, including adjusting current and future activity, amending plans, acquiring resources, liaising with stakeholders and providing associated reports. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for configuration management specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify requirements for the provision of configuration management | 1.1 Sources of information relevant to configuration management plans are identified and obtained in accordance with organisational policy and procedures  
1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures  
1.3 Configuration management plans are assessed against reviewed information |
| 2 Implement configuration management plans | 2.1 Performance indicators and other criteria for measurement of achievement are implemented  
2.2 Configuration management risks and impacts relevant to the plan are identified, reported and managed  
2.3 Configuration management plans are implemented in accordance with organisational policy and procedures  
2.4 Participation and contribution to configuration management activities is established and maintained in accordance with the plan |
| 3 Monitor and report on implementation of configuration management plans | 3.1 Configuration management plans are monitored and regularly reviewed in accordance with organisational policy and procedure  
3.2 Plans are amended and documented in accordance with organisational policy and procedures  
3.3 Performance measures are monitored to ensure they address all key aspects of organisational performance and meet the interests of stakeholders  
3.4 Performance data is analysed on a regular and planned basis, both in terms of the indicators and compliance with organisational policy and procedures  
3.5 Performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
REQUIRED KNOWLEDGE AND SKILLS

- Configuration management
- Configuration management processes related to planning
- Organisational policy and procedures impacting on configuration management
- Organisational role relevant to configuration management
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues
- Technical regulatory framework
- Written communication to a level required in the preparation of correspondence and reports

Required skills:

- Apply configuration management and project management knowledge relevant to work being performed
- Demonstrate an understanding of the strategic objectives of the organisation, and identify and assess potential alliances and effective strategies
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Implement processes to enable configuration management requirements to be effectively transitioned across the life cycle, including integrated logistics support considerations, and validation and verification activities, including environmental, sustainability issues
- Manage time and prioritise work to ensure objectives are met in accordance with the schedule
- Monitor processes to ensure that configuration management systems continue to enable the operational requirements to be attained - this may include performance metrics
- Negotiate and communicate effectively with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall configuration management objectives are achieved

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on these processes
EVIDENCE GUIDE

unit

- analyse data and information
- apply knowledge of configuration management plans to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to configuration management plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
- contractors
- customers
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Configuration management plans may include:
- disposal
- facilities
- technical data
- training
- transitional plans

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Performance indicators may include:
- costs
- milestones
- production
- resources
- scheduling
- timing

Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory
Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX4023A Conduct configuration management activities

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to conduct configuration management activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; and maintenance of associated workplace networks and stakeholder requirements. Materiel systems may include a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for configuration management specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| 1 Prepare to conduct configuration management activities | 1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures  
1.2 Effective relationships are developed with stakeholders through consultation  
1.3 Legislation and organisational policy and procedures that may impact on configuration management activities are identified and analysed  
1.4 Sources of information relevant to configuration management activities are identified and obtained in accordance with organisational policy and procedures  
1.5 All personnel involved in configuration management activities are briefed in accordance with standard procedures |
| 2 Conduct configuration management activities | 2.1 Configuration management methods and techniques appropriate to the area are employed in accordance with plans, schedules and standard procedures  
2.2 Configuration management activities are conducted and concluded within resource constraints  
2.3 Configuration management activities are implemented, monitored and amended based on changing circumstances, in accordance with methodologies and procedures  
2.4 Resources are allocated to configuration management activities in accordance with the configuration management plan and resource availability |
| 3 Report on configuration management | 3.1 Configuration management performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements  
3.2 Configuration management reports are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle in accordance with organisational policy and procedures |
| 4 Maintain configuration management records | 4.1 Configuration management records are completed in accordance with relevant policy and procedures  
4.2 Configuration management records are amended and documented in accordance with organisational policy and procedures |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Configuration management processes
- Organisational policy and procedures related to configuration management
- Organisational role relevant to configuration management
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to configuration management
- Technical regulatory framework
- Written and oral communication to a level required in the preparation of correspondence and reports

Required skills:

- Apply configuration management and project management knowledge relevant to work being performed
- Demonstrate an understanding of the strategic objectives of the organisation, and identify and assess potential alliances and effective strategies
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify, review and analyse information that may impact on the configuration management program, or may be impacted by the configuration management program
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Manage time and prioritise work to ensure objectives are met in accordance with the schedule
- Negotiate and communicate effectively with key stakeholders (both internal and external), and resolve any potential areas of conflict or concern to ensure that overall configuration management objectives are achieved
- Undertake performance measurement relevant to configuration management to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE
guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data and information management processes
  - analyse data and information
  - apply knowledge of materiel configuration management to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to configuration management
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
EVIDENCE GUIDE

- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Legislation may include:
- relevant federal, state and local government legislation and regulations

Configuration management activities may include:
- data and information analysis
- data and information management
- data and information retrieval
- identification of data and information
- reporting
- research

Sources of information may include:
- contractors
- databases
- duty statements
- legislation
RANGE STATEMENT

- managers
- peers
- plans
- policies
- procedures
- publications
- reference material
- standards
- supervisors
- suppliers

Personnel may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Resources may include:
- contractual
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Methodologies and procedures may include:
- configuration management
- costing analysis
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- reliability, availability and maintainability
- systems engineering

Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory
RANGE STATEMENT

Life cycle may include:

- whole of a particular item/system/process, from identification of a capability need to capability disposal

Configuration management records may include:

- databases
- files
- information technology systems
- registers
- spreadsheets

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4024A Apply configuration management processes and procedures

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to apply configuration management processes and procedures. The application of processes and procedures is specific to a variety of component processes including: configuration management administrative procedures, configuration management data collection and storage, and configuration management data retrieval. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for configuration management specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Prepare to apply configuration management processes and procedures | 1.1 Requirements for application of processes and procedures are identified from work requests/instructions and are confirmed.  
1.2 Occupational health and safety requirements, including those contained in organisation’s procedures, are applied throughout the operation.  
1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures.  
1.4 Sources of information relevant to configuration management requirements are identified and obtained in accordance with organisational policy and procedures. |
| **2** Apply configuration management processes and procedures | 2.1 Configuration management processes and procedures are implemented and monitored within resource constraints.  
2.2 Configuration management processes and procedures are amended based on changing circumstances in accordance with organisational policy and procedures. |
| **3** Monitor and report on configuration management processes and procedures | 3.1 Configuration management outcomes are reported in accordance with organisational policy and procedures.  
3.2 Configuration management processes and procedures are monitored and reviewed to ensure systems and/or equipment capability is maintained, in accordance with organisational policy and procedures. |
| **4** Maintain records for configuration management processes and procedures | 4.1 Configuration management records are maintained in accordance with organisational policy and procedures.  
4.2 Configuration management records are amended and documented in accordance with organisational policy and procedures. |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Cataloguing and codification
- Configuration management administrative procedures
- Configuration management data collection and storage requirements
REQUIRED KNOWLEDGE AND SKILLS

- Configuration management data retrieval procedures
- Materiel life cycle
- Organisation role relevant to configuration management
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to configuration management
- Technical regulatory framework
- Written communication to a level required in the preparation of letters and reports

Required skills:

- Apply configuration management knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Operate equipment and systems relevant to configuration management activities
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection, storage and retrieval requirements
  - apply knowledge of configuration management to assist in work and to guide problem solving
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to configuration management
EVIDENCE GUIDE

- plans
- workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- enterprises that work in configuration management
- other government departments or instrumentalities that work with materiel

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards
RANGE STATEMENT

Configuration management activities may include:
- configuration management administrative procedures
- configuration management data collection and storage
- configuration management data retrieval

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Configuration management records may include:
- databases
- files
- registers
- spreadsheets

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4026A Apply codification and cataloguing processes and procedures

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to collect, analyse and catalogue codification data and information including identifying required codification information, analysing and preparing information for use, providing explanatory information, and cataloguing the information. Codification is the act of establishing and maintaining an item of supply identification and related data under a recognised cataloguing system and/or the national system of another country participating in international codification systems. Cataloguing is the act of recording and promulgating selected management data relating to the items of supply in recognised catalogues. The application of codification and cataloguing is specific to a variety of component processes including: materiel logistics administrative procedures, materiel logistics data collection and storage, and materiel logistics data retrieval. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for codification and cataloguing specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
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<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| 1 Prepare to apply codification and cataloguing processes and procedures | 1.1 Requirement for application of codification and cataloguing processes and procedures is identified from work requests/instructions and is confirmed  
1.2 Occupational health and safety requirements, including those contained in organisation's procedures, are applied throughout the operation  
1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures  
1.4 Sources of information relevant to codification and cataloguing requirements are identified and obtained in accordance with organisational policy and procedures |
| 2 Apply codification processes and procedures | 2.1 Codification information and data is collated and analysed in accordance with organisational policy and procedures  
2.2 Research and analysis is conducted in accordance with codification requirements  
2.3 Codification is established and confirmed in accordance with organisational policy and procedures |
| 3 Apply cataloguing processes and procedures | 3.1 Codification outcomes are interpreted and catalogued in accordance with organisational policy and procedures  
3.2 Cataloguing processes and procedures are monitored and reviewed to ensure system capability is maintained in accordance with organisational policy and procedures |
| 4 Maintain records for codification and cataloguing processes and procedures | 4.1 Codification and cataloguing records are documented in accordance with organisational policy and procedures  
4.2 Codification and cataloguing records are reviewed and updated in accordance with organisational policy and procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing administrative procedures
- Codification and cataloguing data collection and storage requirements
- Codification and cataloguing data storage and retrieval procedures
REQUIRED KNOWLEDGE AND SKILLS

- Configuration management
- Integrated logistics support
- Materiel life cycle
- Materiel sustainment
- Organisational role relevant to codification and cataloguing
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to codification and cataloguing
- Technical regulatory framework
- Written communication to a level required in the preparation of letters and reports

Required skills:

- Analyse and interpret codification and cataloguing data to source information for external and internal sources
- Apply codification and cataloguing knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Draw on information from a variety of sources using research, analysis and judgement to identify information that needs to be incorporated into codification and cataloguing data
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection, storage and retrieval requirements
  - apply knowledge of codification and cataloguing to assist in work and to guide problem solving
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources

- Competency should be assessed in the workplace or in a
EVIDENCE GUIDE

for assessment

simulated workplace environment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to codification and cataloguing
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Organisation may include:

- enterprises that require codification and cataloguing
- other government departments or instrumentalities that work with materiel

Organisational policy and procedures may include:

- Australian Standards
- international standards
- organisational instructions and standards

Codification information and data may include:

- liaison
- manufacturers information
- physical descriptions
- technical drawings
- technical specifications

Cataloguing activities may include:

- administrative procedures
- data management
- data collection and storage
- data retrieval
- liaison

Codification and cataloguing records may include:

- databases
- files
- registers
- spreadsheets

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4027A Assess maintenance spares and manage repairable items

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to assess spares and manage repairable items in maintenance activities while complying with relevant regulations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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</table>
| **1** Perform spares assessment activities | 1.1 Organisation spares assessment and supply information systems are identified and applied  
1.2 Maintenance data, spares usage data and trends are monitored, and required holdings of spares are varied as required  
1.3 Spares availability problems are identified and strategies are determined to resolve problems  
1.4 Acceptable sources of suitable substitute parts are identified and requirements for documentation are specified in accordance with organisational policy and procedures  
1.5 Configuration management requirements are observed in spares assessing |
| **2** Manage repairable items | 2.1 Maintenance and reliability data is monitored and changes to maintenance programs are proposed where necessary  
2.2 Documentation is raised to allocate repairable items to maintenance facilities in accordance with contractual requirements, and organisational policy and procedures  
2.3 Specific investigation or additional maintenance requirements are specified |
| **3** Maintain records | 3.1 Data required for input to integrated logistics support (ILS) records is provided where applicable  
3.2 Systems, procedures and records associated with documenting performance are managed in accordance with the organisational requirements |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes  
- Configuration management  
- Industrial base capability  
- Integrated logistics support  
- Legislative and regulatory environment, including environmental, sustainability issues as it pertains to materiel logistics  
- Logistics governance
REQUIRED KNOWLEDGE AND SKILLS

- Logistics support analysis principles and processes
- Management processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Performance measurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel sustainment

Required skills:

- Analyse and interpret assessment information to determine where internal and external factors impact on the assessment of spares and management of repairable items
- Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration
- Draw on information from a variety of sources using research, analysis and judgement to develop assessment requirements
- Effectively administer spares and services contracts and their deliverables
- Effectively consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake procurement activities occurring in the spares and repairable item environment
- Use appropriate information technology and software to assess and manage repairable items

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - initiate and efficiently monitor processes
EVIDENCE GUIDE

- initiate any remedial action required
- communicate with stakeholders
- prepare and provide relevant reports and documentation
- effectively and efficiently manage materiel sustainment operations
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to spares and repairable items
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Spares assessment and supply information systems may be:
- developed within the organisation
- manual or computer-based
- proprietary systems purchased by the organisation

Suitable substitute parts may be identified from:
- drawings, standards and specifications in the case of piece parts and materials
- manufacturers catalogues and specifications in the case of complete components (items of products)
- modification data

Organisational policy and procedures may include:
- Australian Standards
- international standards
- logistics support analysis
- organisational instructions and standards

Repairable items may include:
- electrical system components
- electronic systems components
- engines and engine components
- hydraulic, pneumatic and fuel components
- instrument system components
- items of role equipment
- items of safety equipment
- mechanical components
- removable structural components

Investigation or additional maintenance requirements may include:
- compliance with directives or special technical instructions
- incident investigation
- modifications
- service bulletin compliance
- service difficulty (defect) report investigation
- warranty claims

ILS records may include:
- baselines for reliability, availability and maintainability
- failure modes, effects and criticality analysis
- costing analysis
- life cycle costing data
- logistics support analysis plans
RANGE STATEMENT

- logistics support analysis record data

Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX4028A Apply knowledge of logistics

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to analyse and apply knowledge of logistics. The application of this knowledge is required by people who are not currently specialists in the field but need the knowledge to inform their decision making. The application of logistics knowledge is specific to a variety of component processes in logistical activities including the logistics support to operations, logistics support to capability and the application of logistics systems. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for emerging logistics specialists who need an understanding of the functions and activities of the wider organisation but is applicable to any individual in this field of work. Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Access and interpret relevant logistics information | 1.1 Relevant logistics requirements are identified and obtained  
1.2 Logistics information obtained is analysed to determine the relevance and application to the organisation  
1.3 Outcomes of the analysis are documented and recommendations relevant to logistics are determined |
| 2 Use knowledge of logistics | 2.1 Logistics requirements and recommendations relevant to work are applied in accordance with organisational policy and procedures  
2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and procedures  
2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Logistics information or information systems  
- Logistics knowledge relevant to the work performed  
- Logistics relevant to logistics support to capability and logistics support to operations  
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to logistics

**Required skills:**

- Undertake, analyse and interpret logistics information to determine where internal and external factors impact on the logistics requirements, and adjust planning accordingly  
- Consult and negotiate with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved  
- Display resilience by continuing to move forward despite criticism or setbacks  
- Focus on clear communication of key logistics information, present information confidently and select the appropriate medium for communication to a range of audiences  
- Identify the relationship between organisational goals and recognise how own work
Required skills:

- contributes to the achievement of those goals
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant logistics requirements
  - apply knowledge of logistics to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to logistics
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or
EVIDENCE GUIDE

- training programs
- case studies
- demonstration
- feedback from supervisors and peers regarding the candidate's ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Logistics may include:
- logistics support to capability
- logistics support to operations and logistics systems

Organisation may include:
- enterprises that work in logistics
- other government departments or instrumentalities that require logistics support

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  X - Logistics
TLIX4029A Apply knowledge of integrated logistics support

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to analyse and apply knowledge of integrated logistics support. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system with the aim of ensuring that operational and preparedness requirements are met, at a minimised life cycle cost, within regulatory, legislative and contractual constraints. The application of this knowledge is required by people who are not integrated logistics support specialists but who need the knowledge to inform their decision making. The application of integrated logistics support knowledge is specific to a variety of component processes in material logistics activities. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for logistics specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion, and judgement and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access and interpret relevant integrated logistics support information</td>
</tr>
<tr>
<td></td>
<td>1.1 Relevant integrated logistics support requirements are identified and obtained</td>
</tr>
<tr>
<td></td>
<td>1.2 Integrated logistics information obtained is analysed to determine the relevance and application to the organisation</td>
</tr>
<tr>
<td></td>
<td>1.3 Outcomes of the analysis are documented and recommendations relevant to integrated logistics support are determined</td>
</tr>
<tr>
<td>2</td>
<td>Use knowledge of integrated logistics support</td>
</tr>
<tr>
<td></td>
<td>2.1 Integrated logistics support requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Integrated logistics support
- Materiel life cycle
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel and materiel systems
- Integrated logistic support knowledge relevant to the work performed
- Integrated logistic support relevant to materiel and materiel systems

Required skills:

- Undertake, analyse and interpret integrated logistics support information to determine where internal and external factors impact on the integrated logistics requirements, and adjust planning accordingly
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
Required skills:

- Focus on clear communication of key integrated logistics support information, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant integrated logistics support requirements
  - apply knowledge of integrated logistics support to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to integrated logistic support
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands
EVIDENCE GUIDE

such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- enterprises that work in materiel logistics
- other government departments or instrumentalities that work with materiel

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is:
- the life cycle management of materiel to achieve the stated objectives of capability managers

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  X - Logistics
TLIX4030A Apply knowledge of materiel sustainment

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to analyse and apply knowledge of materiel sustainment. The application of this knowledge is required by people who are not materiel sustainment specialists but who need the knowledge to inform their decision making. The application of materiel sustainment knowledge is specific to a variety of component processes in material logistics activities. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for logistics specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
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</tr>
</thead>
</table>
| 1  | Access and interpret relevant materiel sustainment information | 1.1 Relevant materiel sustainment requirements are identified and obtained  
| | | 1.2 Materiel sustainment information obtained is analysed to determine the relevance and application to the organisation  
| | | 1.3 Outcomes of the analysis are documented and recommendations relevant to materiel sustainment are determined |
| 2  | Use knowledge of materiel sustainment | 2.1 Materiel sustainment requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organisational policy and procedures  
| | | 2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and procedures  
| | | 2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Contract management
- Materiel sustainment knowledge relevant to the work performed
- Materiel life cycle
- Materiel sustainment relevant to materiel and materiel systems
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel and materiel systems

Required skills:

- Undertake, analyse and interpret materiel sustainment information to determine where internal and external factors impact on the integrated logistics requirements, and adjust planning accordingly
- Consult and negotiate with key stakeholders (both internal and external) and resolve any
Required skills:

- potential areas of conflict or concern to ensure that overall objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of materiel sustainment information, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant materiel sustainment requirements
  - apply knowledge of materiel sustainment to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands
EVIDENCE GUIDE

such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel sustainment may include:
- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Organisation may include:
- enterprises that work in materiel logistics
- other government departments or instrumentalities that work with materiel

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support
RANGE STATEMENT

designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is:

the life cycle management of materiel to achieve the stated objectives of the capability managers

Organisational policy and procedures may include:

- Australian Standards
- international standards
- organisational instructions and standards

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4031A Apply knowledge of configuration management

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to analyse and apply knowledge of configuration management. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. The application of this knowledge is required by people who are not configuration management specialists but who need the knowledge to inform their decision making. The application of configuration management knowledge is specific to a variety of component processes in material logistics activities. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for logistics specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<td>Access and interpret relevant configuration management information</td>
</tr>
<tr>
<td></td>
<td>1.2 Configuration management information obtained is analysed to determine the relevance and application to the organisation</td>
</tr>
<tr>
<td></td>
<td>1.3 Outcomes of the analysis are documented and recommendations relevant to configuration management requirements are determined</td>
</tr>
<tr>
<td>2</td>
<td>Use knowledge of configuration management</td>
</tr>
<tr>
<td></td>
<td>2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Integrated logistics support
- Configuration management knowledge relevant to the work performed
- Configuration management relevant to materiel and materiel systems
- Materiel life cycle
- Materiel sustainment
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel and materiel systems
- Technical regulatory framework

Required skills:

- Undertake, analyse and interpret configuration management information to determine where internal and external factors impact on the configuration management requirements, and adjust planning accordingly
Required skills:

- Consult and negotiate with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of configuration management information, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify, interpret and analyse configuration management requirements relevant to work being performed
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant configuration management requirements
  - apply knowledge of configuration management to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to configuration management
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of
EVIDENCE GUIDE

The candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- enterprises that work in materiel logistics
- other government departments or instrumentalities that work with materiel

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is:
- the life cycle management of materiel to achieve the stated objectives of the capability managers

Organisational policy and
- Australian Standards
- international standards
RANGE STATEMENT
procedures may include:  
  - organisational instructions and standards

Unit Sector(s)
Not Applicable

Competency Field
Competency Field  X - Logistics
TLIX4032A Apply knowledge of technical regulatory framework

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to analyse and apply knowledge of the technical regulatory framework. The application of this knowledge is required by people who are not specialists of the technical regulatory framework but need the knowledge to inform their decision making. The application of technical regulatory framework knowledge is specific to a variety of component processes in material logistics activities. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for logistics specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<td>1</td>
<td><strong>Access and interpret relevant technical regulatory framework information</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Relevant technical regulatory framework requirements are identified and obtained</td>
</tr>
<tr>
<td></td>
<td>1.2 Technical regulatory information obtained is analysed to determine the relevance and application to the organisation</td>
</tr>
<tr>
<td></td>
<td>1.3 Outcomes of the analysis are documented and recommendations relevant to technical regulatory requirements are determined</td>
</tr>
<tr>
<td>2</td>
<td><strong>Use knowledge of technical regulatory framework</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Technical regulatory requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organisational policy and procedures</td>
</tr>
<tr>
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Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Configuration management
- Materiel life cycle
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel and materiel systems
- Technical regulatory framework knowledge relevant to the work performed
- Technical regulatory framework relevant to materiel and materiel systems

**Required skills:**

- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of technical regulatory information to a range of audiences
- Identify, interpret and analyse technical regulatory requirements relevant to work being performed
- Present technical regulatory information confidently and select the appropriate medium for communication
Required skills:

- Use appropriate information technology and software

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant compliance requirements
  - apply knowledge of the technical regulatory framework to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to technical regulatory framework
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or
EVIDENCE GUIDE

- training programs
- case studies
- demonstration
- feedback from supervisors and peers regarding the candidate's ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Technical regulatory framework may include compliance in:
- environment
- safety
- suitability

Organisation may include:
- enterprises that work in materiel logistics
- other government departments or instrumentalities that work with materiel

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is:
- the life cycle management of materiel to achieve the stated objectives of the capability managers

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards
Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX4033A Apply technical regulatory framework compliance management systems

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to apply and validate technical regulatory framework compliance management systems, processes and procedures established by an organisation to fulfil its obligations and responsibilities under applicable compliance requirements. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
This unit was developed for technical regulatory framework specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for compliance roles and responsibilities** | 1.1 Structure of the organisation is examined to identify the roles, authorities, accountabilities and responsibilities of the various managers and operational staff in maintaining compliance within the technical regulatory framework  
1.2 Technical regulatory framework compliance requirements applicable to the work area/operational unit are identified, confirmed and interpreted  
1.3 Specific responsibilities of the individual or team are identified and clarified  
1.4 Feedback and performance indicators on the operation of the technical compliance management processes and procedures are reviewed and agreed with the manager/team leader  
1.5 Appropriate briefings and training are undertaken to ensure jobholder is aware of roles and responsibilities within the planned technical regulatory framework compliance management system |
| **2 Apply technical compliance management system** | 2.1 Technical regulatory framework components of technical compliance management system are confirmed, and authorised procedures for their implementation are clarified  
2.2 Resources for the application of technical regulatory framework compliance management system are accessed and utilised in accordance with organisational policy and procedures  
2.3 Implementation plan and schedule are accessed and applied in collaboration with managers and operations staff and in accordance with relevant technical regulatory framework  
2.4 Essential technical regulatory framework preconditions for any duty, function or activity are confirmed before proceeding with designated or assigned work |
| **3 Validate individual application of technical compliance management processes** | 3.1 Specified information on individual's role and responsibilities within technical compliance management system is gathered from appropriate sources  
3.2 Feedback and performance indicator satisfaction data is prepared, reviewed and processed in accordance with agreed workplace practices  
3.3 Problems in the application of technical compliance management system and in particular any breach of compliance requirements are identified and appropriate action is initiated to address the problems concerned  
3.4 Reports on any identified breaches of compliance requirements and related action taken are prepared and processed to the responsible authority/stakeholder  
3.5 Records of technical regulatory framework activities are |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
maintained in accordance with approved systems requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Configuration management
- Elements of the technical regulatory framework compliance management systems including:
  - breach management policies and processes including the identification, classification, investigation, rectification and reporting of breaches in compliance requirements
  - compliance complaints handling systems
  - compliance related management information systems
  - compliance reporting procedures
  - continuous improvement processes for compliance including validation and review
  - corporate induction and training processes related to compliance
  - documentation of compliance requirements relevant to the specified work role/area
  - liaison procedures with relevant internal personnel on compliance related matters
  - processes for the internal promulgation of information on compliance requirements
  - reporting processes on compliance including reports on breaches and rectification action
  - specification of local work area compliance management functions, authorities, accountabilities and responsibilities under the technical regulatory framework
  - techniques and performance indicators for validating the individual application of a compliance system
  - Quantitative and qualitative data analysis techniques relevant to compliance applications
  - Relevant Australian Standards and international standards
  - Sources of data relevant to compliance, including environmental, sustainability issues
  - Techniques suitable for applying compliance related systems and activities

Required skills:

- Apply technical regulatory framework knowledge relevant to work being performed
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
Required skills:

- Operate equipment and systems relevant to technical regulatory framework activities
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection, storage and retrieval requirements
  - apply knowledge of a technical regulatory framework compliance management system to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to technical regulatory framework compliance management system
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a
EVIDENCE GUIDE

combination of methods such as:

- authenticated evidence from the workplace and/or training programs
- case studies
- demonstration
- feedback from supervisors and peers regarding the candidate's ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Technical regulatory framework compliance requirements:

- may include those authorised by the relevant technical regulatory framework and contained in implementation directions from internal authorities
- will be based on:
  - codes of practice
  - environmental, sustainability policies and legislation
  - internal policies
  - organisational policy and procedures
  - standard operating procedures
  - standards

Technical regulatory framework components may include:

- configuration management
- design and design approval
- engineering including engineering change
- integrated logistics support
- logistics
- materiel sustainment
- procurement
RANGE STATEMENT

- quality
- access to appropriate technical expertise
- communication systems
- facilities
- financial
- human resources
- information technology capabilities and systems
- infrastructure
- time
- transport

Resources may include:

Specified information may include:

- plans
- project plans
- standing instructions
- standard operating procedures
- work flow charts
- work instructions
- work procedures

Breaches may include:

Responsible authority/stakeholder may include:

- penalties, which may include sanctions, suspension, loss of formal recognition or accreditation, and court determination in relation to criminal or civil cases
- Public Service Act
- relevant civil legislation and regulations
- relevant commercial legislation and regulations
- compliance management team (where relevant)
- compliance specialists at the operational level
- legal and business advisors and consultants with expertise in compliance management
- project sponsors
- representatives of professional associations and institutes relevant to the organisation's operations and sphere of business
- senior management team
- technical regulatory authorities

Unit Sector(s)

Not Applicable
Competency Field

Competency Field  X - Logistics
TLIX4034A Apply technical risk management systems and techniques

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to assist with aspects of risk management in relation to the technical integrity of an organisation's materiel. It specifically involves assisting in the planning, control and review of risks associated with the organisation's materiel. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for technical regulatory framework specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
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<tr>
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| **1** Assist with risk analysis and planning | 1.1 Contribution is made to identify and prioritise risks to the technical integrity of the organisation's materiel  
1.2 Within delegated technical/engineering authority, input is provided to develop risk management strategies and risk management plans within established guidelines  
1.3 Established risk analysis methods, techniques and tools are used to assist in the analysis of risks in accordance with organisational plans  
1.4 Reporting mechanisms for risks to technical integrity are incorporated, in accordance with organisational plans |
| **2** Conduct risk control activities | 2.1 Risk control activities are undertaken in accordance with organisational plans  
2.2 Risks to technical integrity are acted on within technical/engineering authority or reported to others for response  
2.3 Contribution is made to the implementation of agreed risk approaches and the amendment of plans to reflect the changing context  
2.4 Opportunities are identified and reported for action in the same way as risks |
| **3** Contribute to assessing risk management outcomes | 3.1 Contribution is made to the ongoing review of the technical integrity of organisational materiel to determine the effectiveness of risk management activities by accessing data and available information  
3.2 Risk management issues and responses are reported to others for lessons learned or application in future technical/engineering activities |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Risk management as applied in a technical/engineering context, including principles, tools, techniques, standards and processes
- Technical regulatory framework, organisation's engineering management plan and risk management plan
Required skills:

- Apply safety, legislative and statutory requirements, including environmental, sustainability issues relevant to technical risk management
- Apply technical risk management knowledge relevant to work being performed
- Interpret organisational role relevant to technical risk management
- Operate equipment and systems relevant to technical risk management activities
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection, storage and retrieval requirements
  - apply knowledge of technical risk management systems to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts
- Consistency in performance and evidence that candidates have contributed to the management of risk within projects includes applying, within authority, the requirements of the job or work role in relation to:
  - implementing, monitoring, and successfully completing risk management activities
  - contributing to reports of results
  - completing work area housekeeping requirements including the documentation of risk management activity and process outcomes
  - identifying risk
  - controlling risks
  - developing risk management strategies
EVIDENCE GUIDE

- modifying activities to cater for variations in workplace context and environment
- monitoring risks (with emphasis on variation management)
- reviewing risk management within the project
- working and communicating effectively and positively with others involved in the work

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to technical risk management systems and techniques
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Risks may include:
- actual
- likely/probable
- perceived
- potential
- sources of technical risk and associated documents may include:
  - design change
  - Engineering Management Plan
  - Risk Management Plan
  - appropriate standards

Delegated technical/engineering authority may include authority:
- appointed in accordance with the relevant technical regulatory framework
- subject to frequent change in a multi-disciplinary environment
- under limited guidance and supervision
- within agreed authorisation and limits
- within established organisational framework, procedures and routines

Risk analysis methods, techniques and tools may include:
- assisting in qualitative and/or quantitative risk analysis, such as schedule simulation, decision analysis, contingency planning and alternative strategy development
- using personal experience and/or subject matter experts
- using specialist risk analysis tools to assist in the decision making process

Organisational plans may include:
- engineer management plans
- risk management plans

Others may include:
- executive authorities
- higher project authorities
- other stakeholders
- project specialists or personnel
- regulatory authorities
- team members
RANGE STATEMENT

Opportunities may include:
- better means of achieving a result
- changes in the regulatory framework or broader environment that offer scope for rescheduling activities to better effect
- efficiencies or methods to work more effectively, such as ways of shortening an activity
- environmental load minimisation and waste minimisation
- improvements to technical integrity
- risk mitigation

Review may include:
- changes to technical regulatory authority
- technical integrity of organisation's materiel

Data and information may include:
- financial data
- list of potential risk events (risk register/log)
- logistics data, including environmental, sustainability issues
- organisational files and records
- risk analysis and reappraisal
- risk diaries, incident logs, occurrence reports and other such documentation
- risk management lessons learned
- risk management plan
- technical data

Unit Sector(s)
Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4035A Maintain technical data and information

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to maintain the technical data and information of the organisation in good order on a day-to-day basis. It includes gathering together technical data and information that is subject to organisational updates, performing the required updates, retrieving reports from the data management system in response to a request, and monitoring those aspects which are relevant to the immediate business unit requirements. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for technical regulatory framework specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employmability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

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</table>
| **1** Collate technical data and information | 1.1 Technical data and information which should be incorporated into the organisation's records system are identified in accordance with the data and technical information management system  
1.2 Technical data and information which should be incorporated into the organisation's information systems is recorded in accordance with the requirements of the data and technical information management system  
1.3 Technical data and information is sorted and catalogued in accordance with workplace requirements  
1.4 Security and access requirements for technical data and information are adhered to in accordance with the management system |
| **2** Update technical data and information system | 2.1 Technical data and information which is of direct interest to the business unit is routinely monitored  
2.2 New or revised technical data and information is identified and incorporated in accordance with authorised systems  
2.3 Movement and use of the technical data and information is updated in accordance with authorised systems  
2.4 Technical data and information system is updated accurately and within the timeframes set by authorised systems  
2.5 Technical data and information is archived or disposed of in accordance with authorised systems |
| **3** Prepare reports from organisation's technical data management system | 3.1 Request for reports is interpreted and clarification of content and frequency is sought where necessary  
3.2 Reports are prepared from the organisation's technical data management system in accordance with instructions or request  
3.3 Format and style of reports are in accordance with organisational procedures  
3.4 All reports from the organisation's technical data management system are prepared within workplace requirements and in accordance with security and access procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.
REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Applicable standards
- Data management principles and processes including functional requirements for data management
- Relevant details of the technical regulatory framework, organisation engineering management plans and technical data management plan

Required skills:

- Apply technical data and information and project management knowledge in technical data and information systems
- Consult and negotiate effectively with stakeholders (both internal and external), receive their input and resolve any potential areas of conflict or concern to ensure that overall technical data and information systems objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Implement processes to enable new technical data and information system requirements to be effectively transitioned across the life cycle - this includes integrated logistics support considerations, including environmental, sustainability issues, and validation and verification activities
- Monitor processes to ensure that the technical data and information systems continue to enable the operational requirements to be attained - this may include performance metrics

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on implementation processes
  - analyse data and information
  - apply knowledge of technical data and information plans to assist in work and to guide problem solving
  - demonstrate understanding of personal role in
EVIDENCE GUIDE

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts.
- Consistency in performance and evidence that candidates have taken responsibility for maintaining technical data and information includes applying, within authority, the requirements of the job or work role in relation to:
  - contributing to reports of results
  - completing work area housekeeping requirements including documenting technical data and information management activity and process outcomes
  - successfully maintaining technical data and information management systems
  - modifying activities to cater for variations in workplace context and environment
  - working and communicating effectively and positively with others involved in the workplace

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment.
- Specific resources for assessment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to technical data and information
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
EVIDENCE GUIDE

- case studies
- demonstration
- feedback from supervisors and peers regarding the candidate's ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Data and technical information management system may include:

- allocating access/security status
- capturing structural and contextual metadata
- classifying and indexing items
- computer-based, paper-based, microfiche and manual systems
- generating and allocating unique identifiers to data items
- identifying and recording disposal status items
- identifying technical data and information creators
- links between technical data and information items
- locating and tracking items
- naming/titling items
- negotiating transfer of custody or ownership
- recording the use history of items

Workplace requirements may include:

- arrangements for disposal and archiving of technical data and information
- identifying disposal and/or archiving criteria
- numbering system or naming conventions for technical data and information
- timeframe for processing
- intellectual property restrictions
RANGE STATEMENT

may include:

- protection of privacy
- security restrictions
- trade secrets or commercial in confidence information

Monitoring technical data and information which is of direct interest to the business unit may include:

- audit trail or log of users and activity in systems
- compliance with access rules
- compliance with disposal procedures
- correct use of spelling, spacing and numbering
- data integrity
- disparity, sentencing difficulties or gaps in retention and disposal coverage
- disputes arising from matters, particularly access questions
- failures in tracking or increases in lost items
- input of metadata requirements
- legal precedents requiring changes to system/s
- records of authorisation of destruction
- reliability of optical character recognition techniques
- retention of records
- scanned clarity of images
- security
- space shortages
- storage standards maintenance
- volumes of actions or accumulations of records above or below anticipated levels

Authorised systems may include:

- applicable industry and international standards
- authorised data technical information management frameworks and systems
- engineering management plans (including technical data management plans and configuration management plans)
- relevant organisational instructions
- relevant technical regulatory framework

Reports may include:

- ad hoc reports
- part of a management solution for another support/operational function
- regular records management reports
- specific reports such as:
  - defect trends
  - design support network reviews
  - engineering delegations
  - engineering design
  - engineering instructions and standards
RANGE STATEMENT

- maintenance data
- maintenance instructions
- system management reports

Format and style of reports may be:

- computer-generated
- formal
- informal
- manual

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX4036A Analyse, advise on and carry out integrated border clearance transactions

Modification History
Release 1. This is the first release of this unit.

This unit replaces and is equivalent to TLIA4057A Analyse, advise on and carry out integrated border clearance transactions.

Unit Descriptor
This unit involves the skills and knowledge required to analyse, advise on and carry out border clearance transactions and will usually involve analysis of complex interactions between component elements of the transactions, in accordance with Customs and related legislation, and workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements.

Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

### Elements and Performance Criteria

<table>
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</table>
| **1 Read and interpret documents for import consignment** | 1.1 Documents for import transaction are reviewed and assessed for compliance with Customs and other regulatory body legislation and requirements  
1.2 Customs and/or other legislation is accessed and their implications for import clearance are determined  
1.3 Missing or ambiguous documents and/or information is identified and client is advised |
| **2 Identify and analyse problems** | 2.1 Requirements for import clearance transaction are analysed and concerns are identified and documented  
2.2 Implications and risks associated with identified concerns are assessed and recorded in accordance with workplace procedures |
| **3 Develop and review alternative solutions** | 3.1 Appropriate alternative solutions to identified issues and problems are developed with due consideration to managing the risks involved, legislative requirements and client needs  
3.2 Comparative benefits and risks of alternative solutions are assessed and documented in accordance with workplace procedures  
3.3 Various options and the outcome of the review of their comparative benefits and risks are documented as required |
| **4 Select and justify solution** | 4.1 Alternative solutions are developed based on review outcomes and preferred solution is selected  
4.2 Selection justification is documented in accordance with workplace procedures and policies with due reference to compliance with all legislative requirements, selected solution benefits, risks involved and how they will be managed  
4.3 Critical issues identified during the review and analysis process are discussed and cleared with relevant internal and external personnel as required |
5 **Complete border clearance transaction**

5.1 Results of integrated border clearance transaction review are discussed with the client

5.2 Advice is provided to client on border clearance transaction, recommended solution and rationale for the recommendation

5.3 Integrated border clearance transaction is completed in accordance with agreed approach, relevant legislative requirements and workplace procedures

6 **Document and record border clearance transaction**

6.1 Required documentation for integrated border clearance transaction is completed and verified in accordance with legislative requirements and workplace procedures

6.2 Information is entered into appropriate systems as required

6.3 Records are made of integrated border clearance transaction and information on specific issues, problems and related solutions adopted, and action taken

6.4 Relevant information concerning integrated border clearance transaction is forwarded to client for compliance with Customs and related legislation requirements, and relevant internal and external personnel in accordance with workplace and organisational procedures

6.5 Integrated border transaction records are retained according to Customs and related legislation requirements, and workplace and organisational procedures

7 **Implement formal review mechanisms for dispute resolution**

7.1 Need for a formal review of a dispute related to a border transaction is identified in accordance with relevant Customs requirements and other related legislation

7.2 Appropriate review mechanism for a dispute related to a border transaction is identified in accordance with relevant Customs requirements and other related legislation

7.3 Identified review mechanism is implemented for the resolution of a dispute related to a border transaction in accordance with the relevant Customs requirements and other related legislation
Required Skills and Knowledge
This section describes the knowledge and skills required for this unit.

Required knowledge:
- Biosecurity requirements
- Classification of a consignment in accordance with the Customs Tariff Act
- Commercial and shipping documentation
- Current Incoterms
- Customs and other legislation and policy relevant to the border clearance function
- Documentation requirements for analysing, advising on and conducting integrated border clearance transactions
- Duty Concessions etc.
- Goods and Services Tax
- Issues relevant to a border clearance and appropriate action that can be taken to deal with such issues
- Other indirect taxes, including dumping and countervailing, wine equilisation tax (WET), luxury car tax (LCT)
- Preferential trade agreements including free trade agreements
- Sources of information on new developments in border clearance and related legislative requirements
- Valuation of a consignment in accordance with the Customs Act
- Ways of learning skills and knowledge required for new developments in border clearance and related legislative requirements

Required skills:
- Communicate effectively with clients
- Demonstrate fit and proper person requirements
- Identify and resolve import prohibitions and restrictions
- Identify, interpret and learn skills and knowledge required for relevant new developments in border clearance transactions
- Negotiate, communicate and liaise effectively verbally and in writing with clients and other stakeholders
- Provide quality customer service
- Read and interpret instructions, procedures and information relevant to analysing, advising on and conducting border clearance transactions
- Read and interpret legislation
- Report information or activity that may compromise Australia’s security
- Take responsibility for analysing, advising on and conducting border clearance transactions and related solutions
- Undertake continuous professional development
- Use software application systems
- Work with integrity to maintain professional standards
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- reading and interpreting transaction request facts
- identifying and analysing problems that may arise in completing a border clearance transaction
- developing and reviewing alternative solutions
- selecting and justifying solutions to typical border clearance transaction problems
- completing border clearance transaction
- documenting and recording border clearance transaction.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant documentation.

Method of assessment

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in appropriately simulated workplace environment and/or
- in an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate mentoring individuals or small groups
- knowledge tests and performance questions
- direct observation of the candidate applying tasks, requirements and work practices.

Assessment of this unit must be undertaken by a registered
training organisation.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of border clearance transactions may include:

- functions and responsibilities of a customs broker
- internal and external review practices available to analyse and review issues and problems arising within border clearance transactions
- processes and practices for advising clients on issues and related solutions arising during an assessment of border clearance transactions
- role and authority of customs, the appropriate regulatory authority responsible for biosecurity, and other regulatory bodies and how they fit into the structure of government and customs broking practices

Analysis of a border clearance transaction must involve:

- careful and detailed consideration of client instructions and needs, all compliance requirements and relevant workplace quality standards
- consideration of all possible interactive effects and risks, and a comparative review of appropriate solutions to problems and issues identified in the course of the analysis

Aspects of border clearance transactions that will need to be examined and analysed to establish any interactive effects and problems may include:

- dispute resolution
- free trade and other preferential tariff agreements
- GST requirements
- import prohibitions and restrictions
- infringement notices and penalties
- permit requirements
- tariff classification requirements
- valuation

Aspects of transaction that may be considered in the consideration of interactive effects and issues can include:

- client requirements
- compliance with all legislation and permit requirements
- cost effectiveness
- risk assessment (to nominee and corporate brokerage, regulatory authorities and client)
- source/s of information
- timeliness

New developments in border clearance requirements and operations may relate to:

- goods
- legislation
- policy and guidelines
- processes
Information on new developments in border clearance requirements and operations may be obtained from:

- systems
- technology
- external networks such as staff in various regulatory authorities, airline, shipping, road transport and storage; personnel, staff in bond stores and other customs broking firms, etc.
- internal and external training programs
- internal networks such as own operations team, staff in other departments, support staff, managers, training staff, etc.
- internet websites
- official booklets, bulletins, journals, magazines, books, etc.

Ways of learning skills and knowledge required for new developments in border clearance requirements and operations may include:

- coaching in the workplace
- external training programs
- internal training programs
- networking with relevant internal and external contacts
- online learning
- reading independently

Workplace procedures may include:

- company procedures
- enterprise procedures
- established procedures
- organisational procedures
- standard operating procedures (SOPs)

Communication in the work area may include:

- electronic data interchange (EDI)
- email
- internet
- oral, aural or signed communications
- phone

Consultative processes may involve:

- clients
- management representatives
- other employees and supervisors
- other relevant government departments, authorities and institutions
- relevant authorities and institutions

Documentation and records may include:

- Australian Taxation Office legislative requirements
- client instructions
- information from relevant websites
- internal documentation used for border clearance transactions
- manufacturer specifications for equipment required when conducting analysis
Applicable legislation and regulations may include:
- operations manuals, job specifications and induction documentation
- other legislative requirements and publications pertaining to border clearance functions
- relevant Customs and related legislation
- relevant sections of Australian Customs and Border Protection publications
- workplace procedures and policies
- Customs Act 1901 and related legislation
- export/import/quarantine/bond requirements
- privacy legislation
- taxation legislation
- other government and legislative requirements pertaining to border clearance

**Unit Sector(s)**
Not applicable.

**Competency Field**
X – Logistics
TLIX5003A Develop and review integrated logistics support plans

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to develop and review integrated logistics support plans and associated subordinate plans to ensure efficient and effective delivery of integrated logistics support across the materiel and materiel system life cycle. Integrated logistics support plans document how the materiel or materiel system will be supported to ensure they meet the stated capability requirement. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify integrated logistics support requirements | 1.1 Integrated logistics support planning requirements are identified in accordance with organisational policy and procedures  
1.2 Sources of information relevant to integrated logistics support are identified and accessed in accordance with organisational policy and procedures  
1.3 Standards and legislation applicable to integrated logistics support are identified and accessed  
1.4 Specific integrated logistics support requirements are assessed against available information  
1.5 Costing analysis of requirements is conducted in accordance with organisational policy and procedures |
| 2 Prepare integrated logistics support plans | 2.1 Organisational policy and procedures relevant to integrated logistics support requirements are identified and interpreted  
2.2 Stakeholder consultation is conducted in accordance with relevant organisational policy and procedures  
2.3 Integrated logistics support plans are developed in accordance with legislative requirements and organisational policy and procedures  
2.4 Integrated logistics support plans are promulgated in accordance with organisational policy and procedures |
| 3 Review integrated logistics support plans | 3.1 Integrated logistics support plans are reviewed in accordance with relevant organisational policy and procedures  
3.2 Required changes to integrated logistics support plans are identified and prepared in accordance with relevant organisational policy and procedures  
3.3 Amendments to integrated logistics support plans are prepared and promulgated to relevant stakeholders or personnel in accordance with relevant organisational policy and procedures |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Industrial base capability
REQUIRED KNOWLEDGE AND SKILLS

- Integrated logistics support
- International agreements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics support analysis principles and processes
- Logistics governance
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to integrated logistics support
- Performance measurement
- Planning processes
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to integrated logistics support including environmental, sustainability issues
- Supply chain concepts

Required skills:

- Apply integrated logistics support and project management knowledge in planning
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration when planning for integrated logistics support
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Undertake research and analysis to determine where internal and external factors impact on the integrated logistics support requirements, and adjust planning accordingly
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify the requirements for plans and adjust them as necessary to ensure effective and efficient performance
  - initiate and efficiently monitor processes
  - initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to integrated logistics support
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
EVIDENCE GUIDE

- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational policy and procedures may include:

- Australian Standards
- international standards
- logistics support analysis principles and processes
- organisational instructions and standards

Sources of information may include:

- conceptual documents
- contractors
- customers
- legislation, including environmental, sustainability requirements
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Standards and legislation may include:

- Australian Standards
- international standards
- organisational instructions and standards
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Costing may include:

- labour
RANGE STATEMENT

- life cycle costs
- money
- outlay of expenditure
- resources
- time

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulatory authorities
- subordinates
- supervisors
- regulators
- suppliers
- team members

Integrated logistics support plans may include:
- disposal
- facilities
- technical data
- training
- transitional plans

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published

Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX5004A Develop integrated logistics support processes and procedures

Modification History

Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to develop integrated logistics support processes and the attendant procedures within the organisation. It includes anticipating and confirming the need for development, the development processes; gathering and analysing information; determining direction; and drafting, releasing and promoting the processes. It also includes the initial development of those procedures that are integral to the processes. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| **1 Analyse the integrated logistics support environment** | 1.1 Operation of the integrated logistics support environment is analysed and key factors and issues are identified  
1.2 External and internal factors likely to impact on integrated logistics support needs and capabilities are continually monitored and analysed  
1.3 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities, in accordance with organisational policy and procedures  
1.4 Legislation and organisational policy and procedures that may impact on integrated logistics support activity are identified and analysed |
| **2 Develop integrated logistics support processes and procedures** | 2.1 Consultation and negotiation with stakeholders is conducted in accordance with organisational policy and procedures  
2.2 Integrated logistics support processes for materiel and materiel systems are developed and documented in accordance with logistics support analysis principles  
2.3 Costing analysis of options is undertaken and documented in accordance with organisational policy and procedures  
2.4 Procedures required to support the processes are identified, developed and documented  
2.5 Processes and procedures are approved in accordance with organisational policy and procedures |
| **3 Communicate integrated logistics support processes and procedures** | 3.1 Stakeholders are fully informed of the outcomes, in accordance with organisational policy and procedures  
3.2 Integrated logistics support processes and procedures are promulgated in accordance with organisational policy and procedures  
3.3 Policy and procedures are promoted in accordance with relevant organisational policy and procedures |
| **4 Review integrated logistics support processes and procedures** | 4.1 Performance systems are monitored and analysed to assess the impact of processes and procedures in achieving plans and targets  
4.2 Integrated logistics support processes and procedures are reviewed in accordance with organisational policy and procedures  
4.3 Required changes to integrated logistics support processes and procedures are identified and prepared in accordance with relevant organisational policy and procedures  
4.4 Amendments to integrated logistics support policy and procedures are documented and promulgated to relevant stakeholders in accordance with relevant organisational policy |
ELEMENT PERFORMANCE CRITERIA and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codification and cataloguing processes
- Integrated logistics support
- International agreements
- Interoperability
- Logistics support analysis principles and processes
- Management processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to integrated logistics support
- Performance measurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to integrated logistics support including environmental, sustainability issues
- Supply chain concepts

Required skills:

- Apply integrated logistics support and project management knowledge in developing processes and procedures
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration when developing integrated logistics support processes and procedures
- Develop processes and procedures that can be readily understood by users
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined
Required skills:

- Undertake research and analysis to determine where internal and external factors impact on integrated logistics support processes and procedures, and adjust accordingly
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify the requirements for processes and procedures and adjust them as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to integrated logistic support
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
EVIDENCE GUIDE

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
RANGE STATEMENT

Organisational policy and procedure may include:
- Australian Standards
- international standards
- organisational instructions and standards

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including environmental, sustainability and certification requirements

Logistics support analysis is:
- the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistic support analysis also describes the process for coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistic support analysis defines analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation)

Costing may include:
- labour
- life cycle costs
- money
- outlay of expenditure
- resources
- time

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published

Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX5005A Manage integrated logistics support operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to prepare for integrated logistics support operations, to manage those operations throughout the materiel life cycle and to report on those operations in the organisational environment. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify integrated logistics support management requirements | 1.1 Sources of information relevant to integrated logistics support are identified and obtained in accordance with organisational policy and procedures  
1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures  
1.3 Integrated logistics support management requirements are defined and documented in accordance with organisational policy and procedures |
| 2 Develop integrated logistics support management strategies | 2.1 Consultation with stakeholders is conducted in accordance with organisational policy and procedures  
2.2 Integrated logistics support management strategies are developed and recorded taking into account materiel and/or materiel system, in accordance with organisational policy and procedures  
2.3 Key performance indicators are developed and documented in accordance with organisational policy and procedures  
2.4 Costing analysis processes are developed and documented in accordance with organisational policy and procedure |
| 3 Apply integrated logistics support management strategies | 3.1 Integrated logistics support risks and impacts are identified, recorded and managed  
3.2 Integrated logistics support procedures are applied in accordance with legislative requirements  
3.3 Management activities are carried out in accordance with organisational policy and procedures  
3.4 Failures and variances are documented, reported and managed in accordance with organisational policy and procedure  
3.5 Participation and contribution to integrated logistics support activities is established and maintained |
| 4 Review integrated logistics support operations | 4.1 Performance systems and processes are monitored and analysed to assess progress in achieving plans and targets  
4.2 Systems, procedures and records associated with documenting performance are managed in accordance with the organisation's requirements  
4.3 Integrated logistics support operations are reviewed in accordance with organisational policy and procedures  
4.4 Changes required are identified and prepared in accordance with organisational policy and procedures  
4.5 Amendments to integrated logistics support operations are incorporated into plans and promulgated to relevant stakeholders, in accordance with organisational policy and procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Industrial base capability
- Integrated logistics support
- International agreements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics including environmental, sustainability issues
- Logistics support analysis principles and processes
- Logistics governance
- Management processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to integrated logistics support
- Performance measurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to integrated logistics support including environmental, sustainability issues
- Supply chain concepts

Required skills:
- Apply integrated logistics support and project management knowledge in developing processes and procedures
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration when developing integrated logistics support processes and procedures
- Develop processes and procedures that can be readily understood by users
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work
Required skills:

- contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Undertake research and analysis to determine where internal and external factors impact on integrated logistics support process and procedures, and adjust accordingly
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify integrated logistics support operation processes
  - identify, acquire and adjust resources as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to integrated logistic support
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning
EVIDENCE GUIDE

techniques should suit the language and literacy levels of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:

- conceptual documents
- contractors
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
RANGE STATEMENT

Organisational policy and procedures may include:
- suppliers
- Australian Standards
- international standards
- logistical support analysis
- organisational instructions and standards

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Key performance indicators may include:
- costs
- milestones
- production
- resources
- scheduling
- timings

Costing may include:
- labour
- life cycle costs
- money
- outlay of expenditure
- resources
- time

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including environmental, sustainability and certification requirements

Promulgated may include:
- authorised
- documented
- endorsed
RANGE STATEMENT

- issued
- published

Unit Sector(s)
Not Applicable

Competency Field
Competency Field   X - Logistics
TLIX5006A Manage verification and validation

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to verify and validate integrated logistics support processes and to manage verification and validation processes within the organisation. Verification and validation is a generic term for the complete range of checks that are performed on a system in order to increase confidence that the system is suitable for its intended purpose. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify requirements for management strategies for verification and validation | 1.1 Sources of information relevant to verification and validation are identified and obtained in accordance with organisational policy and procedures  
1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures  
1.3 Materiel verification and validation requirements are defined and documented |
| 2 Develop management strategies for verification and validation | 2.1 Consultation with stakeholders is conducted in accordance with organisational policy and procedures  
2.2 Verification and validation processes are developed and recorded taking into account materiel and/or materiel system, in accordance with organisational policy and procedures |
| 3 Implement management strategies for verification and validation | 3.1 Integrated logistics support risks and impacts relevant to verification and validation processes are identified, recorded and managed  
3.2 Verification and validation processes are applied in accordance with legislative requirements  
3.3 Activities are carried out in accordance with organisational policy and procedures  
3.4 Participation and contribution to verification and validation process activities is established and maintained |
| 4 Review management strategies for verification and validation | 4.1 Verification and validation processes are reviewed in accordance with organisational policy and procedures  
4.2 Changes required are identified and prepared in accordance with organisational policy and procedures  
4.3 Amendments to verification and validation processes are incorporated and distributed to relevant personnel in accordance with organisational policy and procedures |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Industrial base capability
REQUIRED KNOWLEDGE AND SKILLS

- Integrated logistics support processes relevant to verification and validation processes
- International agreements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics, including environmental, sustainability issues
- Logistics support analysis principles and processes
- Logistics governance
- Organisational policy, plans and procedures relevant to verification and validation processes
- Organisational role relevant to verification and validation processes
- Performance measurement
- Safety, legislative and statutory requirements, including environmental, sustainability issues
- Supply chain concepts
- Written communication to a level required in the preparation of complex correspondence and reports

Required skills:

- Analyse information and identify areas that impact on verification and validation processes
- Apply verification and validation knowledge relevant to the work being performed
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration during validation and verification processes
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment
EVIDENCE GUIDE
guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify, acquire and adjust resources as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to verification and validation
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
EVIDENCE GUIDE

- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:

- contractors
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Verification and validation is:

- a generic term for the complete range of checks that are performed on a system in order to increase confidence that the system is suitable for its intended purpose, it includes:
  - performance tests
  - reliability tests
  - rigorous set of functional tests

Organisational policy and procedures may include:

- Australian Standards
- international standards
- logistics support analysis
- organisational instructions and standards

Stakeholders may include:

- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
RANGE STATEMENT

- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field       X - Logistics
TLIX5010A Provide specialist integrated logistics support advice

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to provide specialist advice related to integrated logistics support. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. The provision of advice may be verbal or in a written format and will relate specifically to issues that are encountered in integrated logistics support activity. It includes the requirement to identify the issues, provide advice, formulate options and select the preferred option to address identified issues. This unit of competency specifically addresses advice that is relevant to integrated logistics support activity; it is not intended to cover technical advice that is provided in a broader context of the organisational endeavour or a professional discipline. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for integrated logistics support specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and analyse issue/s | 1.1 Circumstances that require the provision of advice relating to integrated logistics support are observed, received and clarified  
1.2 Issue/s are identified and confirmed, if necessary, through consultation with relevant personnel  
1.3 Circumstances are analysed and issue/s are interpreted and clearly defined  
1.4 Research related to issue/s is conducted and advice of relevant personnel is sought to clarify findings that are unclear |
| 2 Formulate options for integrated logistics support advice | 2.1 Options related to the provision of advice are identified and evaluated  
2.2 Options are prioritised and the preferred option/s is chosen |
| 3 Provide specialist integrated logistics support advice | 3.1 Advice is formulated and discussed with stakeholders  
3.2 Stakeholder requirements are negotiated, documented and incorporated within proposed advice  
3.3 Concluding advice is provided in accordance with ethical and practical guidelines and within specified resource constraints |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Analysis process
- Duty of care
- Information sources
- Materiel logistics (materiel sustainment and integrated logistic support)
- Organisational guidelines and standards
- Organisational policy and procedures
- Product knowledge related to systems and/or equipment in service in the organisation
- Professional codes of practice
- Research techniques
- Specialist knowledge in integrated logistics support
- Verbal communication techniques
- Written communication to a level required in the preparation of letters and reports
Required skills:

- Demonstrate a clear understanding of key issues and persuasively negotiate to ensure that integrated logistics support considerations are addressed
- Display insight into how industry operates and the drivers that influence their dealings
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of integrated logistics support information, present information confidently and select the appropriate medium for communication to influence a range of audiences
- Focus on gaining a clear understanding of others' comments by listening and adapting to the audience to ensure that integrated logistics support considerations are addressed
- Identify, review and analyse information that may impact on the integrated logistics support program or may be impacted by the integrated logistics support program, including environmental, sustainability issues
- Liaise with stakeholders to harness information and opportunities that may impact on the integrated logistics support program
- Prepare and present reports that may be complex and written, to inform and/or to succinctly present an argument to enable results to be achieved
- Provide and receive feedback in a positive manner

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - demonstrate clear communication of integrated logistics support information
  - demonstrate understanding of personal role in relation to wider organisational or project context
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols
EVIDENCE GUIDE

relating to integrated logistic support

- plans
- workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Advice may be:

- ad hoc
- by request
- formal or informal
- verbal or written
- and may include advice relating to:
RANGE STATEMENT

- acquisitions
- disposal
- environmental, sustainability issues
- inspections
- in-service support
- policy implementation
- staff processes
- technical manual development
- trials and interoperability
- transitional planning
- transport

Ethical and practical guidelines must:

- comply with professional codes of practice (as applicable)

Resources may include:

- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Unit Sector(s)

Not Applicable

Competency Field

Competency Field     X - Logistics
TLIX5012A Develop and review materiel sustainment plans

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to develop and review materiel sustainment plans and associated subordinate plans to ensure efficient and effective delivery of materiel sustainment across the materiel and materiel system life cycle. The materiel sustainment plans document how the materiel or materiel system will be supported to ensure they meet the stated capability requirement. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify materiel sustainment requirements | 1.1 Materiel sustainment planning requirements are identified in accordance with organisational policy and procedures  
1.2 Sources of information relevant to materiel sustainment are identified and accessed in accordance with organisational policy and procedures  
1.3 Standards and legislation applicable to materiel sustainment are identified and accessed  
1.4 Specific materiel sustainment requirements are assessed against available information  
1.5 Costing analysis of requirements is coordinated in accordance with organisational policy and procedures |
| 2 Prepare materiel sustainment plans | 2.1 Organisational policy and procedures relevant to materiel sustainment requirements are identified and interpreted  
2.2 Stakeholder consultation is conducted in accordance with relevant organisational policy and procedures  
2.3 Materiel sustainment plans are developed in accordance with legislative requirements and organisational policy and procedures  
2.4 Materiel sustainment plans are promulgated in accordance with organisational policy and procedures |
| 3 Review materiel sustainment plans | 3.1 Materiel sustainment plans are reviewed in accordance with relevant organisational policy and procedures  
3.2 Required changes to materiel sustainment plans are identified and prepared in accordance with relevant organisational policy and procedures  
3.3 Amendments to materiel sustainment plans are prepared and promulgated to relevant stakeholders or personnel in accordance with relevant organisational policy and procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Configuration management
REQUIRED KNOWLEDGE AND SKILLS

- Contract management
- Industrial base capability
- Legislative and regulatory environment as it pertains to materiel logistics
- Costing analysis which may include life cycle costing
- Logistics governance
- Logistics support analysis principles and processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Performance measurement
- Planning processes
- Procurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements including environmental, sustainability issues relevant to materiel sustainment
- Supply chain
- Technical regulatory framework

Required skills:

- Apply materiel sustainment and project management knowledge in developing a plan
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation and identify long-term factors and external considerations that need to be taken into consideration when planning for materiel sustainment
- Display insight into how industry operates and the drivers that influence their dealings
- Display resilience by continuing to move forward despite criticism or setbacks
- Draw on information from a variety of sources using research, analysis and judgement to determine where internal and external factors impact on materiel sustainment requirements, and adjust planning accordingly
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Use appropriate information technology and software
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - analyse materiel sustainment requirements
  - adjust plans as necessary to ensure effective and efficient performance
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
EVIDENCE GUIDE

- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel sustainment may include:
- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Organisational policy and procedures may include:
- Australian Standards
- international standards
- logistics support analysis principles and processes
- organisational instructions and standards

Sources of information may include:
- conceptual documents
- contractors
- customers
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
RANGE STATEMENT

Standards and legislation may include:
- suppliers
- Australian Standards
- international standards
- organisational instructions and standards
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including environmental, sustainability and certification requirements

Costing may include:
- labour
- life cycle costs
- money
- outlay of expenditure
- resources
- time

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel sustainment plans may include:
- annual support plans
- disposal
- facilities
- in-service support plans
- system level sustainment plans
- technical data
- through life support plans
- training
- transitional plans

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published
Unit Sector(s)
Not Applicable

Competency Field

Competency Field  X - Logistics
TLIX5013A Develop materiel sustainment processes and procedures

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to develop materiel sustainment processes and the attendant procedures within the organisation. It includes anticipating and confirming the need for development, the development processes; gathering and analysing information; determining direction; and drafting, releasing and promoting the process. It includes the initial development of those procedures that are integral to the processes. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| **1** Analyse the materiel sustainment environment | 1.1 Operation of the materiel sustainment environment is analysed and key factors and issues are identified  
1.2 External and internal factors likely to impact on materiel sustainment needs and capabilities are continually monitored and analysed  
1.3 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities, in accordance with organisational policy and procedures  
1.4 Legislation and organisational policy and procedures that may impact on materiel sustainment activity are identified and analysed |
| **2** Develop materiel sustainment processes and procedures | 2.1 Consultation and negotiation with stakeholders is conducted in accordance with organisational policy and procedures  
2.2 Materiel sustainment processes for materiel and materiel systems are developed and documented in accordance with organisational policy and procedures  
2.3 Costing analysis of options is undertaken and documented in accordance with organisational policy and procedures  
2.4 Procedures required to support the processes are identified, developed and documented  
2.5 Processes and procedures are approved in accordance with organisational policy and procedures |
| **3** Communicate materiel sustainment processes and procedures | 3.1 Stakeholders are fully informed of the outcomes, in accordance with organisational policy and procedures  
3.2 Materiel sustainment processes and procedures are promulgated in accordance with organisational policy and procedures  
3.3 Materiel sustainment processes and procedures are reviewed in accordance with organisational policy and procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Contract management to develop materiel sustainment
REQUIRED KNOWLEDGE AND SKILLS

- Logistics support analysis principles and processes
- Management processes to develop materiel sustainment
- Materiel sustainment process and procedures
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Performance measurement as it relates to materiel sustainment
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel sustainment

Required skills:

- Apply materiel sustainment and project management knowledge in developing processes and procedures
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation, and identify long-term factors and external considerations that need to be taken into consideration when developing materiel processes and procedures
- Develop processes and procedures that can be readily understood by those responsible for action
- Display resilience by continuing to move forward despite criticism or setbacks; remain positive and respond to pressure in a controlled manner
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Undertake research and analysis to determine internal and external factors that impact on the materiel sustainment program, and incorporate into processes and procedures accordingly
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - analyse materiel sustainment environment
  - identify requirements for processes and procedures and adjust them as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
EVIDENCE GUIDE

- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel sustainment may include:
- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedure may include:
- Australian Standards
- international standards
- logistical support analysis
- organisational instructions and standards
RANGE STATEMENT

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Costing may include:
- labour
- life cycle costs
- money
- outlay of expenditure
- resources
- time

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published

Unit Sector(s)
Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5014A Manage materiel sustainment operations

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to prepare for materiel sustainment operations, to manage those operations throughout the materiel life cycle and to report on those operations in the organisational environment. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify materiel sustainment management requirements | 1.1 Sources of information relevant to materiel sustainment are identified and obtained in accordance with organisational policy and procedures  
1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures  
1.3 Materiel sustainment management requirements are defined and documented in accordance with organisational policy and procedures |
| 2 Develop materiel sustainment management operations | 2.1 Consultation with stakeholders is conducted in accordance with organisational policy and procedures  
2.2 Materiel sustainment operations are developed and recorded taking into account materiel and/or materiel system in accordance with organisational policy and procedures  
2.3 Key performance indicators are developed and documented in accordance with organisational policy and procedures  
2.4 Costing analysis processes are developed and documented in accordance with organisational policy and procedures |
| 3 Apply materiel sustainment management operations | 3.1 Materiel sustainment risks and impacts are identified, recorded and managed  
3.2 Materiel sustainment procedures are applied in accordance with legislative requirements  
3.3 Management operations are carried out in accordance with organisational policy and procedures  
3.4 Failures and variances are documented, reported and managed in accordance with organisational policy and procedures  
3.5 Participation and contribution to materiel sustainment activities are established and maintained |
| 4 Review materiel sustainment operations | 4.1 Performance systems and processes are monitored and analysed to assess progress in achieving plans and targets  
4.2 Systems, procedures and records associated with documenting performance are managed in accordance with the organisation's requirements  
4.3 Materiel sustainment operations are reviewed in accordance with organisational policy and procedures  
4.4 Changes required are identified and prepared in accordance with organisational policy and procedures  
4.5 Amendments to materiel sustainment operations are incorporated into plans and promulgated to relevant stakeholders, in accordance with organisational policy and procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Industrial base capability
- Legislative and regulatory environment as it pertains to materiel logistics, including environmental, sustainability issues
- Logistics governance
- Logistics support analysis principles and processes
- Management processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Performance measurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel sustainment

**Required skills:**

- Apply materiel sustainment and project management knowledge to relevant materiel sustainment operations
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation, and identify long-term factors and external considerations that need to be taken into consideration when managing materiel sustainment operations
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Manage obsolescence by ensuring implications of obsolescence are taken into consideration, and determining and implementing an obsolescence management strategy in accordance with policy and procedures
- Manage procurement activities occurring in the materiel sustainment environment
- Undertake performance measurement to enable objectives to be measured against defined
Required skills:
- Undertake research and analysis to investigate internal and external factors that impact on the materiel sustainment program
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify and establish materiel sustainment operation processes
  - identify, acquire and adjust resources as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment
  - plans
  - workplace documentation

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
EVIDENCE GUIDE

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:

- conceptual documents
- contractors
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Materiel sustainment may include:

- the management and provision of products and services
RANGE STATEMENT

needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Organisational policy and procedures may include:
- Australian Standards
- international standards
- logistics support analysis
- organisational instructions and standards
- through life support

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Logistics support analysis is:
- the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistics support analysis also describes the process for the coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistics support analysis defines the analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation)

Key performance indicators may include:
- costs
- milestones
- production
RANGE STATEMENT

- resources
- scheduling
- timings

Costing may include:

- labour
- life cycle costs
- money
- outlay of expenditure
- resources
- time

Legislative requirements may include:

- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Promulgated may include:

- authorised
- documented
- endorsed
- issued
- published

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5015A Establish supply chains

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to establish and develop a strategy and model for supply chain management. The establishment and development of supply chains in the materiel system are an integral support to the stated capability requirement. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit was developed for materiel logisticians working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine the requirements of the supply chain | 1.1 Components of the supply chain are identified and their links and inter-relationships are analysed in accordance with organisational policy and procedures  
1.2 Communication, data access, information sharing and technology requirements for an integrated supply chain are determined  
1.3 Requirements for collaborative planning, forecasting and tailored supply chains are identified  
1.4 Supply chain requirements are documented in accordance with organisational policy and procedures |
| 2 Determine a strategy for supply chain management | 2.1 Strategies for the supply chain are determined that cover outsourcing, choice of suppliers and partners, reshaping contractual relationships and the performance of the entire supply chain rather than individual supply chain segments  
2.2 Strategy includes matching supplier capability to customer requirements including strategies to optimise electronic information sharing and inventory risk management and minimise environmental impacts  
2.3 Strategies to build effective customer supplier relationships are identified  
2.4 Performance management strategies include customer satisfaction requirements across the supply chain continuum  
2.5 Supply chain management strategy includes strategic alliances, electronic business and electronic data interchange  
2.6 Strategy addresses legal, ethical, environmental and security issues relating to supply chain management  
2.7 Strategy includes the integration of supply chain processes into existing business processes |
| 3 Develop a model for supply chain management | 3.1 Supply chain management options are researched, and strengths and weaknesses of each option are identified  
3.2 Supply chain management models are investigated and their requirements are analysed and compared with the capability and culture of the supply chain  
3.3 Model for supply chain management is developed that meets the needs of the organisation including information flow, collaborative planning and forecasting in accordance with the organisation's supply chain management strategy  
3.4 Supply chain management model is developed to support reduced inventory footprints, operating costs, faster cycle times and greater customer satisfaction rates |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codification and cataloguing processes
- Industrial base capability
- Integrated logistics support
- International agreements
- Interoperability
- Legislative and regulatory environment, including environmental, sustainability issues as it pertains to supply chains
- Logistics governance
- Logistics support analysis principles and processes
- Materiel sustainment
- Performance measurement
- Planning processes
- Product knowledge related to systems and/or equipment in service in the organisation
- Organisational policy and procedures
- Organisational role relevant to supply chains
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to supply chains
- Supply chain concepts

Required skills:

- Analyse and evaluate information, and determine how it may be impacted by the supply chain or how the supply chain might be impacted by the information being considered
- Apply logistics and project management knowledge in establishing supply chains
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation, and identify long-term factors and external considerations that need to be taken into consideration when establishing a supply chain
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify relevant information from the integrated logistics support program and materiel sustainment program that is relevant to the establishment of supply chains
Required skills:

- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Source information on best practice approaches adopted in both the public and private sectors, demonstrating an insight into how industry operates and the business drivers that influence industry with their dealings
- Undertake performance measurement to enable objectives to be measured against defined parameters

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - analyse supply chain requirements
  - identify the requirements for plans and adjust them as necessary to ensure effective and efficient performance
  - initiate and efficiently monitor processes
  - initiate any remedial action required
  - communicate with stakeholders
  - prepare and provide relevant reports and documentation
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel logistics
  - plans
  - workplace documentation
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Supply chain may include:
- cash flow
- entire cycle from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, freight, distribution
- use of open and international supply chain management standards

Organisational policy and
- Australian Standards
RANGE STATEMENT

Procedures may include:
- international standards
- logistics support analysis principles and processes
- organisational instructions and standards

Data may include:
- electronic catalogues
- electronic data interchange (EDI)
- inventory data
- logistics databases
- product shipment data
- real-time warehouse inventory status

Technology requirements may include:
- information technology to smooth the flow of data
- radio frequency identification (RFID), barcoding and scanning technology
- wireless application protocol (WAP) to allow personnel to access logistics databases via handheld or palm-sized devices

Unit Sector(s)
Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5019A Provide specialist materiel sustainment advice

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to provide specialist advice related to materiel sustainment. The provision of advice may be verbal or in a written format and will relate specifically to issues that are encountered in materiel sustainment activity. It includes the requirement to identify the issues, provide advice, formulate options and select the preferred option to address identified issues. This unit of competency specifically addresses advice that is relevant to materiel sustainment activity; it is not intended to cover technical advice that is provided in a broader context of the organisational endeavour or a professional discipline. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
This unit was developed for materiel sustainment specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and analyse issue/s | 1.1 Circumstances that require the provision of advice relating to materiel sustainment are observed, received and clarified  
1.2 Issue/s are identified and confirmed, if necessary, through consultation with relevant personnel  
1.3 Circumstances are analysed and issue/s are interpreted and clearly defined  
1.4 Research related to issue/s is conducted and advice of relevant personnel is sought to clarify findings that are unclear |
| 2 Formulate options for materiel sustainment advice | 2.1 Options related to the provision of advice are identified and evaluated  
2.2 Options are prioritised and preferred option/s is chosen |
| 3 Provide specialist materiel sustainment advice | 3.1 Advice is formulated and discussed with stakeholders  
3.2 Stakeholder requirements are negotiated, documented and incorporated within proposed advice  
3.3 Concluding advice is provided in accordance with ethical and practical guidelines and within specified resource constraints |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Analysis process to provide specialist materiel sustainment
- Duty of care as it applies to materiel sustainment
- Information sources for the provision of materiel sustainment
- Materiel logistics (materiel sustainment and integrated logistics support)
- Organisational guidelines and standards
- Organisational policy and procedures
- Product knowledge related to systems and/or equipment in service in the organisation
- Professional codes of practice
- Research techniques in the provision of materiel sustainment
- Specialist knowledge in materiel sustainment
- Verbal communication techniques in the provision of materiel sustainment
- Written communication to a level required in the preparation of letters and reports
Required skills:

- Approach negotiations with a clear understanding of key issues and persuasively negotiate to ensure that materiel sustainment considerations are addressed
- Display insight into how industry operates and the drivers that influence their dealings
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of materiel sustainment advice, present information confidently and select the appropriate medium for communication to influence a range of audiences
- Focus on gaining a clear understanding of others’ comments by listening and adapting to the audience to ensure that materiel sustainment considerations are addressed
- Identify, review and analyse information that may impact on the materiel sustainment program or may be impacted by the materiel sustainment program, including environmental, sustainability issues
- Liaise with stakeholders to harness information and opportunities that may impact on the materiel sustainment program
- Prepare and present reports that may be complex, to inform and/or to succinctly present an argument to enable results to be achieved
- Provide and receive feedback in a constructive manner

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - demonstrate clear communication of materiel sustainment information
  - demonstrate understanding of personal role in relation to wider organisational or project context
  - Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel sustainment
EVIDENCE GUIDE

- plans
- workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Advice may be:

- ad hoc
- by request
- formal or informal
- verbal or written
- and may include advice relating to:
RANGE STATEMENT

- acquisitions
- disposal
- environmental, sustainability issues
- in-service support
- inspections
- policy implementation
- staff processes
- technical manual development
- trials and interoperability
- transitional planning
- transport

Materiel sustainment may include:

- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Ethical and practical guidelines must:

- comply with professional codes of practice (as applicable)

Resources may include:

- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5020A Develop and review configuration management plans

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to develop and review configuration management plans and associated subordinate plans to ensure efficient and effective delivery of configuration management across the materiel and materiel system life cycle. Configuration management plans document how the materiel or materiel system will be supported to ensure they meet the stated capability requirement. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
This unit was developed for configuration management specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify and analyse</td>
<td>1.1 Configuration management planning requirements are identified in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>configuration management</td>
<td>1.2 Sources of information relevant to configuration management are identified and accessed in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>requirements</td>
<td>1.3 Standards and legislation applicable to configuration management are identified and accessed</td>
</tr>
<tr>
<td></td>
<td>1.4 Analysis of configuration management resource requirements is conducted in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>2 Prepare configuration</td>
<td>2.1 Stakeholder consultation is conducted in accordance with relevant organisational policy and procedures</td>
</tr>
<tr>
<td>management plans</td>
<td>2.2 Organisational policy and procedures relevant to configuration management requirements are identified and interpreted</td>
</tr>
<tr>
<td></td>
<td>2.3 Configuration management plans are developed in accordance with legislative requirements and organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Configuration management plans are promulgated in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>3 Review configuration</td>
<td>3.1 Configuration management plans are evaluated in accordance with relevant organisational policy and procedures</td>
</tr>
<tr>
<td>management plans</td>
<td>3.2 Required changes to configuration management plans are identified and prepared in accordance with relevant organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Amendments to configuration management plans are prepared and promulgated to relevant stakeholders or personnel in accordance with relevant organisational policy and procedures</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codification and cataloguing processes
- Configuration management
- Legislative and regulatory environment as it pertains to materiel logistics
REQUIRED KNOWLEDGE AND SKILLS

- Logistics governance
- Materiel logistics
- Organisational policy and procedures
- Organisational role relevant to configuration management
- Planning processes
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to configuration management

Required skills:

- Apply configuration management and project management knowledge relevant to planning
- Consult and negotiate effectively with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall configuration management planning objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation and identify and assess potential alliances and effective strategies
- Display resilience by continuing to move forward despite criticism or setbacks
- Draw on information from a variety of sources using research, analysis and judgement to identify and develop configuration management plans
- Identify, review and analyse information that may impact on configuration management planning, or may be impacted by configuration management planning
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement relevant to configuration management planning to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify the requirements for plans and adjust them
EVIDENCE GUIDE

unit as necessary to ensure effective and efficient performance
- initiate and efficiently monitor processes
- initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to configuration management
  - plans
  - workplace documentation

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Sources of information may include:
- conceptual documents
- contractors
- customers
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Standards and legislation may include:
- Australian Standards
- international standards
- organisational instructions and standards
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Resource requirements may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time
- transport

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
RANGE STATEMENT

- supervisors
- suppliers
- team members

Configuration management plans may include:
- delegations
- instructions
- manuals
- processes

Promulgated include:
- authorised
- documented
- endorsed
- issued
- published

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

X - Logistics
TLIX5021A Manage configuration management processes

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to prepare for configuration management processes, to manage those processes throughout the materiel life cycle and to report on those processes in the organisational environment. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for configuration management specialists working within materiel logistics but is applicable to any individual in broader logistic roles.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
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<tr>
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</thead>
</table>
| 1 Identify configuration management requirements | 1.1 Sources of information relevant to configuration management are identified and obtained in accordance with organisational policy and procedures  
1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures  
1.3 Configuration management requirements are defined and documented in accordance with organisational policy and procedures |
| 2 Develop configuration management processes | 2.1 Consultation with stakeholders is conducted in accordance with organisational policy and procedures  
2.2 Configuration management processes are developed and recorded in accordance with organisational policy and procedures  
2.3 Key performance indicators are developed and documented in accordance with organisational policy and procedures  
2.4 Analysis of configuration management processes is developed and documented in accordance with organisational policy and procedures |
| 3 Apply configuration management processes | 3.1 Configuration management risks and impacts are identified, recorded and managed  
3.2 Configuration management procedures are applied in accordance with legislative requirements  
3.3 Configuration management processes are carried out in accordance with organisational policy and procedures  
3.4 Failures and variances are documented, reported and managed in accordance with organisational policy and procedures  
3.5 Participation and contribution to configuration management processes is established and maintained |
| 4 Review configuration management processes | 4.1 Performance systems and processes are monitored and analysed to assess progress  
4.2 Systems, procedures and records associated with documenting performance are managed in accordance with organisation's requirements  
4.3 Configuration management processes are reviewed in accordance with organisational policy and procedures  
4.4 Changes required are identified and prepared in accordance with organisational policy and procedures  
4.5 Amendments to configuration management processes are incorporated into plans and promulgated to relevant stakeholders in accordance with organisational policy and procedures |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codification and cataloguing processes
- Configuration management principles and processes
- Industrial base capability
- Legislative and regulatory environment, including environmental, sustainability issues as it pertains to materiel logistics
- Logistics governance
- Management processes
- Organisational policy and procedures
- Organisational role relevant to configuration management
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to configuration management

Required skills:

- Apply configuration management and project management knowledge relevant to configuration management processes
- Demonstrate an understanding of the strategic objectives of the organisation and identify and assess potential alliances and effective strategies
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of configuration management processes, present information confidently and select appropriate medium for communication to a range of audiences
- Identify, review and analyse information that may impact on configuration management processes, or may be impacted by configuration management processes
- Negotiate and communicate effectively with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall configuration management objectives are achieved
- Undertake research and analysis to identify and develop configuration management processes
- Use appropriate information technology and software for configuration management processes
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify and establish configuration management operation processes
  - identify, acquire and adjust resources as necessary to ensure effective/efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
  - effectively and efficiently manage configuration management processes

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to configuration management
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
EVIDENCE GUIDE

- case studies
- demonstration
- feedback from supervisors and peers regarding the candidate's ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
- contractors
- conceptual documents
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Organisational policy and procedures may include:
- Australian Standards
- international standards
- logistical support analysis
- organisational instructions and standards

Stakeholders may include:
- capability managers
- contractors
- customers
- project managers
RANGE STATEMENT

- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Key performance indicators may include:
- costs
- milestones
- production
- resources
- timings
- scheduling

Resource processes may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- transport

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5025A Provide specialist configuration management advice

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to provide specialist advice related to configuration management. The provision of advice may be verbal or in a written format and will relate specifically to issues that are encountered in configuration management activity. It includes the requirement to identify the issues, provide advice, formulate options and select the preferred option to address identified issues. This unit of competency specifically addresses advice that is relevant to configuration management activity; it is not intended to cover technical advice that is provided in a broader context of the organisational endeavour or a professional discipline. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report changes to processing and implementation status. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for configuration management specialists working within materiel logistics but is applicable to any individual in this field of work. Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

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<tr>
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<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Identify and analyse issue/s** | 1.1 Circumstances that require the provision of advice relating to configuration management are observed, received and clarified  
1.2 Issue/s are identified and confirmed, if necessary, through consultation with relevant personnel  
1.3 Circumstances are analysed and issue/s are interpreted and clearly defined  
1.4 Research related to issue/s is conducted and advice of relevant personnel is sought to clarify findings that are unclear |
| **2 Formulate options for configuration management advice** | 2.1 Options related to the provision of advice are identified and evaluated  
2.2 Options are prioritised and the preferred option/s is chosen |
| **3 Provide specialist configuration management advice** | 3.1 Advice is formulated and discussed with stakeholders  
3.2 Stakeholder requirements are negotiated, documented and incorporated within proposed advice  
3.3 Concluding advice is provided in accordance with ethical and practical guidelines and within specified resource constraints |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Analysis process
- Duty of care
- Information sources
- Organisational guidelines and standards
- Organisational policy and procedures
- Product knowledge related to systems and/or equipment in service in the organisation
- Professional codes of practice
- Research techniques
- Specialist knowledge in configuration management
- Technical regulatory framework
- Verbal communication techniques
- Written communication to a level required in the preparation of letters and reports
Required skills:

- Approach negotiations with a clear understanding of key issues and persuasively negotiate to ensure that configuration management considerations are addressed
- Display an insight into how industry operates and the drivers that influence their dealings
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of configuration management advice, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify, review and analyse information that may impact on the configuration management program, or may be impacted by the configuration management program, including environmental, sustainability issues
- Liaise with stakeholders to harness information and opportunities that may impact on the configuration management program
- Prepare and present reports that may be complex, to inform and/or to succinctly present an argument to enable results to be achieved
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - demonstrate clear communication of configuration management information
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to configuration management
  - plans
  - workplace documentation
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Advice may be:

- ad hoc
- by request
- formal or informal
- verbal or written
- and may include advice relating to:
  - acquisitions
  - disposal
RANGE STATEMENT

- environmental, sustainability issues
- in-service support
- inspections
- policy implementation
- staff processes
- technical manual development
- trials and interoperability
- transitional planning
- transport

Ethical and practical guidelines must:

- comply with professional codes of practice (as applicable)

Resources may include:

- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Unit Sector(s)
Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5036A Manage and monitor technical data and information systems

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to manage and monitor all technical data and information creation, capture, use and monitoring activities within the data management system. This competency occurs with the system framework established by others. It may also be used to review these processes and activities. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
This unit was developed for technical regulatory framework specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Designate detailed technical data and information use, and maintenance responsibilities | 1.1 Responsibilities for technical data and information use and maintenance activities are designated to staff in accordance with approved system framework, organisational policy and the abilities of individual staff  
1.2 Rules for the operation of the system are devised in compliance with approved systems framework  
1.3 Resources for approved budget period are allocated in accordance with policy and the strategic plan |
| 2 Develop key performance indicators for technical data management activities | 2.1 Measurable performance indicators are developed for technical data management activities in accordance with the authorised systems  
2.2 Data management responsibilities of individual personnel/organisational units are identified and documented  
2.3 Acceptable range of variation for compliance is determined based upon data management responsibilities, applicable data management system and organisation's risk management analysis |
| 3 Develop monitoring methodology | 3.1 Methodology for monitoring the technical data management system's rules, standards and procedures is developed based upon authorised systems  
3.2 Methodology developed includes timeframes involved, means of surveillance and form of reporting  
3.3 Methodology, performance criteria and the ranges of variation from the standards and rules are submitted to appropriate authority for approval |
| 4 Monitor a technical data management system | 4.1 Monitoring is undertaken in accordance with approved timeframes and frequency  
4.2 Staff being monitored are notified in accordance with organisational policy and guidelines, where applicable  
4.3 Any variation from data management system's framework, rule, standards and procedures that exceed the agreed limit is noted and details of the situation are recorded  
4.4 Where required, reports are provided to appropriate authority relating to technical data and information use and maintenance, and are in the required format, at the required intervals |
| 5 Identify and respond to problems and changes | 5.1 Problems and changes requiring a systematic response are identified from monitoring reports and external events  
5.2 Recommendations are made for revisions to systems, procedures, and future (strategic) plans in response to identified variations, changes and problems  
5.3 Amendments to systems are devised and implementation is
ELEMENT | PERFORMANCE CRITERIA
--- | ---
planned, in response to problems and changes that require a systemic response
5.4 Recommendations for system amendments and the planning and implementation required are prepared, and approval is sought from appropriate authority
5.5 Procedures for using technical data and information systems, and subsequent alterations and amendments to the procedures are authorised, ensuring that performance indicator parameters and access rules are adhered to

6 Designate technical data and information creation and capture responsibilities
6.1 Responsibilities for technical data and information creation and capture activities are designated to staff in accordance with organisational policy
6.2 Technical data and information creation and capture performance targets are set within the parameters of the technical data management plan
6.3 Resources for the budget period are allocated in accordance with organisational policy and strategic plan

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Area of technical expertise
- Data management, standards, principles, process and functional requirements
- Details of the technical regulatory framework, organisation's engineering management plans and the technical data management plan
- Established communication channels and protocols
- Organisational functions, structure and culture
- Organisational policy, strategies and procedures
- Organisation's data management systems
- Organisation's rules for the capture of, access to, and use and maintenance of, technical data and information
- Organisation’s technical classification scheme and language
- Problem identification and resolution
- Procedures for recording, reporting and maintaining workplace records and information
- Quality assurance principles and processes
REQUIRED KNOWLEDGE AND SKILLS

- Work flow and business process re-engineering principles and practices

Required skills:

- Apply technical data and information and project management knowledge to technical data and information systems
- Consult and negotiate effectively with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall technical data and information systems objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Implement processes to enable new technical data and information system requirements to be effectively transitioned across the life cycle - this includes integrated logistics support considerations, including environmental, sustainability issues, and validation and verification activities
- Monitor processes to ensure that the technical data and information systems continue to enable the operational requirements to be attained - this may include performance metrics

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on implementation processes
  - analyse data and information
  - apply knowledge of technical data and information plans to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources

- Competency should be assessed in the workplace or in a simulated workplace environment
EVIDENCE GUIDE

for assessment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to technical data and information systems
  - plans
  - workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Technical data and information

- as specified and defined in the technical regulatory framework
**RANGE STATEMENT**

may be:  
- included either explicitly or implicitly in the established system framework

Approved system framework:  
- is established by an approved authority and issued as the basis of all technical data and information management
  - contains:
    - high level accountability and functional responsibilities
    - high level control/management requirements and protocols
    - key aspects of technical regulatory framework
    - outline of the structuring rules for repositories, cataloguing systems, security access systems, processes and software
    - protocols on functionality, maintainability and growth
    - technical context
    - technologies/standards

Rules may include:  
- allocating access/security status
- capturing structural and contextual metadata
- classifying and indexing items
- generating and allocating unique identifiers to data items
- identifying and recording disposal status items
- identifying technical data and information creators
- links between technical data and information items
- locating and tracking items
- naming/titling items
- negotiating transfer of custody or ownership
- recording the use of history of items

Measurable performance indicators may include:  
- those developed for specific tasks
- those incorporated in the data management system
- performance indicators that relate to:
  - disposal (percentage of data, unsentenced data, overdue for disposal action, functions/data not covered by disposal schedules)
  - parameters for tracking of technical data and information
  - retrieval and access (security and access rules, response to request time limits, service levels for requests)

Data management responsibilities may include:  
- established systems framework
- organisation's responsibility and accountability analysis
- system's rules, standards and procedures
RANGE STATEMENT

Identified and documented may include:
- established systems framework
- organisation's responsibility and accountability analysis
- system's rules, standards and procedures

Means of surveillance may include:
- examination of results (technical data and information)
- form/s of reporting
- real-time observation (security of process)
- statistical reports
- selected snapshots of the system

Appropriate authority may include:
- chief executive officer
- delegated individual
- external public authority
- nominated senior management representative
- senior management team
- technical/engineering authority

Monitoring may include:
- number of systems
- single data management system

Variation may include:
- increases or decreases in the use of particular technologies/standards
- variations from the data management system's performance or capacity
- variations within the agreed limit but which are consistent

Reports may include:
- technical data and information capture
- technical data and information compliance
- technical data and information creation
- technical data and information maintenance
- technical data and information use

Problems and changes may include:
- changes in administrative changes to functions/activities
- changes to organisational structures
- legislative or technical regulatory changes
- technological change and implementation

Systemic may include:
- current technical data management systems
- technical systems (which generate technical data and information)
- storage facilities systems
- systemic changes which may include:
  - amendment to the classification system
  - bulk movement of technical data and information to control
  - migration of systems
  - new classification and control language
RANGE STATEMENT

- new disposal classes or retention periods
- new organisational or business unit functions

Revisions may include:

- access rules and procedures
- classification and indexing schemes
- disposal schedules
- storage projections and requirements
- technical data and information specifications

Recommendations for system amendments may include:

- changes to/enforcement of procedures
- counselling of non-conforming individuals/business units
- disciplinary action

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5037A Plan logistic support for deployed operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan logistic support for deployed elements of an organisation in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit of competency is applicable to logistic personnel who have a responsibility to organise the delivery of logistic support in a deployed context. This person will typically plan logistic support for a relatively simple operation. This type of operation would enable planning to be completed by an individual as opposed to a significant operation where planning is usually completed by a team of professionals and operational control is at the highest level of the organisation.

This person will bring management skills and leadership to perform the scope of this unit of competency. Logistic support may be comprised of a range of capabilities from different disciplines including road transport, supply, maintenance, catering or health. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Analyse the logistic requirement | 1.1 Operational requirement is analysed in order to establish the scope and intent of logistic support  
1.2 Operating environment is identified and information is sought to establish the operating and logistic factors relating to the operation  
1.3 Limitations and constraints are determined in order to establish what courses of actions are feasible and realistic  
1.4 Critical facts and assumptions are made in order to allow planning to progress in the absence of developed knowledge of the current situation |
| 2 Analyse risks to logistic support | 2.1 Risk analysis is conducted to identify and mitigate against unacceptable risks in accordance with organisational policy and procedures  
2.2 Liaison with agencies involved in the operation's logistic is undertaken to ensure the most effective coordination of effort  
2.3 Local population and organisations in the operating area are analysed to identify any possible disruption to logistic support |
| 3 Develop the logistic plan | 3.1 Logistic situation is reviewed to inform planning  
3.2 Planning timeline is prepared to guide planning activities and to ensure sufficient time is allowed to disseminate information and subsequent preparation of personnel and equipment  
3.3 Logistic concept is created and based upon the analysis and the principles of logistic, operational suitability, feasibility and acceptance by management  
3.4 Logistic plan is developed in accordance with organisational policy and procedures  
3.5 Plan is adjusted in accordance with changing operational need  
3.6 Contingency plans are developed  
3.7 Logistic plan is communicated to stakeholders |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Logistic concepts
REQUIRED KNOWLEDGE AND SKILLS

- Specialist knowledge of the organisation, function and logistic capabilities
- Organisational policy and procedure pertaining to logistics
- Specialist understanding of customer and stakeholder requirements
- Risks to logistic support
- Organisational role relevant to specialist logistic support
- Environment consideration in planning logistic support
- Organisational writing conventions
- Planning process

Required skills:

- Interpret instructions and apply to actions and tasks
- Prepare and issue instructions that clearly communicate intent and operational tasks
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Analyse the complexities of a task such as limitations, freedoms, vulnerabilities, environmental considerations and time limitations
- Undertake analysis to determine where internal and external factors impact on the logistic support requirements, and adjust planning accordingly
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with organisational requirements
- Interpret policies and procedures
- Make decisive, informed decisions that align with organisational requirements
- Move forward despite the difficulty of the planning task
- Use appropriate information technology and software
- Use written and oral communication skills

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
EVIDENCE GUIDE

Demonstrate competency in this unit

Requirements of the elements and performance criteria of this unit and include demonstration of:

- Applying the planning process outlined within the elements and performance criteria in response to a logistic support task in a deployed setting
- Applying organisational policy and procedure relating to planning of logistic support
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - A range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and equipment, and
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - Through activities in an appropriately simulated environment, and/or
  - In an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.
RANGE STATEMENT

Limitations and constraints may include:

- restrictions imposed by management
- restrictions on movement
- access to ports, loading areas, lifting equipment
- access to resupply of fuel, water, food
- the requirement to maintain a reserve of capacity or capability
- quarantine restriction

Critical facts and assumptions may include:

- composition of own resources
- location and condition of key equipment
- load capability of roads
- distance
- turnaround time
- availability of local resources

Operating environment may include:

- the terrain and climate
- the location and capability of handling equipment
- availability of local resources
- movement corridors and routes

Operational factors may include:

- mission essential equipment
- operational period
- availability of local resources
- repair policy, including preventive maintenance requirements for material in stock
- service level required at each line of stockholding
- effects of terrain and climatic conditions on personnel and material
- any arrangements for the provision of supplies and services
- predicted usage rates
- expected losses and delays within the logistic network and distribution system through adverse weather, fire or other hazards
- predicted need to relocate stocks during deployment

Logistic factors may include:

- movement lead time between the home location and operating area
- transport lift capacities available
- planned frequency of replenishment
- availability of suitable areas, infrastructure and facilities
- availability of lifting/loading equipment and trained workforce required to provide supply support to the stock
- engineering effort necessary to enhance the logistic network and provide for storage facilities
RANGE STATEMENT

- potential variability of usage rates
- probability of delays in either procurement or delivery

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX5038A Organise the deployment and delivery of logistics support

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to organise the deployment and delivery of logistics support in a deployed context in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
The application of this unit in the workplace includes preparing for logistics operations, deploying logistics elements and managing the internal operation of a specialist logistics element.

This unit of competency is applicable to logistic personnel who have a responsibility to organise and manage the delivery of logistics support in a deployment context.

This person will bring management skills and leadership to perform the scope of this unit of competency. Logistics elements may be comprised of a range of capabilities from different disciplines including road transport, supply, maintenance, catering or health. The composition of the maintenance team will be guided by the type and scale of operation being supported. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Prepare for logistic operations | 1.1 Operational requirement is analysed in order to establish the scope and intent of logistic support  
1.2 Deployment requirements are received and interpreted to determine logistic requirements  
1.3 Reconnaissance of the deployment area is conducted to inform the planning including technical and functional siting considerations  
1.4 Warning instructions are prepared and issued to logistic element personnel to enable them to prepare for deployment  
1.5 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout the operation in accordance with organisational policy and procedures |
| 2 Deploy the logistic support | 2.1 Deployment instructions are prepared and issued to logistic element personnel to inform them of the method and sequence of the deployment  
2.2 Movement to the deployment site is managed in accordance with the operational environment and management instructions  
2.3 Logistic element is deployed, sited and monitored to ensure the operational logistic support requirements are being achieved |
| 3 Provide logistic support | 3.1 Liaison with stakeholders involved in the operation is carried out to ensure the most effective coordination of effort  
3.2 Operational or organisational constraints are recognised and logistic tasks are directed to align with these constraints  
3.3 Logistic support priorities are set in order to align the activities with the organisational objectives  
3.4 The activity is monitored to ensure that the logistic elements are conducting activity with appropriate authority and in accordance with organisational policy and procedures  
3.5 The delivery of logistic support is managed to meet the demands of the operation  
3.6 Personnel are supervised and efficiently and effectively employed within their area of speciality  
3.7 The maintenance integrity of logistic support assets is monitored to ensure assets are available for support tasks when required  
3.8 Logistic information systems are utilised to monitor and coordinate logistic support operations and to inform the decision making process  
3.9 Liaison with agencies involved in the operation is carried out to ensure the most effective coordination of effort |
ELEMENT PERFORMANCE CRITERIA

3.10 Management and stakeholders are advised when significant issues or developments arise that may adversely impact on the operation

3.11 Records are maintained and entered into information systems

4 Close down the site

4.1 Redeployment instructions are prepared and issued to logistic element personnel

4.2 The scaling down and withdrawal of the deployment site is monitored to ensure it is consistent with the operational environment and organisational requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Logistic concepts
- Specialist knowledge of the organisation, function and logistic capabilities
- Organisational policy and procedure pertaining to logistics
- Regulatory and standards requirements pertaining to logistics
- Logistic analysis principles and processes
- Risks to logistic support
- Siting considerations
- Organisational role relevant to specialist logistic support
- Environment consideration in planning logistic support
- Organisational writing conventions
- Planning process

Required skills:

- Interpret instructions and apply to actions and tasks
- Draft and release complex forms of written communication
- Use problem-solving skills to apply a broad range of problem-solving strategies
- Analyse the complexities of a task such as limitations, freedoms, vulnerabilities, time limitations
- Undertake analysis to determine where internal and external factors impact on the logistic
Required skills:

- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with organisational requirements
- Interpret policies and procedures
- Make decisive, informed decisions that align with organisational requirements
- Move forward despite the difficulty of the task
- Use appropriate information technology and software
- Use oral communication skills
- Use negotiation skills

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Technical and functional siting considerations may include:

- access
- terrain
- hard-standing
- drainage
- facilities and infrastructure
- size
- cover and concealment

Logistic element may include:

- supply
- transport
- health
- catering
- maintenance

Unit Sector(s)

Not Applicable
Competency Field

Competency Field X - Logistics
TLIX5039A Plan and conduct road convoy

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to plan and coordinate road convoy movement. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
The application of this unit in the workplace includes receiving instructions to undertake road convoy movement, planning all aspects of the movement, and coordinating the movement of vehicles and personnel in accordance with the plan and the requirements of the operating environment.

This person will bring management skills and leadership to perform the scope of this unit of competency. Road convoy movement may be conducted across any terrain comprised of vehicles integral to logistics capabilities from different disciplines including road transport, supply, maintenance, catering or health. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Plan convoy movement</td>
<td>1.1 Instructions to undertake movement by road convoy are received and interpreted&lt;br&gt;1.2 Route reconnaissance is conducted to inform the planning&lt;br&gt;1.3 Replenishment and staging requirements are identified&lt;br&gt;1.4 Logistic information systems are utilised to monitor and coordinate operation and to inform the decision making process&lt;br&gt;1.5 Operational or organisational constraints are recognised and tasks are planned to align with these constraints&lt;br&gt;1.6 Plan for the road convoy movement is developed and distributed&lt;br&gt;1.7 Occupational health and safety (OH&amp;S) requirements and recognised safety precautions are applied throughout the operation in accordance with standard procedures</td>
</tr>
<tr>
<td>2 Lead the movement of a convoy</td>
<td>2.1 Deployment instructions are prepared and issued to personnel to inform them of the method and sequence of the road convoy&lt;br&gt;2.2 Vehicle discipline is enforced to ensure all vehicle speed, movement and behaviour is in accordance with the convoy plan and organisational policy and procedure&lt;br&gt;2.3 Halts are coordinated during the road movement in accordance with the convoy plan and organisational policy and procedure&lt;br&gt;2.4 Replenishment and staging is undertaken in accordance with the convoy plan&lt;br&gt;2.5 Convoy protection, when needed, is ensured during the operation&lt;br&gt;2.6 Fatigue management strategies are applied to ensure vehicles are operated by rested and alert drivers&lt;br&gt;2.7 Liaison with agencies involved in the operation is carried out to ensure the most effective coordination of effort&lt;br&gt;2.8 Management and stakeholders are advised when significant issues or developments arise that may adversely impact on the operation</td>
</tr>
</tbody>
</table>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
REQUIRED KNOWLEDGE AND SKILLS

- Fuel usage and vehicle distance planning
- Specialist knowledge of the organisation, function and logistic support capabilities
- Organisational policy and procedure pertaining to road transport and convoy operations
- Regulatory and standards requirements pertaining to road transport
- Road traffic rules
- Vehicle and transport equipment capabilities and limitations
- Environment considerations in planning transport
- Organisational writing conventions
- Planning process as it applies to plan and conduct road convoy
- Fatigue management strategies to plan and conduct road convoy
- General knowledge of dangerous cargo

Required skills:

- Interpret instructions and apply to actions and tasks
- Draft and release complex forms of written communication
- Use problem-solving skills to apply a broad range of problem-solving strategies
- Analyse the complexities of a task such as limitations, freedoms, vulnerabilities, time limitations
- Apply a planning process to produce suitable road movement plans
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with organisational requirements
- Interpret policies and procedures
- Navigate a vehicle
- Supervise a team
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

• Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and equipment, and
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment, and/or
  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Route reconnaissance may be conducted by:

• inspection by surface transport
• inspection by air recon over an area
• using maps, charts, aerial photographs
• by using local knowledge

Vehicle discipline may include:

• vehicle movement
• use of light
RANGE STATEMENT

- noise
- speed
- use of controls
- distance between vehicles
- modes of communication

Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX5040A Manage contracted support services

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to manage contracted support services in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
The unit was written for a person who is given responsibility for managing contracted services in a deployed context, but it has applicability to anyone that manages/administers contract services. The person does not establish the contractual arrangements; this is usually completed by the organisation's headquarters and involves a separate set of skills.

The application of this unit in the workplace includes determining the scope of the contract support to be provided, planning and integrating the contracted support into an organisation's operations, supervising contract support and reporting on contractor performance.

This person will bring management skills and leadership to perform the scope of this unit of competency. Contracted support may be comprised of a range of capabilities from different disciplines such as road transport, supply, maintenance, catering or health. These services are usually procured to supplement organisational capability to fill organisational capability gaps. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Determine the scope of contracted support | 1.1 Contract service arrangements are confirmed and clarified where necessary  
1.2 Contract obligations are identified in line with contractual and organisational requirements  
1.3 The Contract Authority is consulted to clarify and assist with contract administration issues  
1.4 Risks to the contract service arrangement are assessed and responded to in line with contract requirements and organisational policy and procedures  
1.5 A contract supervision strategy is developed and documented to establish the environment for contractor integration and production in the workplace |
| 2 Integrate contracted support with own operations | 2.1 Arrangements for interaction and production between contracted personnel and personnel from the organisation are established  
2.2 Opportunities to communicate between contracted personnel and own organisation are established to promote an open and productive environment  
2.3 Concerns expressed by workplace personnel, including contracted personnel, are responded to quickly to resolve issues and provide an equitable workplace  
2.4 An environment of unity and cohesiveness is promoted to enable the integration between contracted personnel and personnel from own organisation |
| 3 Supervise the delivery of contracted support | 3.1 Workplace obligations to the contractor are monitored in accordance with the contract requirements and organisational policy and procedures  
3.2 Performance of the contractor is monitored against service arrangements to ensure all obligations under the agreement are being met  
3.3 Notices of contract variations are reviewed and integrated into the current workplace arrangements in accordance with the contract and organisational policy and procedures  
3.4 Complaints are responded to in a manner that resolves simple issues early and close to the source of the problem  
3.5 Effective communication strategies and processes are established and implemented to assist ongoing communication between own personnel and contractors |
| 4 Report on the performance of contracted support | 4.1 Communication on the performance of the contract is maintained with the Contract Authority in accordance with the contract requirements and organisational policy and procedures |
ELEMENT PERFORMACE CRITERIA

4.2 Performance reporting is carried out in accordance with the contract requirements and organisational policy and procedures

4.3 Contract information is maintained for organisational purposes in accordance with organisational policy and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Commonwealth/state/territory government legislation, policies, practices and guidelines relating to contract administration, including environmental, purchasing guidance, logistics support concepts and OH&S
- Contract performance management
- Privacy and confidentiality requirements
- Probity principles and issues
- Equal employment opportunity, equity and diversity principles
- Specialist knowledge of the organisation, function and logistic support capabilities
- Risk management
- Organisational writing conventions
- Planning processes
- Contract management
- Procurement
- Negotiation

Required skills:

- Interpret and apply complex documents such as contracts, legislation and guidelines
- Draft and release complex forms of written communication
- Use problem-solving skills to apply a broad range of problem-solving strategies
- Analyse the complexities of a task such as limitations, vulnerabilities and time limitations
- Communicate and negotiate with contractors and other stakeholders
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with organisational requirements
Required skills:

- Interpret policies and procedures
- Make decisive, informed decisions that align with organisational requirements
- Move forward despite the difficulty of the task
- Use appropriate information technology and software
- Network with diverse range of service providers, contractors and end users
- Assess risk posed to the successful implementation of contract support services

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include:
  - develop a contract supervision strategy for contract support being augmented with own organisation in a field deployment context
  - respond to contract variations and demonstrate how these affect the contract supervision strategy
  - provide accurate and balanced reporting on contract performance

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Contract obligations may include:
- supply adequate resources to undertake work
- provide access to the workplace
- provide a safe workplace
- provide appropriate facilities
- maintain an open line of communication

Risks to the contract may include:
- contractor inability to meet agreements
- end user or buyer inability to meet obligations
- limited number of suppliers
- time limitations or constraints

Contract supervision strategy may include:
- summary of the current situation
- outline of key objectives or mission
- implementation strategy and arrangement for ongoing management and communication
- performance monitoring arrangements
- administrative support arrangements
- control arrangements

Performance of the contractor is monitored may include:
- tracking milestones
- regular meetings
- meeting records and follow-ups
- file management - audit trail
- stakeholder surveys on performance
- ongoing review of deliverables
RANGE STATEMENT

Contract supervision strategy may include:

- communication strategy
- limits of authority
- action on under performance
- action on workplace grievances
- action on contract variation
- strategies for continuous improvement

Contract variation to agreements may include:

- change of scope
- negotiation of new terms and conditions
- dissolution of contracts
- verbal variations, confirmed in writing

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  X - Logistics
TLIX5041A Organise supply support on deployment

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to organise supply support operations in a deployed context in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

The application of this unit in the workplace includes planning supply support, and managing the delivery of supply support services. This involves overseeing local procurement, inventory control, warehousing and the return, salvage and disposal of supplies to meet the specific requirements of an operation.

This unit of competency is applicable to logistic personnel who have a responsibility to organise and manage the delivery of supply support in a deployment context.

This person will bring management skills and leadership to perform the scope of this unit of competency. Supply organisations may be comprised of a range of supply capabilities from different disciplines which when brought together form a composite supply support organisation. The composition of the supply organisation will be guided by the type and scale of operation being supported. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Manage procurement | 1.1 Local procurement is utilised to contribute to organisational sustainment  
1.2 Deployment input to central procurement is provided to contribute to organisational sustainment  
1.3 Governance requirements relating to procurement are maintained in accordance with organisational policy and procedure |
| 2 Control the inventory of supplies | 2.1 The accounting for stocks is monitored including stocktaking and earmarking stock for specific purposes  
2.2 Logistic information management systems are used to control inventory and to support organisational decision making  
2.3 The positioning and distribution of stock in the supply chain is supervised to accommodate stockholding plans and forecast usage  
2.4 The processing of demands for stock is monitored to ensure stocks are made available for distribution to locations in line with the customers' needs  
2.5 Arrangements for the distribution and delivery of stock are monitored to ensure a smooth transition between supply and distribution  
2.6 Replenishment of stock in the quantities and timeframes determined by usage and provision plan is supervised to ensure appropriate stockholdings |
| 3 Manage the warehousing of supplies | 3.1 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout the operation in accordance with standard procedures  
3.2 The warehouse is sited consistent with the overall logistic support concept and the consideration for siting  
3.3 The functional components of a warehouse are established in accordance with the operational requirements and the commodities required to be supplied  
3.4 The security of stores is established and monitored  
3.5 The principles of warehousing are applied in order to obtain the maximum operational effectiveness from the warehouse and personnel  
3.6 Stock location methods are implemented and monitored  
3.7 Storage principles, as they apply to different commodity groups, are applied  
3.8 Warehousing documentation methods are monitored to ensure warehouse accounting is accurate and visibility of stock location in the supply chain is maintained |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
3.9 Warehousing procedures relating to receipts and issues are monitored to ensure integrity of the warehousing processes
3.10 Warehousing procedures relating to hazardous stocks, segregation, dispersion requirements and stock compatibility are applied
3.11 Stock inspections are carried out to confirm stock records are correct; life expectancy; repackaging or renewal dates are applied; the serviceability of packaging is being maintained; and to identify requirement for technical inspections or routine maintenance
3.12 The use of material handling equipment is monitored to ensure efficient and safe materials handling within the warehouse

4 Manage the return, salvage and disposal of supplies
4.1 Return processes are monitored to ensure they are applied in accordance with organisational policy and procedures
4.2 Salvage processes and procedures are monitored to ensure the recycling of damaged, discarded, condemned or abandoned materiel is in accordance with organisational policy and procedure
4.3 Disposal processes are monitored to ensure material is appropriately removed from circulation and use in accordance with organisational policy and procedure

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Logistics support concepts
- Specialist knowledge of the organisation, function and logistic support capabilities
- Organisational policy and procedure pertaining to supply
- Logistics support analysis principles and processes
- Organisational role relevant to specialist logistic support
- Environment considerations in providing supply support
- Organisational writing conventions
- Planning process
- Financial delegation limits
REQUIRED KNOWLEDGE AND SKILLS

- Warehousing procedures relating to receipts and issues
- Warehousing procedures relating to hazardous stocks, segregation, dispersion requirements and stock compatibility
- Return processes
- Salvage processes
- Disposal processes
- OH&S

Required skills:

- Apply a knowledge of supply
- Interpret instructions and apply to actions and tasks
- Prepare and issue instructions that clearly communicate intent and operational tasks
- Use problem-solving skills to apply a broad range of problem-solving strategies
- Analyse the complexities of a task such as limitations, freedoms, vulnerabilities, time limitations
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with organisational requirements
- Interpret policies and procedures
- Make decisive, informed decisions that align with organisational requirements
- Move forward despite the difficulty of the planning task
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
EVIDENCE GUIDE

for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Local procurement may include:
- the purchase of standard, readily available, commercial items or services
- the manufacture of items

Deployment input to central procurement may include:
- usage rates
- stockholding levels
- operating stock
- reserve stock
- earmarks
- equipment pools

Arrangements for the distribution and delivery of stock may include:
- distribution points
- exchange points
RANGE STATEMENT

- aerial delivery points
- direct delivery
- unit collection
- dumping
- caching

Functional components of a warehouse may include:

- receipt area
- storage area
- issues area
- administration
- stock

Consideration for siting may include:

- access
- terrain
- hard-standing
- drainage
- facilities and infrastructure
- size
- cover and concealment
- security

The principles of warehousing may include:

- logical workflow (one direction)
- minimal internal movement
- minimal stock handling
- minimise the time to effect transactions
- maximise the labour force
- maximum use of available capacity
- safety and security
- efficient use of space
- management of information
- effective stock control measures

Stock location methods may include:

- row and module method
- checkerboard method
- matrix method

Storage principles may include:

- stock characteristics
- transaction rate
- maintenance requirements
- stock classification:
  - oversized stock
  - palletised stock
  - shelf stock
  - bin stock
RANGE STATEMENT

- draw stock
- hazardous stock
- sensitive stock
- density
- height
- standard and non-standard items

Material handling equipment may include:

- fork lift
- pallet jack

Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX5042A Organise road transport operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to organise logistics road transport operations in a deployed context in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

The application of this unit in the workplace includes planning road transport, and managing the delivery road transport services including the distribution of material and supplies to sustain a deployed operation and to perform passenger transport.

This unit of competency is applicable to logistic personnel who have a responsibility to organise and manage the delivery of road transport support in a deployed context.

This person will bring management skills and leadership to perform the scope of this unit of competency. Road transport teams may be comprised of a range of transport assets which when brought together form a comprehensive road transport support organisation. The composition of the road transport team will be guided by the type and scale of operation being supported. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for transport operations** | 1.1 Operational requirement is analysed in order to establish the scope of transport support  
1.2 Operational or organisational constraints are recognised and transport tasks are planned to align with these constraints  
1.3 The considerations of planning vehicle movement and tasking are applied to derive the most efficient employment of transport assets and personnel  
1.4 Logistic information systems are utilised to monitor and coordinate transport support operations and to inform the decision making process  
1.5 Transport requests are received and analysed and a transport plan is developed  
1.6 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout the operation in accordance with standard procedures |
| **2 Select transport route** | 2.1 Route is planned according to the route distance, geography, operational and technical considerations  
2.2 Route reconnaissance is conducted to gather route information and to assist in transport planning  
2.3 Transport route and plan are adjusted in accordance with changing circumstances and information |
| **3 Provide transport operations** | 3.1 The delivery of transport support is managed to meet the demands of the operation  
3.2 Personnel are supervised and efficiently and effectively employed  
3.3 Fatigue management strategies are applied to ensure vehicles are operated by rested and alert drivers  
3.4 The preparation, movement and use of vehicles is monitored to ensure road transport is conducted with appropriate authority and effectively employed in accordance with organisational policy and procedures  
3.5 The maintenance integrity of transport assets is monitored to ensure assets are available for support tasks  
3.6 Liaison with agencies involved in the operation is carried out to ensure the most effective coordination of effort  
3.7 Management and stakeholders are advised when significant issues or developments arise that may adversely impact on the operation  
3.8 Records are maintained and entered into information systems |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Logistic concepts
- Specialist knowledge of the organisation, function and logistic capabilities
- Organisational policy and procedure pertaining to road transport
- Regulatory and standards requirements pertaining to road transport
- Logistic analysis principles and processes
- Vehicle and transport equipment capabilities and limitations
- Environment considerations in planning transport support
- Organisational writing conventions
- Planning process
- Fatigue management
- Replenishment operations
- Passenger transport operations

Required skills:

- Interpret instructions and apply to actions and tasks
- Draft and release complex forms of written communication
- Use problem-solving skills to apply a broad range of problem-solving strategies
- Analyse the complexities of a task such as limitations, freedoms, vulnerabilities, time limitations
- Undertake analysis to determine where internal and external factors impact on the transport support requirements
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with organisational requirements
- Interpret policies and procedures
- Make decisive, informed decisions that align with organisational requirements
- Move forward despite the difficulty of the task
- Use appropriate information technology and software
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include:
  - the management of at least two different road transport operations such as replenishment operations and passenger transport

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The considerations when planning vehicle movement and tasking may include:

- vehicle availability
- vehicle types
- route
- route capacity
- road network
- support vehicles
- method of operation
- method of movement
- time
- tactical situation
- terrain
- climate
- driver availability
- use of vehicle capacity
- loads to be carried, including compatibility issues in regard to dangerous goods and/or ammunitions
- handling of loads

Route information may include:

- harbour and staging areas
- likely long halt locations and reporting points
- other potential routes
- obstacles
- assembly areas, including laying up points and turnaround areas
- driving time and condition between points
- bridges, fords, waterways, tunnels and culverts
- road width and capacity
- likely effect of weather conditions en route
- state of repair or construction en route
- critical points

Unit Sector(s)

Not Applicable
Competency Field

Competency Field       X - Logistics
TLIX5043A Conduct maintenance on deployed operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to organise logistic maintenance support operations in a deployed context in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
This unit of competency is applicable to logistic personnel who have a responsibility to organise and manage the delivery of maintenance support in a field deployment context.

The skills will usually be applied in a front-line maintenance facility supporting the maintenance, repair and recovery of equipment to support the organisations operations.

This person will usually be from an engineering background or a technician, and will bring management skills and leadership to perform the scope of this unit of competency. Maintenance teams may be comprised of a range of maintenance elements from different disciplines which when brought together form a comprehensive maintenance support organisation. The composition of the maintenance team will be guided by the type and scale of operation being supported. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Analyse the maintenance requirement</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Maintenance tasks are received and analysed for operational maintenance requirements</td>
</tr>
<tr>
<td></td>
<td>1.2 Information is sourced and analysed to identify the maintenance factors to be considered in supporting operations</td>
</tr>
<tr>
<td></td>
<td>1.3 Logistic information management systems are utilised in the scheduling and coordination of maintenance</td>
</tr>
<tr>
<td></td>
<td>1.4 The maintenance of workshop equipment is scheduled within the constraints of delivering maintenance support</td>
</tr>
<tr>
<td></td>
<td>1.5 The considerations of production/maintenance planning are applied to derive the most efficient employment of maintenance equipment and personnel</td>
</tr>
<tr>
<td></td>
<td>1.6 The enabling components of maintenance support are identified and established</td>
</tr>
<tr>
<td></td>
<td>1.7 Instructions are prepared and delivered to implement and coordinate maintenance support</td>
</tr>
<tr>
<td></td>
<td>1.8 Risk analysis is conducted to identify and mitigate against unacceptable risks</td>
</tr>
<tr>
<td></td>
<td>1.9 Technical advice is provided to management and stakeholders</td>
</tr>
<tr>
<td>2</td>
<td><strong>Manage maintenance support</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Maintenance technical policy and procedure are applied in the conduct of maintenance support</td>
</tr>
<tr>
<td></td>
<td>2.2 Occupational health and safety (OH&amp;S) requirements and recognised safety precautions are applied throughout the operation in accordance with standard procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Maintenance personnel are supervised and efficiently and effectively employed within their area of speciality</td>
</tr>
<tr>
<td></td>
<td>2.4 Requests for repair/recovery support are received and an appropriate response is developed to support the task</td>
</tr>
<tr>
<td></td>
<td>2.5 Maintenance effort is monitored to ensure workload is effectively distributed across the maintenance organisation</td>
</tr>
<tr>
<td></td>
<td>2.6 Operational or organisational constraints are recognised and maintenance tasks are directed to align with these constraints</td>
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<tr>
<td></td>
<td>2.7 The maintenance activity is monitored to ensure that the maintenance organisations are conducting activity with appropriate authority and in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.8 Liaison with agencies involved in the operation, maintenance and supply chain is carried out to ensure the most effective coordination of effort</td>
</tr>
<tr>
<td></td>
<td>2.9 Maintenance support priorities are set in order to align the maintenance support activities with the organisational objectives</td>
</tr>
</tbody>
</table>
ELEMENT

PERFORMANCE CRITERIA

2.10 Management and stakeholders are advised when significant issues or developments arise that may adversely impact on the technical integrity of material within the organisation

2.11 Maintenance records are maintained and entered into information systems

3 Forecast repair parts requirements

3.1 Repair parts agencies are liaised with to coordinate the provisioning of repair parts to meet forecast maintenance requirements

3.2 The supply and demand of repair parts is monitored to ensure repair parts and materials are available to support maintenance activities

3.3 The management of repair parts records are monitored to ensure visibility over repair parts to support maintenance planning

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Grades of repair
- Lines of maintenance support
- Types of maintenance support
- The concept of reliability, availability and maintainability/usability codes
- Maintenance policy, procedures and instructions
- Technical regulations, policy and procedure
- Material maintenance plan
- Standard operating procedures
- Maintenance advisory bulletins
- Workshop production management principles
- Workflow management principles
- Backlog management principles
- Back-loading management principles
- Repair parts supply processes
- Repair parts policy as it relates to authorisation to fit and configuration control
- Likely consequences of terrain and weather on material
- Legislative and regulatory requirements
REQUIRED KNOWLEDGE AND SKILLS

- Maintenance role relevant to integrated logistics support
- Maintenance planning processes
- Cannibalisation and salvage policy and procedures

Required skills:

- Apply planning processes
- Supervise a team of tradespeople
- Apply a knowledge of maintenance support planning in the planning of support
- Apply maintenance planning tools to inform maintenance support planning
- Identify the relationship between organisational goals and recognise how own planning contributes to the achievement of those goals
- Communicate technical advice
- Liaise with external agencies to coordinate maintenance support
- Deliver clear, concise, and accurate instructions
- Use information technology and software
- Prepare maintenance reports
- Provide advice to managers

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational
EVIDENCE GUIDE

situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance effort may include:

- technical inspection
- testing
- servicing
- classification
- recovery
- repair
- rebuilding
- salvage
- calibration

Maintenance technical policy and procedure may include:

- maintenance doctrine
- technical regulations
- engineering instructions
- maintenance plans
- standard operating procedures
- maintenance advisory bulletins
RANGE STATEMENT

Maintenance planning tools may include:
- logistic information systems
- maintenance information systems:
  - current availability
  - workflow
  - backlog
  - scheduling
  - back-loading
  - cross-loading

The considerations of production/maintenance planning may include:
- duration of repair work
- location of the equipment
- priority of the equipment
- parent unit activity
- capacity
- capability
- repair policy

Enabling components of maintenance support may include:
- competent and qualified tradespeople
- facilities and support equipment, including recovery equipment
- tools and test equipment
- repair parts
- technical data and documentation
- time
- repair pools

Repair/recovery support may include:
- forward repair of material
- forward recovery of material
- establishment of equipment collection point
- back loading of material

Repair parts may include:
- all essential elements, materials, components, assemblies or sub-assemblies of an end item of equipment required for the maintenance or repair of equipment

Unit Sector(s)
Not Applicable
Competency Field

Competency Field X - Logistics
TLIX5044A Organise health support operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to organise health support operations in a field deployment context in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
This unit of competency is applicable to logistic personnel who have a responsibility to organise and manage the delivery of health support in a field deployment context.

The candidate will usually be a clinician or a health care provider, and will bring management skills and leadership to perform the scope of this unit of competence. Health elements may be comprised of a range of health capability from different disciplines which when brought together form a comprehensive health support organisation. The composition of the health support organisation will be guided by the type and scale of operation. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare for health support operations** | **1.1** Information is sourced and analysed to identify the health factors to be considered  
**1.2** The considerations of production/maintenance planning are applied to derive the most efficient employment of health element equipment and personnel  
**1.3** The maintenance of health equipment is scheduled within the constraints of delivering health support  
**1.4** The preparedness of health personnel is monitored to ensure personnel are competent, authorised and ready to provide health care  
**1.5** The principles of health support are applied to the preparation and planning of health support  
**1.6** Instructions are prepared and delivered to implement and coordinate health support operations  
**1.7** Technical advice is provided to management and stakeholders |
| **2 Manage evacuation support** | **2.1** Evacuation planning factors are taken into consideration when planning and compiling an evacuation task order  
**2.2** Evacuation assets are maintained in a state of high readiness to respond to evacuation tasking  
**2.3** Processes and procedures are established to enable the despatch and control of evacuation assets in response to tasking  
**2.4** Evacuation support is delivered to support the continuity of care to casualties requiring evacuation via the health element  
**2.5** Evacuation support is delivered within the constraints of the operational environment allowing for appropriate security and protection of evacuation assets  
**2.6** The reception and despatch of casualties with other evacuation modes is coordinated |
| **3 Manage health support** | **3.1** The interrelationship between health elements is managed to enable a continuity of care as the patient transitions through care agencies  
**3.2** Health care specialists and providers are consulted to ensure patient holding is appropriate and is balanced with the care they require and the need to maintain health element mobility  
**3.3** Patient tracking is managed to ensure an accurate picture of patient status at all times and to ensure the personnel administrative system is informed of the patient movements  
**3.4** Health records are maintained to enable an accurate record of care provided and a basis for review and ongoing treatment  
**3.5** Health logistics are managed to ensure the health resources available for care are consistent with the care required and the |
ELEMENT PERFORMANCE CRITERIA

capability of the health element

3.6 Health related reports and returns are prepared and submitted to aid in organisational health planning and coordination

3.7 A knowledge of relevant conventions and laws (such as the Geneva Conventions and the Laws of Armed Conflict) are applied to the delivery of health support

3.8 The welfare and administration of patients and health element personnel is monitored

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- The principles of health support
- Preparedness requirements of health personnel
- Policy and procedure relating to evacuation
- Tasks and composition of health elements and their points of interaction
- Health stores and equipment resupply systems and procedures
- Patient tracking and administration
- Requirements relating to the management of health waste
- Supply, handling, storage of blood products
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics support analysis principles and processes
- Organisational policy and procedures
- Organisational role relevant to specialist logistic support
- Planning processes

Required skills:

- Lead a team of medical experts as required
- Supervise a team of health care workers
- Apply a knowledge of health planning and coordination
- Apply health planning tools to inform health planning
- Identify the relationship between organisational goals and recognise how own planning
Required skills:
  - contributes to the achievement of those goals
  - Deliver clear, concise, accurate and authoritative instructions
  - Use information technology and software
  - Prepare health related reports and returns
  - Work closely with a senior clinical officer to coordinate health support
  - Liaise with external agencies to coordinate health support

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
  - The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment
  - Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
  - Resources for assessment include:
    - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
    - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
  - Assessment of this unit must be undertaken by a registered training organisation
  - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
  - Practical assessment must occur:
    - through activities in an appropriately simulated
EVIDENCE GUIDE

environment, and/or
• in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Health support may include:
• triage
• resuscitation
• surgical care
• nursing care
• primary health care
• evacuation (forward retrieval)
• pathology
• medical imaging
• dental care
• environmental health support
• psych support

Health elements may include:
• dental team
• environmental health team
• health assessment team
• field pathology team
• low/medium/high dependency nursing team
• primary health care team
• rehabilitation team
• resuscitation team
• surgical team
• laboratory team
• medical imaging team
• road ambulance evacuation team
• aeromedical evacuation team
• psych support team
• mortuary team
• ships medical emergency team

Preparedness of health element personnel may include:
• competent in generic organisational skills
• competent in health care skills
RANGE STATEMENT

- fit and healthy
- have appropriate credentials for position
- have an authorised Red Cross card and armband
- familiar and confident with health element equipment and operating environment

Health support policy and procedure may include:

- health doctrine
- health instructions
- health policy directives
- standard operating procedures

The principles of health support may include:

- prevention
- conformity
- control
- continuity
- flexibility
- mobility
- proximity

Evacuation planning factors may include:

- casualty/patient estimates
- availability and capability of evacuation assets
- capacity, location and type of supporting health facilities
- level of expertise of health care personnel
- casualty exchange points along the evacuation chain
- protection afforded to health personnel, casualties, health units, evacuation assets
- communication plan
- airspace command and control

Evacuation assets may include:

- ambulance
- air/sea support
- vehicle adapted for casualty transport
- medical equipment
- pharmaceutical stores
- trained and competent personnel

Processes and procedures may include:

- standard operation procedures
- tasking information sheet
- pre-departure briefing
- in-vehicle communications
- check points/rendezvous points/way points
- navigation aids
- route clearances
- forward positioning of evacuation assets
- use of casualty exchange points
RANGE STATEMENT

Evacuation support may include:
- casualty transport
- casualty retrieval
- on-site care
- en route care
- handover
- management of casualty property and effects
- compilation of evacuation records

Reception and despatch may include:
- movement to and from the despatch point via ambulance
- liaison with the mode of evacuation
- transfer to the other evacuation mode
- handover of the casualty to other evacuation modes

Other evacuation modes may include:
- rotary wing aircraft
- fixed wing aircraft
- boat/ship

Patient tracking may include:
- identification
- reporting on admission
- providing updates
- issuing notifications
- reporting on discharge
- maintaining a record of these occurrences
- reporting epidemiological morbidity data

Health record may include:
- medical records
- patient administrative information
- health reports and returns
- health treatment statistics

Health logistics may include:
- pharmaceuticals
- mortuary affairs
- blood
- health support services (maintenance, catering)
- general logistic support (supply, transport, waste)

Health related reports and returns may include:
- incident report
- casualty notification
- patient holding
- situation report
- stock holdings
- epidemiological morbidity data
Unit Sector(s)
Not Applicable

Competency Field

| Competency Field | X - Logistics |
TLIX5045A Manage and monitor catering on deployed operations

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to organise logistics catering operations in a field deployment context in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit of competency is applicable to logistic personnel who have a responsibility to organise and manage the delivery of catering support in a field deployment context. This person may not be a cook or qualified chef, but will bring management skills and leadership to perform the scope of this unit of competency. Catering elements may be comprised of a range of catering capabilities from different disciplines which when brought together form a centralised catering facility. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1   Prepare for catering</td>
<td>1.1 Information is sourced and analysed to identify the catering factors to be considered in supporting operations</td>
</tr>
<tr>
<td>operations</td>
<td>1.2 Logistic information management systems and planning tools are utilised in the scheduling and coordination of catering</td>
</tr>
<tr>
<td></td>
<td>1.3 The maintenance of catering equipment is scheduled within the constraints of delivering catering support to operations</td>
</tr>
<tr>
<td></td>
<td>1.4 The establishment of catering facilities is monitored to promote a functional and technically efficient catering operation</td>
</tr>
<tr>
<td></td>
<td>1.5 Instructions are prepared and delivered to implement and coordinate catering operations</td>
</tr>
<tr>
<td></td>
<td>1.6 Technical advice is provided to management and stakeholders</td>
</tr>
<tr>
<td></td>
<td>1.7 Occupational health and safety (OH&amp;S) requirements and recognised safety precautions are applied throughout the operation in accordance with standard procedures</td>
</tr>
<tr>
<td>2   Ensure compliance with</td>
<td>2.1 Resources required to meet food safety requirements are accessed and made available</td>
</tr>
<tr>
<td>food safety</td>
<td>2.2 The observance of food safety programs is monitored</td>
</tr>
<tr>
<td></td>
<td>2.3 Corrective action in response to food safety non-compliance is taken in close consultation with the senior caterer</td>
</tr>
<tr>
<td></td>
<td>2.4 Food recall or quarantine notices are acted on to ensure food safety</td>
</tr>
<tr>
<td>3   Manage food service</td>
<td>3.1 The catering team is supervised to ensure that linkages between receipt and storage of food, food preparation and food service are actively maintained to meet food standards and catering support requirements</td>
</tr>
<tr>
<td></td>
<td>3.2 Menu planning and preparation is monitored to ensure the menu complements the operational plan and provide sound nutritional balance to personnel</td>
</tr>
<tr>
<td></td>
<td>3.3 Staff rostering is monitored to ensure that it accurately reflects the catering support requirements and utilises staff efficiently and sustainably</td>
</tr>
<tr>
<td></td>
<td>3.4 Organisational policies and procedures relating to food service are implemented and monitored in the delivery of catering support</td>
</tr>
<tr>
<td></td>
<td>3.5 Consistent quality in service and food product is supervised to meet food standards and catering support requirements</td>
</tr>
<tr>
<td></td>
<td>3.6 Inventory management relating to the provisioning, procurement, supply, receipt and storage of food and food service material is supervised to meet food standards and catering support requirements</td>
</tr>
<tr>
<td></td>
<td>3.7 External stakeholders are lised with in the ongoing monitoring</td>
</tr>
</tbody>
</table>
ELEMENT

PERFORMANCE CRITERIA

of the catering support requirement

3.8 Processes and procedures relating to food usage and resource accounting are monitored

4 Minimise waste and manage disposal of food and waste

4.1 Opportunities to reduce waste are identified and acted on within the catering facility

4.2 Cost control procedures are implemented to minimise waste within the catering facility and to use catering resources efficiently

4.3 The development and implementation of waste management arrangements are monitored to ensure waste management supports good field hygiene and protection of the environment

4.4 Waste management processes and procedures are monitored to ensure compliance with field hygiene and environmental standards

4.5 Agencies responsible for the removal of waste and the monitoring of field hygiene are liaised with to ensure compliance with field hygiene and environmental standards

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Layout and design principles of a field catering facility
- Principles of a HACCP-based approach to managing food safety
- Organisational programs and systems in place to manage and support quality and food safety
- Legal obligations for food safety and quality
- Awareness of common microbiological, physical and chemical hazards related to foods handled
- Suitable standard for materials, measuring devices, equipment and utensils used in the work area
- The relationship between diet and nutrition with individual performance and operational capability
- The five food groups and how these are integrated into a menu
- Different menu systems (such as cyclic menus) used to support operations
- Factors that influence menu development
- Food storage, processing and handling requirements
REQUIRED KNOWLEDGE AND SKILLS

- Procedures for identifying unsafe and/or non-conforming practices or food product
- Options for responding to non-compliance in food safety
- Food waste minimisation methods
- Waste collection, recycling, handling and disposal
- Food recall procedures within own level of responsibility
- Catering documentation and accounting procedures
- Catering cost control strategies
- Relevant OH&S and environmental procedures and guidelines

Required skills:

- Lead a team
- Provide catering support in a field environment
- Liaise and negotiate with stakeholders
- Utilise information technology systems related to catering
- Display resilience by continuing to move forward despite the difficulty of the operation
- Identify the relationship between organisational goals and recognise how own efforts contribute to the achievement of those goals
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

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EVIDENCE GUIDE

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  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Catering support requirements may include:

- provision of field catering facilities
- semi-permanent kitchens
- temporary kitchens
- satellite kitchens
- preparation of fresh rations
- direct to dinner meals
- individually packed meals
- condiment boxes

Catering support planning tools may include:

- ration plan
- feeding matrix
- staff roster

Catering support equipment may include:

- kitchen washing-up facilities
- pots, pans and cooking utensils
- storage racks
- eating utensils
RANGE STATEMENT

- refrigerators
- water heating units
- food storage racking
- garbage bins
- POL drums and containers
- gas cylinders
- fire fighting equipment
- mobile kitchen
- water storage drums and containers
- power generators
- tentage and flooring
- lifting devices

Catering facilities may include:
- semi-permanent kitchens
- temporary kitchens
- satellite kitchens
- components of field kitchens may include:
  - kitchen area
  - messing area
  - kitchen washing-up facilities and pots, pans and utensil storage racks
  - eating utensil wash-up area
  - refrigeration
  - hot water facilities
  - food storage area with racking
  - garbage area
  - POL storage area
  - gas storage area
  - chemical storage area
  - fire fighting equipment area
  - preparation area
  - hand-washing area
  - water storage for kitchen and messing area
  - identified drop-off and pick-up area
  - generators and field power distribution system
  - sullage disposal system

Resources required to meet food safety requirements may include:
- food safety program for the work area which identifies critical control points, control measures and corrective action
- quality policy, system and procedures
RANGE STATEMENT

- work area or system in which quality and food safety practices and procedures are to be monitored
- personal protective clothing and equipment as required
- review/audit arrangements
- reporting and monitoring systems

Food safety programs may include:
- a written document that specifies how a business will control all food safety hazards that may be reasonably expected to occur in all food handling operations of the food business
- related procedures must comply with legal requirements of the Food Safety Standards and must be communicated to all food handlers
- food safety requirements may be specified in general operating procedures

Corrective action may include:
- immediate actions to correct or control the non-conformance by the employment of risk management strategies for food
- preventative actions to stop the non-conformance from occurring again, for example:
  - checking and repairing equipment
  - amending standard operating procedures/work instructions
  - retraining staff

Catering team may include:
- catering supervisors
- cooks
- stewards
- food service assistants

Organisational policies and procedures may include:
- standard operating procedures
- doctrine
- codes of practice
- orders
- instructions
- operating manuals
- relevant Australian Standards
- relevant Commonwealth Acts

Opportunities to reduce waste may include:
- rotating and documenting stock accurately
- storing food correctly and securely
- using reusable by-products of food preparation
- use recyclable products

Cost control procedures may include:
- portion control
- following recipes accurately
RANGE STATEMENT

include:

- ordering suitable quantities of stock

Storage of food may include:

- dry goods storage
- refrigeration
- utensil storage

Waste may include:

- wet waste
- dry waste
- grey water waste

Unit Sector(s)

Not Applicable

Competency Field

Competency Field  X - Logistics
TLIX5046A Carry out standard customs clearance practices

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to carry out standard customs clearance practices in accordance with the Customs Act 1901 and amendments, as well as related legislation, regulatory requirements and workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the relevant customs and related legislation and workplace requirements concerning customs clearance practices.

Work is undertaken in a range of environments, including small to large worksites in the Custom Broking Industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1</th>
<th>Identify consignment in accordance with Customs Act 1901 as amended</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Import consignments are identified in accordance with Customs Act 1901 and customs policies and procedures</td>
</tr>
<tr>
<td>1.2</td>
<td>Consignments not requiring formal entry are identified and appropriate responses are implemented</td>
</tr>
<tr>
<td>1.3</td>
<td>Consignments requiring formal entry are identified and appropriate responses are implemented</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Identify and determine type of formal import declaration required and its role</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Goods requiring an entry for home consumption are identified</td>
</tr>
<tr>
<td>2.2</td>
<td>Goods requiring an entry for warehousing are identified</td>
</tr>
<tr>
<td>2.3</td>
<td>Goods requiring an ex warehouse entry are identified</td>
</tr>
<tr>
<td>2.4</td>
<td>Requirements of input fields on declarations are explained and implemented</td>
</tr>
<tr>
<td>2.5</td>
<td>Customs authority in regard to goods required to be entered/not entered is explained and complied with</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Determine date of entry for home consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Date of entry for home consumption is identified in accordance with Customs Act 1901</td>
</tr>
<tr>
<td>3.2</td>
<td>Advance entry provisions of Customs Act 1901 are reviewed where required</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th>Respond to Customs queries on current lodged declarations</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Authority for Customs ‘red line’ queries is identified and whether or not query is within scope is determined</td>
</tr>
<tr>
<td>4.2</td>
<td>Liaison is undertaken with importer to obtain required information necessary to respond to query</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5</th>
<th>Apply Authority to Deal process</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Consignment status in Customs Integrated Cargo System is verified</td>
</tr>
<tr>
<td>5.2</td>
<td>Consignment is dealt with in accordance with the Authority to Deal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6</th>
<th>Apply process and authority required to withdraw an</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Double entries are identified and withdrawn</td>
</tr>
<tr>
<td>6.2</td>
<td>Other import declarations not required are</td>
</tr>
</tbody>
</table>
import declaration

withdrawn in accordance with provisions of Customs Act 1901 and associated regulations

6.3 Impact of withdrawal of an entry on rate of customs duty payable is interpreted

7 Apply customs controls on regulated premises

7.1 Differentiation is made between types of regulated premises

7.2 Processes applicable to movement permissions are followed

7.3 Fit and proper person check is explained

7.4 Security and access requirements for regulated premise are complied with

7.5 Other licence conditions for a regulated premise are interpreted and applied, recordkeeping and maintenance of customs control of goods are emphasised

7.6 Requirements of failure to comply with licence conditions are explained to licence holder

8 Manage information

8.1 Records are stored in accordance with regulatory requirements and workplace procedures

8.2 Contingency plans for software application system are outlined implemented in accordance with customs and workplace procedures and requirements

9 Identify excisable and excise equivalent goods

9.1 Excisable goods are identified

9.2 Excise equivalent goods are identified

9.3 Reporting requirements for excisable and excise equivalent goods are followed
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable legislation and regulations such as:
  - Customs and related legislation pertaining to customs clearance functions
  - privacy legislation
- Access requirements to a warehouse
- Biosecurity issues that require action
- Bonds
- Customs controls on regulated premises
- Depots
- Different types of regulated premises
- Documentation requirements for customs clearance practices
- Ex warehouse entry format and process
- Examination of cargo in a warehouse
- Excise
- Export of Excise Equivalent Goods
- Focus of operation of work systems, equipment, management and site operating systems required for customs clearance operations
- Legislation establishing the duty rate
- Movement permissions
- Pathway requirements
- Physical security of cargo in a warehouse
- Process and authority required to withdraw an import declaration
- Purpose of warehousing goods and obligations of warehouse proprietors to Customs and Border Protection Service
- Relevant sections of customs and related legislation, regulations and codes of practice relevant to customs clearance operations and identifying consignments
- Requirements for completing relevant documentation
- Routine issues that may occur during customs clearance and appropriate action that can be taken to deal with these issues
- Sale of goods in Bond
- Sources of information on new developments in customs clearance practices
- Steps involved in planning work activities
- Under Bond approvals
- Under Bond movements, acquittals and out turn reports
- Warehouses
• Ways of learning skills and knowledge required for new developments in customs clearance practices
• Workplace procedures and policies for customs clearance operations

**Required skills:**

• Communicate effectively with clients and other stakeholders
• Complete documentation related to work activities
• Identify learning skills and knowledge required for relevant new developments in customs clearance practices
• Interpret and follow operational instructions and prioritise work
• Modify activities depending on workplace contexts, risk situations and environments and take appropriate initiatives within allowable limits
• Negotiate, communicate and liaise effectively with clients and others
• Plan and organise work activities when carrying out customs clearance practices
• Provide quality client service
• Read and interpret Customs Act 1901 and amendments
• Read and interpret instructions, procedures and information relevant to customs clearance practices
• Select and use relevant computer/communication/office equipment and processes when carrying out customs clearance practices
• Solve problems and routine issues that may arise when carrying out customs clearance practices
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying procedures for compliance with Customs and related legislation
- conducting calculations and appropriate adjustments as part of routine customs clearance operations
- recognising and dealing with routine issues that may arise during customs clearance operations.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- knowledge tests and performance questions
- direct observation of the candidate applying tasks, requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of customs clearance practices may include:
- Customs Act 1901, regulations and current amendments
- Customs publications, policy and procedures
- Business continuity plan procedures
- Import licensing
- Quota

Non tariff controls may include:
- Processes
- Regulations
- Systems
- Technology
- Types and packaging of goods

New developments in customs clearance operations may include:
- Bulletins, journals, magazines, books
- External networks
- Internal and external training programs
- Internet websites such as Australian Customs and Border Protection Service
- Independent reading
- Online learning
- Seminars and webinars
- Quality procedures

Ways of learning skills and knowledge required for new developments in border clearance operations may include:

Depending on the organisation concerned, workplace procedures may be called:

Communication in the work area may include:
- Electronic data interchange (EDI)
- Email
- Fax
- Internet
- Oral, aural or signed communications
- Phone
- Agents
- Clients
- Management representatives
- Other employees and supervisors
- Relevant authorities and institutions

Consultative processes may involve:
Documentation and records may include:

- client instructions
- Customs and related legislation
- Customs Notices
- internal documentation used for customs clearance functions
- manifests, delivery notes, consignment notes and special clearances
- manufacturer specifications for equipment
- other regulatory requirements pertaining to customs clearance functions
- quality assurance procedures

Unit Sector(s)
Not applicable.

Competency Field
X – Logistics
TLIX5047A Determine customs value

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to carry out customs valuation using the transaction value method only, for the purpose of determining the customs value.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the Customs Act 1901 as amended and related case law and workplace requirements concerning customs valuation functions.

Work is undertaken in a range of environments including small to large worksites in the customs broking and international trade industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Apply transaction valuation method

1.1 World Trade Organization (WTO) Customs Valuation Agreement is analysed

1.2 Valuation specific information is identified in accordance with Customs Act 1901 as amended

1.3 Situations where it is appropriate to apply transaction valuation method are recognized and analysed

1.4 Situations where alternate methods of valuation apply are recognised

1.5 Situations where there is insufficient reliable information to determine if transaction valuation method applies are identified and referred in accordance with workplace policies and procedures

1.6 Valuation is determined from import documentation in accordance with the Customs Act 1901

2 Identify import sales transaction for customs valuation purposes

2.1 Relevant import sales transaction is identified

2.2 Owner and supplier are identified on documentation

2.3 Any relationship between owner and supplier is acknowledged and implications of relationship for customs valuation are determined and managed in accordance with Customs Act 1901 as amended

3 Determine transaction value

3.1 Price in import sales transaction is identified

3.2 Terms of trade relevant to import sales transaction are identified and analysed

3.3 Adjusted price is calculated

3.4 Price related costs and any other additions or deductions are determined taking into account relevant legislation and terms of specific import sales transaction

3.5 Transaction value is calculated

4 Identify factors that impact on price

4.1 Date and place of export are determined in accordance with Customs Act 1901

4.2 Rate of exchange is confirmed
5 Determine customs value

5.1 Customs value is calculated using appropriate rate of currency exchange

5.2 Costs against goods are apportioned using factorisation

5.3 All calculations are checked for accuracy, documented and verified as required

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable rules, legislation and regulations:
  - case law
  - Customs Act 1901 as amended
  - WTO Customs Valuation Agreement
- Awareness of alternative valuation methods
- Date and place of export
- Factorisation i.e. apportionment of costs over a line value (each line of invoice for which there is a separate classification)
- Price related costs and other legislated additions to or subtractions from price
- Rates of currency exchange
- Transaction value
- WTO Customs Valuation Agreement

Required skills:

- Calculate accurately
- Compare and analyse information
- Identify, interpret and learn skills and knowledge required for relevant new developments in customs valuation practices
- Negotiate, communicate and liaise effectively with clients and others
- Read and interpret legislation
- Solve problems that may arise when determining customs valuations
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying transaction valuation method
- identifying relevant import sales transaction for customs valuation purposes
- determining price and elements of adjusted price
- identifying elements of price related costs
- calculating customs value
- recording valuation information on customs import declaration.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on the determination of relevant aspects of customs valuations may include:
- Customs Act 1901 and Customs Regulations principles, theories and history of the Australian valuation system including the WTO Customs Valuation Agreement, and Customs and related legislation
  - transaction value including:
    - adjusted price
    - arm’s length transactions
    - contract of sale
    - import sales transaction
    - price
    - price related costs
    - rebates

Alternate valuation methods may include:
- computed value method
- deductive goods method
- fall back method
- identical goods valuation
- similar goods valuation

Adjusted price may include:
- Australian inland freight and insurance
- deductible administrative costs
- deductible financing costs
- overseas freight and insurance
- post importation costs

Price related costs may include:
- foreign inland freight and foreign inland insurance
- packing costs
- production assist costs
- proceeds of resale

Valuation advice means:
- completing and lodging an application for valuation advice with the regulator

Verification may include:
- customs brokers
- other colleagues within the enterprise

New developments in customs valuation practices including changes in:
- case law
- legislation
- processes and policies
- regulations

Information on new developments in
- bulletins, journals, magazines, books
customs valuation practices may be obtained from:

- external networks such as professional bodies and staff in various regulatory authorities
- internal and external training programs
- internal networks such as own operational team, staff in other departments, support staff, managers, training staff
- internet websites

Ways of learning skills and knowledge required for new developments in customs valuation practices may include:

- coaching in the workplace
- independent reading
- networking with relevant internal and external contacts
- online learning

Workplace procedures may include:

- quality procedures

Communication in the work area may include:

- electronic data interchange (EDI)
- email
- fax
- internet
- oral, aural or signed communications
- phone

Consultative processes may involve:

- management
- relevant authorities and institutions
- other employees and supervisors

Documentation and records may include:

- client instructions
- Customs Act 1901 and related legislation
- internal documentation used for customs valuation
- software application system user manuals
- workplace procedures and policies
- WTO Customs Valuation Agreement

**Unit Sector(s)**

Not applicable.

**Competency Field**

X – Logistics
TLIX5048A Determine import and/or export prohibitions and/or restrictions

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to apply special permit requirements as part of customs broking activities in accordance with the Customs Act 1901, related legislation and workplace requirements. It includes identifying goods subject to import/export restrictions and/or prohibitions, identifying required permits, assessing permits for compliance; and facilitating the gaining of such permits.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the Customs Act 1901 and related legislation, regulations and workplace requirements concerning prohibitions and restrictions.

Work is undertaken in a range of environments including small to large worksites in the Customs Broking Industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

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### Elements and Performance Criteria

1. **Ensure goods comply with import/export restriction and/or prohibition**
   - 1.1 Goods subject to prohibitions and/or restrictions are correctly identified
   - 1.2 Type and requirement of prohibition and/or restriction is correctly identified
   - 1.3 Goods and commodities subject to prohibition and/or restriction are assessed for compliance under the relevant restriction/permit requirement

2. **Facilitate gaining of permits**
   - 2.1 Implications and expectations of special permits are clearly communicated to clients
   - 2.2 Applications are reviewed at client request to ensure compliance with regulatory requirements and client requirements
   - 2.3 Problems arising with permit applications are identified and addressed in accordance with relevant legislation, regulations and workplace policies and procedures
   - 2.4 Negotiations and discussions are entered into with clients and relevant personnel from permit issuing authorities as needed to facilitate issuing of permits
   - 2.5 Application and permit documentation is lodged in accordance with relevant regulatory and workplace requirements
   - 2.6 Application processing is followed up as required
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:
- Australian Dangerous Goods (ADG) Code and relevant wildlife conservation quarantine or other legislative requirements
- Australian Radiation Protection and Nuclear Safety Agency
- Australian Wine and Brandy Corporation
- Biosecurity and other legislation relevant to the application for permits
- Commerce (Imports) Regulations 1940
- Commerce (Trade Descriptions) Act 1905
- Convention on International Trade in Endangered Species (CITES) listings
- Copyright Act 1968
- Customs Act 1901
- Customs (Prohibited Exports) Regulations 1958
- Customs (Prohibited Imports) Regulations 1956
- Department of Infrastructure and Transport
- Department of Sustainability, Environment, Water, Population and Communities
- Imported Food Inspection Scheme (IFIS)
- National Industrial Chemicals Notification and Assessment Scheme (NICNAS)
- Therapeutic Goods Administration
- Trade Marks Act 1995
- Other relevant national and state/territory regulatory requirements and codes of practice
- Problems that may occur when applying for permit requirements and appropriate action that can be taken to resolve the problems
- Relevant database systems
- Relevant permit procedures and guidelines
- Steps involved in planning work activities
- Workplace procedures and policies for the application of permit requirements

Required skills:
- Accurately complete documentation related to work activities
- Communicate, liaise and negotiate effectively with clients and others when completing work activities
- Communicate effectively with a range of stakeholders
- Identify, interpret and learn new skills and knowledge required for the implementation of new developments regarding permit requirements
- Interpret and follow operational instructions and prioritise work
- Plan and organise work activities when applying permit requirements
- Read and correctly interpret appropriate Acts and regulations
- Read and interpret instructions, procedures and information relevant to restrictions and permit requirements
- Select and use relevant sources of information when applying permit requirements
- Solve problems that may arise when applying permit requirements
- Work systematically with required attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- identifying goods, consignors or consignments subject to import and/or export permit and/or restrictions
- identifying type of restrictions and/or permits
- identifying valid permits
- verifying goods/consignments meet requirements of any permit and/or import restriction.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- workplace where mentoring individuals or small groups can be conducted
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including applicable legislation, and regulations.

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge.

As a minimum, assessment of knowledge must be conducted
through:

- appropriate written and oral tests
- knowledge and performance questions.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Restricted/prohibited goods/commodities subject to biosecurity and wildlife conservation regulations or other regulatory and/or permit requirements may include:

- commodities containing ozone-depleting substances
- dangerous goods, explosives, firearms and ammunition
- flora and fauna
- goods and materials that may be used to construct explosives or weapons of mass destruction (WMD)
- hazardous waste
- heritage and cultural items
- horticultural and agricultural products
- imported foods
- industrial chemicals
- plant, fish and animal products
- therapeutic goods and complementary medicines
- vessels and vehicles
- wines and spirits
- other commodities subject to Australian and overseas government regulations and requiring special permits

Information on relevant aspects of permit requirements may include:

- quarantine permit requirements such as:
  - animal quarantine
  - approved providers
  - cargo clearance
  - conversion quantities
  - foods containing specified ingredients
  - origin
  - plant and animal exports
  - plant quarantine
  - pests and diseases
  - quarantine treatment
  - treatments undertaken

- wildlife conservation requirements such as:
  - acquittals and specimen export records (SER)
  - export/import regulations
  - international treaties for wildlife
conservation

- special permit validation for exports
- wildlife conservation
- other special permit requirements such as:
  - commodities containing ozone-depleting substances
  - dangerous goods, explosives, firearms, ammunition; chemical, biological and radioactive weapons materials and components; other prohibited imports and exports
- hazardous waste
- heritage and cultural items
- imported food program and permit regulations
- prescribed amounts of cash
- requirements for Therapeutic Goods Administration permits (TGA)

Agencies from which permits may be obtained may include:

- Australian Customs and Border Protection Service
- Australian Federal Police
- Australian Wine and Brandy Corporation
- Attorney-General’s Department
- Department of Agriculture, Fisheries and Forestry
- Department of Defence
- Department of Foreign Affairs and Trade
- Department of Health and Ageing
- Department of Infrastructure, Transport and Regional Development and Local Government
- Department of Innovation, Industry, Science, Training and Research
- Department of Sustainability, Environment, Water, Population and Communities
- Department of the Prime Minister and Cabinet
- Health Insurance Commission
- Therapeutic Goods Administration
- Wheat Exports Australia

Checks made during an assessment of a permit or restriction assessment may include:

- accuracy checks
- checks for missing information
- checks for unfulfilled requirements
Workplace procedures may include:

- checks for whether or not supplementary documents are required

Communication in the work area may include:

- electronic data interchange (EDI)
- email
- internet
- oral, aural or signed communications
- phone

Consultative processes may involve:

- client
- management
- other employees and supervisors
- regulatory authorities

Documentation and records may include:

- dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS)
- emergency procedures
- goods manifests
- operations manuals, job specifications and induction documentation
- quality assurance procedures
- regulations and codes of practice relevant to import and export procedures
- relevant Australian Standards and certification requirements
- relevant database systems
- workplace policies and procedures related to permit requirements
- other government documentation covering regulated trade (including online)

Restricted/prohibited goods/commodities subject to quarantine and wildlife conservation regulations or other regulatory and/or special permit requirements may include:

- animals, fish and birds
- commodities containing ozone-depleting substances
- dangerous goods, explosives, firearms and ammunition
- flora and fauna
- goods and materials that may be used to construct explosives or weapons of mass destruction (WMD)
- hazardous waste
- heritage and cultural items
- horticultural and agricultural products
- imported foods
Information on relevant aspects of specialist permit requirements may include:

- industrial chemicals
- plant and animal products
- therapeutic goods and complementary medicines
- vehicles
- vessels
- wines and spirits
- other commodities subject to Australian requiring special permits

- quarantine permit requirements, such as:
  - animal quarantine
  - approved providers
  - cargo clearance
  - conversion quantities
  - pests and diseases
  - plant and animal exports
  - plant quarantine
  - origin
  - prescribed substances in foods
  - quarantine treatment
  - treatments undertaken

- wildlife conservation requirements, such as:
  - acquittals and specimen export records (SER)
  - export/import regulations
  - international treaties for wildlife conservation
  - special permit validation for exports
  - wildlife conservation

- other special permit requirements, such as:
  - commodities containing ozone-depleting substances
  - dangerous goods, explosives, firearms, ammunition; chemical, biological and radioactive weapons materials and components; other prohibited imports and exports
  - hazardous waste
  - heritage and cultural items
  - imported food program and permit regulations
  - prescribed amounts of cash
• requirements for Therapeutic Goods Administration (TGA) permits

Unit Sector(s)
Not applicable.

Competency Field
X – Logistics
TLIX5049A Determine indirect taxes

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to determine indirect taxes as part of customs broking activities. It includes assessing the applicability of indirect taxes; determining tax exemptions and taxes to be paid; and documenting the results of all tax determinations.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the relevant Customs, Australian Taxation Office (ATO) and other tax related legislation, and workplace policies and procedures.

Work is undertaken in a range of environments including small to large worksites in the customs broking, international freight forwarding, integrated express delivery and import/export industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
# Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

| 1 Assess applicability of indirect taxes to goods, commodities and transactions | 1.1 Applicability of indirect taxes to goods and commodities is analysed and documented |
| 1.2 Allowable exemptions and specialised schemes relating to indirect taxes are researched for applicability to specific commodities and/or transactions |
| 1.3 Allowable exemptions are applied to goods and commodities in accordance with relevant legislation |
| 1.4 Accuracy of assessments is checked and verified |

| 2 Calculate indirect taxes | 2.1 Correct rate of indirect tax on goods and services is identified and applied in accordance with legislative requirements |
| 2.2 Relevant information such as overseas freight and insurances is obtained as required |
| 2.3 Data is input into software application systems for indirect tax calculation |

| 3 Document indirect tax assessments | 3.1 Indirect tax assessment results are recorded on appropriate documentation in accordance with legislative requirements |
| 3.2 Rates and amounts of indirect taxes payable are checked for accuracy and verified according to workplace procedures |
| 3.3 Completed documentation is stored, retained and provided to clients and other relevant personnel as required in accordance with Customs Act 1901 and related legislation and workplace procedures |
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable legislation and regulations:
  - A New Tax System (Goods and Services Tax) Act 1999, Customs and other indirect tax legislation as they relate to implementing indirect tax legislation as part of customs broking activities
  - Customs and related legislation
  - equal opportunity legislation
  - equal employment opportunity and affirmative action legislation
  - export/import/quarantine/bond requirements
  - other indirect taxation legislation
  - workplace relations regulations
- Basic operation of the Goods and Services Tax (GST) system
- Calculations of GST on taxable importations
- Delivered duty paid (DDP) transactions and impact on GST
- Documentation and/or software system requirements for the application of GST and other indirect tax legislation as they relate to customs broking activities
- Key features of GST legislation
- GST:
  - accounting requirements
  - collection and remittance
  - input-taxed supplies
  - registration process
  - system overview
- GST-free goods and supplies
- Impact of GST on:
  - customs functions
  - importers and exporters
- Non-taxable importation
- Roles and responsibilities of Australian Customs Service (Customs) and ATO as they relate to GST
- Scope and operation of GST deferral scheme
- Sources of information to identify GST free goods and exemption codes
- Sources of information on new developments in GST legislation as they relate to customs broking activities
- Special rules pertaining to GST requirements
- Transport and insurance costs attracting GST
Required skills:

- Accurately calculate indirect taxes
- Accurately complete documentation related to work activities
- Communicate and liaise effectively with others when applying GST and other indirect tax legislation as part of customs broking activities
- Identify and interpret
  - luxury car tax (LCT) problems that may occur when applying indirect taxes and appropriate action that can be taken to resolve identified problems
  - non-taxable importations rules
  - wine equalisation tax (WET) rules
- Read and interpret:
  - indirect tax schedules
  - instructions, procedures and information relevant to applying indirect taxes legislation as they relate to customs broking activities
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- determining applicability of GST and determining other indirect taxes
- documenting indirect tax assessments.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies, scenarios and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, legislation and current amendments

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

Assessment of this unit must be undertaken by a registered training organisation.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Allowable exemptions and specialised schemes refers to:
- government initiatives and schemes to promote exports of goods and services

Verification may be undertaken by:
- customs broker
- other experienced colleagues within the organisation

Documentation may be passed on to:
- colleagues for further processing
- customs broker
- manager for checking and verification

New developments in the application of GST and other indirect tax legislation may include changes in:
- ATO and Customs legislation
- lodgement processes and systems
- rates

Information on new developments in the application of GST and other indirect tax legislation may be obtained from:
- bulletins, journals, magazines, books
- external networks such as staff in Customs, ATO and various regulatory authorities, staff in other customs broking enterprises
- internal and external training programs
- internal networks such as own operational team, staff in other departments, support staff, managers, training staff
- internet websites

Techniques to learn skills and knowledge required for new developments in applying GST and other indirect tax legislation may include:
- coaching in the workplace
- continuing professional development
- external training programs
- independent reading
- internal training programs
- networking with relevant internal and external contacts

Workplace procedures may include:
- quality procedures

Communication in the work area may include:
- electronic data interchange (EDI)
- email
- internet
- oral, aural or signed communications
- phone

Consultative processes may involve:
- management
- other employees and supervisors
- relevant authorities and institutions
Documentation and records may include:

- ATO rulings on GST and other indirect tax legislation
- client instructions
- commercial invoices
- insurance documents
- internal company documentation used for the application of GST and other indirect tax legislation as part of customs broking activities
- operations manuals, job specifications and induction documentation
- relevant documentation and guidance materials on A New Tax System (Goods and Services Tax) Act 1999, Customs and other indirect tax legislation as they relate to the implementation of GST and other indirect tax legislation
- shipping documents
- workplace procedures and policies

Unit Sector(s)
Not applicable.

Competency Field
X – Logistics
TLIX5050A Determine origin of goods and apply preference schemes or free trade agreements

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to determine the origin of goods and interpret the application of preference schemes and/or free trade agreements to those goods.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the determination of origin of goods.

Work is undertaken in a range of environments including small to large worksites in the customs broking industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Determine eligibility for preferential tariff rates

1.1 Place or country of origin of goods presented for clearance is correctly identified in accordance with commercial documents, including Certificates of Origin

1.2 Eligibility for preferential tariff rates including free trade agreements is assessed in accordance with relevant legislation

1.3 Goods the subject of the consignment are checked to confirm eligibility and/or compliance with Customs Act 1901 and associated legislation and/or appropriate Rule of Origin under Customs Tariff Act 1995

1.4 Certificates of origin are checked for accuracy and compliance with legislation and policy as required

1.5 Compliance with direct shipment rules is confirmed as required

1.6 Client is advised if rectification of information is required

2 Apply relevant preference scheme or free trade agreement

2.1 Requirements of relevant preference scheme are identified, read, correctly interpreted and applied in accordance with relevant legislation

2.2 Requirements of relevant free trade agreement are identified, read, correctly interpreted and applied in accordance with relevant legislation

3 Establish relevant duty rate

3.1 Relevant tariff schedule is referenced in accordance with legislation

3.2 Relevant duty rate is confirmed and applied
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Determining the appropriate duty rates
- Free trade agreements under negotiation
- Function of a customs origin advice
- Legislative and policy requirements in determining:
  - eligibility for preferential rates
  - origin of goods
- Pathway requirements
- Recognition of the requirements for claiming preference or the application of a particular free trade agreement, including certificates of origin and other declarations
- Role and importance of free trade agreements
- Types of preferential tariff schemes including classes of countries and places in relation to which special rates apply

Required skills:

- Accurately assess evidence of compliance
- Apply correct preference scheme and rule
- Apply quality procedures
- Apply relevant free trade agreement
- Communicate effectively with clients
- Correctly identify:
  - eligible/non-eligible goods for preference purposes
  - places and countries to which preferential tariff rates may apply
- Establish correct origin code
- Read and correctly interpret appropriate legislation
- Read and interpret tariff schedules
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- sequencing activity in a way that demonstrates the development of competence
- applying relevant legislative and regulatory knowledge
- correctly using current documents, such as tariff schedules
- providing accurate advice to clients.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- workplace where individual or small group assessment can be conducted
- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies, scenarios and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and systems
- applicable documentation including workplace procedures, relevant legislation and regulations.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- performance observations of the candidate undertaking the process of determining origin and preference
- written evidence of the correct application of preference and origin in activities such as scenarios
- knowledge questions.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information/documents may include:
- air waybill (AWB)
- bills of lading (B/L) or sea waybills
- certificates of origin
- Customs Act 1901 as amended
- Customs Tariff Act 1995 as amended
- commercial invoices
- manufacturer specifications for equipment
- packing lists
- permits from regulatory bodies (Australian and international)
- relevant free trade agreements
- supplier and/or client instructions
- other documents specific to goods, country of origin/destination

Applicable regulations and legislation may include:
- Customs Act 1901 as amended
- Customs Tariff Act 1995 as amended
- free trade agreements

Work may be conducted:
- by day or night
- in a range of work environments

Clients may be:
- external
- internal

Workplaces may comprise:
- large
- medium
- small worksites

Unit Sector(s)

Not applicable.

Competency Field

X – Logistics
TLIX5051A Determine tariff classification of goods

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to determine the tariff classification of goods.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the Customs Tariff Act 1995 and related legislation, and workplace requirements concerning customs commodity classification functions.

Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1 Prepare to determine tariff classification of goods</th>
<th>1.1 Role and purpose of the World Customs Organization (WCO) Harmonised System in international trade is explained and its principles are used to guide classification practices</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Structure and purpose of Customs Tariff Act 1995 is explained</td>
</tr>
<tr>
<td></td>
<td>1.3 Resources and documentation required to classify goods are determined and obtained</td>
</tr>
<tr>
<td></td>
<td>1.4 Format and content of Customs Tariff Act Schedules are analysed and used to guide classification practices</td>
</tr>
<tr>
<td></td>
<td>1.5 Appropriate schedules, by-laws and tariff concession orders (TCOs) are consulted to ensure strict compliance with goods as imported</td>
</tr>
<tr>
<td></td>
<td>1.6 Tariff classification orders that apply to goods are determined</td>
</tr>
<tr>
<td>2 Apply identification principles to goods</td>
<td>2.1 Goods are identified in accordance with classification principles</td>
</tr>
<tr>
<td></td>
<td>2.2 Alternative classifications are checked as required</td>
</tr>
<tr>
<td></td>
<td>2.3 Assistance is sought as required</td>
</tr>
<tr>
<td></td>
<td>2.4 Section and chapter notes are consulted</td>
</tr>
<tr>
<td>3 Select and justify headings</td>
<td>3.1 Principles of statutory construction in the context of particular tariff headings and words are applied</td>
</tr>
<tr>
<td></td>
<td>3.2 Headings and notes are interpreted in hierarchical order</td>
</tr>
<tr>
<td></td>
<td>3.3 Rejection of alternate headings are justified by reference to interpretative rules and legal notes</td>
</tr>
<tr>
<td></td>
<td>3.4 Pre or post classification potential areas of dispute are anticipated and decisions are justified</td>
</tr>
<tr>
<td>4 Locate and justify sub-headings</td>
<td>4.1 Sub-heading notes are interpreted in hierarchical order</td>
</tr>
<tr>
<td></td>
<td>4.2 Dash system is applied to classification</td>
</tr>
<tr>
<td></td>
<td>4.3 Classification is determined in accordance with interpretative rules</td>
</tr>
<tr>
<td></td>
<td>4.4 Correct statistical code is identified</td>
</tr>
</tbody>
</table>
5 Utilise extraneous classification tools

5.1 Resources are utilised to assist in classifying goods

5.2 Client is consulted to obtain further details of characteristics of goods to be classified as required

5.3 Assistance is sought as required

5.4 Preliminary classification of goods is made

5.5 Preliminary classification is checked with manager, supervisor or more senior personnel prior to customs import declaration being completed

6 Complete post classification requirements

6.1 Tariff classification advice request is prepared in response to any identified problems

6.2 Classification is entered correctly on customs entry/declaration in accordance with requirements of Customs and related legislative requirements, and workplace procedures

6.3 Completed documentation is retained by relevant personnel in accordance with the requirements of Customs and related legislative requirements, and workplace procedures

6.4 Relevant documentation and other sources of information such as that sourced from the internet or from industry experts, is retained and passed on to client in accordance with Customs and related legislative requirements, and workplace procedures

6.5 Post entry classification advice to client is initiated as required
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable legislation and regulations:
  - Australian Harmonized Export Classification Book
  - Customs Tariff Act 1995
  - Customs and related legislation
  - other legislation related to importing and exporting of goods
- Australian Working Tariff
- Case law
- Harmonised Classification System
- Identification of commodities for tariff classification purposes
- Interpretative rules
- Role and purpose of Customs Tariff Act 1995
- Tariff schedules and by-laws
- TCOs
- Use of legal notes
- Use of section and chapter notes

Required skills:

- Communicate effectively with others
- Examine documents for applicability
- Locate, read and interpret information
- Provide accurate advice to clients
- Read and interpret Customs Tariff Act 1995 and its associated Schedules
- Use software application systems appropriately
- Work methodically and systematically with required attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- knowledge of World Customs Organisation and Harmonised Classification System
- knowledge of Customs Tariff Act 1995
- knowledge of Goods Identification for Classification purposes
- using general rules of interpretation
- determining classification code
- identifying tariff concessions
- knowledge of Legal Notes.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant regulatory and goods documentation that impacts on work activities
- range of relevant exercises, case studies, scenarios and/or other suitably simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate documents and equipment.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate using appropriate methods for classifying goods
- knowledge questions and tests for assessment
- direct observation of the candidate applying relevant requirements during work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of classifying commodities for import and export of goods through customs may include:

- content of Customs Tariff Act 1995 and various sections within the Act as they relate to classifying commodities for import and export of goods through customs
- legal notes to the tariff and the context of each note and the application of this context to the classification of commodities for the import and export of goods through customs
- principles of identification of goods for tariff classification purposes
- reasons for Customs Tariff Act 1995 and for the imposition of duty on imported goods
- Rules for the Interpretation of the Harmonized System and the Australian Customs Tariff Act 1995
- schedules of the tariff and the sub-heading structures at various levels in order to arrive at correct classification and duty rates

Where identifying material for classification is not available, sample of goods may be in the form of:

- photographs (still, video or electronically transmitted image)
- written description including technical drawings

Resources to classify goods include:

- case law
- dictionaries
- Harmonized System Explanatory Notes (HSEN)
- precedents database
- trade or technical publications
- websites

Examples of previous related classifications include:

- examples from texts and reference materials including WCO precedents
- precedents

Client consultation may be required where:

- characteristics of goods cannot be determined from available information or require clarification in relation to use, function, context (as a component of another item)

Assistance may include:

- advice from supervisor or manager, more experienced colleagues, customs brokers, training staff, technical experts
- consulting technical experts in the industry, professional association or a training provider
- using reference material within organisation,
New developments in classifying commodities may relate to changes in:

- processes
- regulations
- software application systems
- work systems

Information on new developments in classifying commodities for the import and export of goods may be obtained from:

- Australian Customs
- bulletins, journals, magazines, books
- continuous professional development programs
- external networks such as: staff in regulatory authorities
- internal networks such as: own work team, staff in other departments, support staff, managers, training staff
- websites

Workplace procedures may include:

- quality procedures

Communication in the work area may include:

- electronic data interchange (EDI)
- email
- internet
- oral, aural or signed communications
- phone

Consultative processes may involve:

- other employees and supervisors
- personnel in relevant authorities and institutions

Documentation and records may include:

- Customs and related legislation
- dictionaries
- extrinsic material (as defined in the Acts Interpretation Act)
- Harmonized System Explanatory Notes (HSEN)
- internal documentation
- machinery operations manuals,
- manufacturer specifications for relevant equipment
- quality assurance procedures
- supplier and/or client instructions
- trade or technical publications
- workplace procedures and policies

Unit Sector(s)

Not applicable.
Competency Field

X – Logistics
TLIX5052A Determine complex customs value

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with Customs and related legislation. It includes applying the relevant method for the complex customs valuation required; identifying the contract of sale for customs valuation purposes; determining the price and elements of adjusted price; and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorisation principles, and recording valuation information on customs declaration.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the Customs Act 1901 as amended and case law concerning customs valuation.

Work is undertaken in a range of environments including small to large worksites in the customs broking and international trade industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>1 Apply appropriate valuation method</strong></td>
<td><strong>1.1 Situations where transaction value method applies are recognised</strong></td>
</tr>
<tr>
<td></td>
<td><strong>1.2 Situations where alternate methods of valuation apply are recognised</strong></td>
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<td></td>
<td><strong>1.3 Situations where there is insufficient reliable information to determine appropriate valuation method, are identified and referred in accordance with workplace policies and procedures</strong></td>
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<td></td>
<td><strong>1.4 Appropriate valuation method is selected and applied for the complex customs valuation situation identified</strong></td>
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<tr>
<td></td>
<td><strong>1.5 Variations to the order of use of valuation methods are considered and applied in accordance with the provisions of the Customs Act 1901</strong></td>
</tr>
<tr>
<td><strong>2 Apply elements of price related costs for a customs valuation</strong></td>
<td><strong>2.1 Correct treatment of royalty or license fee in customs value is determined and followed in accordance with the Customs Act 1901 and relevant case law</strong></td>
</tr>
<tr>
<td></td>
<td><strong>2.2 Correct treatment of commissions to be included in customs value is determined and followed in accordance with the Customs Act 1901 and relevant case law</strong></td>
</tr>
<tr>
<td></td>
<td><strong>2.3 Correct valuation method for private imports of cars and yachts is determined and followed in accordance with relevant legislation, case law and Customs policies and procedures</strong></td>
</tr>
<tr>
<td><strong>3 Seek valuation advice</strong></td>
<td><strong>3.1 Requirement for an application for valuation advice is identified</strong></td>
</tr>
<tr>
<td></td>
<td><strong>3.2 Valuation advice is prepared in response to identified concern</strong></td>
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<tr>
<td></td>
<td><strong>3.3 Correct legislative and case law references are included in</strong></td>
</tr>
</tbody>
</table>
the application for valuation advice

3.4 Post entry valuation advice to client is initiated as required

3.5 Relevant documentation is passed on to client in accordance with legislation and workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable legislation and regulations:
  - Customs Act 1901 and related legislation
  - confidentiality agreements
  - World Trade Organization (WTO) Customs Valuation Agreement
- Application for valuation advice procedure and rulings
- Case law as it applies to valuation
- Continuing professional development
- Customs Act 1901 as amended and related legislation relevant to the conduct of a complex customs valuation
- Determination of:
  - adjusted price
  - customs value
  - import sales transaction
  - price related costs
- Documentation requirements for customs valuations
- Factorisation i.e. appointment of costs over a line value (each line of import declaration for which there is a separate classification)
- Rejection of transaction value
- Related parties
- Sources of information on new developments in customs valuation practices
- Transaction value as the main method for valuing goods for customs purposes
- Transfer pricing
- Valuing Privately Owned Passenger Vehicles (PMVs)
- Ways of learning the skills and knowledge required to implement new development in customs valuation practices:
  - continuing professional development programs
  - independent reading
  - networking with internal and external contacts
  - workplace coaching
- World Trade Organization (WTO) Customs Valuation Agreement

Required skills:

- Apply conflict resolution strategies
- Carry out advanced calculations
- Communicate effectively with clients
- Follow correct hierarchy for customs valuation work
- Identify, interpret and learn skills and knowledge required for new developments in customs valuation practices
- Manage quality client service
- Read and interpret:
  - Customs Act 1901 and related legislation relevant to valuation
  - Practice statements, procedures and information relevant to the conduct of customs valuations
  - WTO Customs Valuation Agreement
- Select and use appropriate workplace colloquial and technical language
- Select and use relevant software application systems and related information when carrying out customs valuations
- Solve problems that may arise when carrying out customs valuations
- Work systematically with required attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- identifying import sales transaction for customs valuation purposes
- applying relevant method for a customs valuation
- identifying elements of price related costs for a customs valuation
- determining price and elements of adjusted price for a complex customs valuation
- calculating customs value for a complex customs valuation.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies, scenarios and/or other suitably simulated practical and knowledge assessments
- an appropriate range of operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including legislation and regulations and workplace procedures.

Method of assessment

Practical assessment must occur in:

- a suitably simulated workplace environment and/or
- an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate undertaking complex customs valuation activities
- appropriate written and/or oral tests.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Alternate valuation methods may include:
- Computed Value
- Deductive (Contemporary Sales) Value
- Deductive (Derived Goods Sale) Value
- Deductive (Later Sales) Value
- Fall-back Value
- Identical Goods Value
- Similar Goods Value

Adjusted price may relate to:
- Australian inland freight and insurance
- deductible administrative costs
- deductible financing costs
- overseas freight and insurance

Price related costs may relate to:
- commissions
- foreign inland freight and insurance
- packing costs
- proceeds of resale
- production assist costs
- royalties and licence fees

Valuation advice may include:
- completing and lodging an application for valuation advice with the regulator

Post entry valuation advice may include:
- adjusting customs value

Information on new developments in customs valuation practices may be obtained from:
- internal and external training programs
- internal networks such as own operational team, support staff, managers and training staff
- regulatory authority
- WTO

Workplace procedures may include:
- quality procedures

Communication methods in the work area may include:
- electronic data interchange (EDI)
- email
- internet
- oral, aural or signed communications
- phone

Documentation and records may include:
- client instructions
- Customs Act 1901 and related legislation
- internal documentation used for valuation
• invoices and evidence of payment
• practice statements
• WTO Customs Valuation Agreement

Unit Sector(s)
Not applicable.

Competency Field
X – Logistics
TLIX5053A Determine tariff classification for complex goods

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to classify complex goods for import and export of goods in accordance with the Customs Act 1901, related legislation and workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried in compliance with relevant Customs Tariff Act 1995, related legislation and workplace requirements concerning customs classification functions.

Work is undertaken in a range of environments including small to large worksites in the custom broking and international freight forwarding industries

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Apply identification principles to goods
   1.1 Product research is undertaken
   1.2 Research resources to classify goods are accessed
   1.3 Objective and analytical classification principles are applied
   1.4 Administrative Appeals Tribunal (AAT) decisions and court cases are considered
   1.5 Precedents are considered
   1.6 Validation of identification is sought as required

2 Interpret and apply interpretative rules to goods
   2.1 Appropriate interpretative rules are identified and accessed when classifying goods
   2.2 Interpretive rules are applied to justify tariff classification of goods

3 Interpret and apply section and chapter notes to goods
   3.1 Tariff classification is considered in relation to legal notes
   3.2 Rejection of alternate headings is justified by reference to section and chapter notes

4 Select tariff headings
   4.1 Terms in context of particular tariff headings and words are applied
   4.2 References to aid interpretation of tariff are used as required
   4.3 Alternate headings are considered as appropriate

5 Select tariff sub-headings
   5.1 AAT decisions, court cases and other precedents on tariff classification are interpreted and used to inform selection
   5.2 Sub-heading notes are reviewed in hierarchical order
   5.3 Dash system is applied to classification
   5.4 Relevant precedents are applied when classifying goods

6 Complete post classification requirements
   6.1 Requirements for tariff classification advice are identified
   6.2 Tariff Classification Advice Request is prepared in response to identified problems
   6.3 Applications for Tariff Concession Order are made in response to client instructions
6.4 Relevant documentation and other sources of information such as that sourced from the internet or from industry experts, is retained in accordance with legislative requirements and workplace procedures.

6.5 Completed documentation is stored in accordance with Australian Customs and Border Protection and related legislative requirements, and workplace procedures.

6.6 Tariff classification advice is provided to client in accordance with workplace procedures.

6.7 Pre-or post classification areas of dispute are identified and dispute resolution procedures are initiated as appropriate.
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Customs Act 1901 and related legislation relevant to the complex classification of goods
- Dash system
- Documentation and recording requirements to comply with customs requirements when classifying complex goods
- Information on the process of classifying complex goods for import and export of goods through customs
- Interpretative Rules
- Options available for resolving disputes
- Procedural steps required to undertake work activities
- Relevant information to provide to clients
- Sources of information on current developments when classifying complex goods for the import and export of goods through customs (AAT cases, court cases)
- Strategies to classify:
  - functional units
  - multifunction machines
  - parts and accessories
- Strategies to implement new developments in the classification of complex goods
- Tariff Advices
- Types of goods considered complex, and related classification and documentation requirements

Required skills:

- Carry out advanced calculations
- Communicate effectively with clients
- Follow designated process for classifying goods
- Gather and analyse information
- Identify, interpret and learn new skills and new knowledge to maintain currency when classifying complex goods
- Locate, read and interpret instructions, procedures and other information relevant to classifying complex goods
- Maintain workplace documentation and records
- Plan and organise work activities when classifying complex goods
- Read and interpret the Customs Tariff Act 1995 and related legislation for classifying complex goods
• Select and use appropriate technical terms
• Select and use relevant communication methods and office equipment suitable for the task
• Solve problems that may arise when classifying complex goods such as textiles and metals
• Use relevant software application systems when classifying complex goods
• Work systematically with required attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- identifying, interpreting and applying rules for interpretation of the tariff to goods
- sequencing activity in a way that facilitates the classification of complex goods
- selecting tariff headings to classify complex goods
- interpreting and applying section and chapter notes
- selecting and justifying heading (4 figure)
- locating and justifying a sub-heading (6 or 8 figure)
- completing post classification requirements.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies, scenarios or other simulated practical and knowledge assessments
- an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, operational procedures and software application systems.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate undertaking the classification of complex goods
- appropriate knowledge assessments regarding the classification of complex goods.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects for classifying goods for import and export of goods may include:
- Australian Harmonised Export Commodity Class (AHECC)
- Contents and purpose of Customs Tariff Act 1995, Schedule 1, 2, 3 and 4
- procedures for classifying complex goods

Complex goods may include:
- functional units
- incomplete or unassembled machines
- metals
- multi-function or composite machines
- parts and accessories
- sets
- textiles

Objective classification may include:
- collating as much information as possible about the goods and the condition they are in as imported
- importer advice and illustrative descriptive material (IDM)
- managers/employers

Analytical classification may include:
- tariff parlance
- technical aspects of goods

Harmonised system terminology may include:
- sufficient identification terminology to be transferred into tariff terminology

Clarification and assistance may include:
- advice from client, experienced colleagues, customs staff, industry specific technical experts
- classification software
- commercially available additional resources

Tools may include:
- Harmonised System Explanatory Notes
- technical dictionaries
- trade journals

Summary/overview may include:
- AHECC
- Customs Tariff Act 1995

References may include:
- Australian Harmonised Export Classification
- case law
- Customs and related legislation
- Customs Tariff Act 1995 and its Schedules
- dash system
- illustrative descriptive technical material
New developments in the classification of complex goods may relate to changes in:

- Australian legislation
- case law
- classification processes
- regulations
- software system applications
- World Customs Organization (WCO) Classification

**Unit Sector(s)**

Not applicable.

**Competency Field**

X – Logistics
TLIX5054A Comply with biosecurity border clearance

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to assess documentation for compliance with biosecurity border clearance in accordance with legislation, regulatory requirements and workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals assessing documentation for compliance with biosecurity border clearance.

Work must be carried in compliance with the relevant and related legislation and workplace requirements concerning biosecurity border clearance functions. Work is undertaken in a range of environments including small to large worksites in the custom broking and international freight forwarding industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Comply with non commodity documentation requirements and declarations

1.1 Documentation for compliance with non commodity concerns related to cargo type is assessed in accordance with the Non Commodity Containerised Cargo Clearance (NCCC) Processes and Outcomes Document (POD) and the Non Commodity Information Requirements Policy.

1.2 Documentation for compliance with non commodity concern statements is assessed in accordance with NCCC POD.

1.3 Treatment certificates are assessed for compliance with treatment certificate requirements for solid timber packaging or dunnage.

1.4 Documentation to determine delivery location category is assessed in accordance with NCCC POD and Non Commodity Information Requirements Policy.

1.5 Correct answers for non commodity declaration are determined when lodging full import declaration in accordance with NCCC POD.

1.6 Correct answers for non commodity declaration when lodging full import declaration are assessed in accordance with NCCC POD.

1.7 Relevant records are maintained in accordance with regulatory requirements and workplace procedures.

2 Comply with commodity documentation requirements and declarations

2.1 Documentation for commodities is assessed within scope of arrangement in accordance with the Automatic Entry Processing (AEP) for Commodities POD.

2.2 Commodity related documentation is assessed for compliance with commodity concerns in accordance with AEP for Commodities POD.

2.3 Correct commodity code and premises ID are determined for automatic entry processing for commodity as appropriate in accordance with AEP for Commodities POD.

2.4 Relevant records are maintained in accordance with regulatory requirements and workplace procedures.
3 Comply with minimum document requirements

3.1 Documentation is assessed for compliance with overarching requirements in accordance with Minimum Documents policy

3.2 Documentation is assessed for compliance with format requirements in accordance with Minimum Documents policy

3.3 Consignment specific documentation is assessed for compliance with relevant requirements (such as transport documentation or government certification) in accordance with Minimum Documents Policy

3.4 Relevant records are maintained in accordance with regulatory requirements and workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- General awareness of biosecurity border clearance requirements
- Obligations of person engaged in a regulatory arrangement
- Policies regarding compliance with requirements of a regulatory arrangement
- Relevant legislation, regulations, schemes, policies and procedures such as:
  - Automatic Entry Processing for commodities scheme
  - Minimum Document Requirements Policy
  - Non-commodity Information Requirements Policy
  - Non-commodity for Containerised Cargo Clearance (NCCC) scheme

**Required skills:**

- Communicate effectively with others
- Liaise with department officials and industry colleagues
- Maintain records in accordance with regulatory requirements
- Manage quality customer service
- Read and interpret relevant Acts and legislation
- Solve problems
- Use relevant software to lodge full import declarations
- Work with attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- sequencing activity in a way that demonstrates competence
- ensuring currency of relevant legislative and regulatory knowledge
- preparing documents with required attention to detail
- lodging documents that are fit for purpose
- maintaining relevant records.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant legislative and regulatory documentation that impacts on work activities
- range of relevant exercises, case studies, scenarios and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate reference materials
- applicable documentation including legislation, regulations, and workplace procedures.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of suitable situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation and/or collation of evidence of the candidate performing tasks
- appropriate knowledge questions
- appropriate problem-solving scenarios
- direct observation of the candidate applying relevant scheme requirements and work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Documentation may include:

- Automatic Entry Processing (AEP) for Commodities Processes and Outcomes Document
- industry/enterprise or other performance standards
- Minimum Document Requirements Policy
- Non-commodity for Containerised Cargo Clearance Processes and Outcomes Document
- Non-commodity Information Requirements Policy
- workplace procedures

Appropriate personnel may include:

- consultative committees
- department personnel
- industry technical experts
- managers/employers
- mentors and workplace coaches
- representative government regulatory bodies
- team leaders/supervisors

Information on new developments in biosecurity border clearance operations may be obtained from:

- bulletins, journals, books
- external networks
- independent reading
- internal and external training programs
- online learning and other professional development programs
- relevant government department

Relevant requirements for consignment specific documentation may include:

- government certification
- transport documentation

Unit Sector(s)

Not applicable.
Competency Field

X – Logistics
TLIX5055A Apply anti-dumping and countervailing measures

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to identify goods subject to dumping and/or countervailing measures and to calculate applicable duties.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the application of anti-dumping and/or countervailing duties.

Work is undertaken in a range of environments including small to large worksites in the Customs Broking Industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
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| **1 Identify goods subject to anti-dumping and/or countervailing measures** | 1.1 Dumping alert for a particular tariff classification and statistical code in the import declaration is recognised  
1.2 Dumping Commodities Register is reviewed  
1.3 Date of effect is verified  
1.4 Place and/or country of export is determined as subject to anti-dumping and/or countervailing measures  
1.5 Goods are verified as of a kind subject to anti-dumping and/or countervailing measures  
1.6 Custom client identifiers (CCIDs) of the exporter and/or supplier of goods is determined as subject to anti-dumping and/or countervailing measures |
| **2 Determine dumping elements** | 2.1 Exempt goods are declared in accordance with Dumping Commodities Register  
2.2 Dumping specification number (DSN) is determined in accordance with Dumping Commodities Register  
2.3 Dumping export price (DXP) is calculated in accordance with Dumping Commodities Register  
2.4 Currency code for DXP is determined  
2.5 Export country code is determined where required  
2.6 Exchange rate is input where required  
2.7 Dumping unit quantity (DUS) is reported in accordance with software application system requirements |
| **3 Advise clients on anti-dumping and countervailing legislation** | 3.1 Clients are informed of basic requirements of the anti-dumping and countervailing legislation  
3.2 Client understanding of anti-dumping and countervailing information provided is confirmed and any client misunderstanding is clarified |
Required Skills and Knowledge
This section describes the knowledge and skills required for this unit.

Required knowledge:
- Australian anti-dumping and countervailing legislation
- Content and use of Dumping Commodity Register
- Policy and procedures involved in the application, administration, review and revocation of anti-dumping and/or countervailing measures in Australia
- Processes to determine and calculate anti-dumping and countervailing duties

Required skills:
- Accurately calculate anti-dumping and/or countervailing duties
- Communicate effectively with clients
- Identify exempt goods and suppliers
- Identify inclusive goods and suppliers
- Identify relevant country of export
- Read and interpret appropriate Acts and regulations
- Solve problems
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- sequencing activity in a way that demonstrates the development of competence
- ensuring currency of relevant legislative and regulatory knowledge
- providing high quality advice to clients.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- workplace where activities with individuals or small groups can be conducted
- relevant documents used in industry
- relevant documents that impact on work activities
- range of relevant exercises, case studies, scenarios and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including legislation and the Dumping Commodities Register.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate undertaking anti-dumping and/or countervailing assessments
- direct observation of the candidate applying relevant Dumping Commodities Register information to work practices
- performance and/or knowledge questions.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:
- Customs Act 1901
- Customs Administration Act 1985
- Customs Regulations 1926
- Customs Tariff (Anti-Dumping) Act 1975
- Customs Tariff (Anti-Dumping) Regulations 2013

Documents may include:
- Dumping Commodity Register

Work may be conducted:
- by day or night
- in a range of work environments

Clients may be:
- external
- internal

Workplaces may comprise:
- large
- medium
- small worksites

Unit Sector(s)

Not applicable.

Competency Field

X – Logistics
TLIX5056A Carry out additional customs clearance practices

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to carry out customs clearance practices that are additional to the standard clearance practices in accordance with the Customs Act 1901 and amendments, as well as related legislation, regulatory requirements and workplace requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the relevant customs related legislation and workplace requirements concerning customs clearance practices.

Work is undertaken in a range of environments, including small to large worksites in the Custom Broking Industry.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Calculate landed costs
   1.1 Documents are examined and factors required to calculate a landed cost are identified from commercial and customs documentation
   1.2 Client is contacted to verify rate of exchange required
   1.3 Any missing data is identified and rectification processes are initiated

2 Determine eligibility of import transaction for refund, rebate or remission of customs duty
   2.1 Transaction documents are examined for accuracy and completeness
   2.2 Circumstances giving rise to refund, rebate or remission opportunities are identified
   2.3 Relevant reason code is determined from Customs Regulations 1926
   2.4 Timeframes within which refunds are available is determined in accordance with Customs Regulations 1926

3 Determine eligibility of import consignments for entry under relevant legislation
   3.1 Temporary import is identified and established as conforming to the requirements of the Customs Act 1901 and associated regulations
   3.2 Goods are identified as subject to carnet and dealt with in accordance with customs requirements
   3.3 Goods are identified as a temporary import under event status and dealt with in accordance with customs requirements
   3.4 Goods are identified as a temporary importation and dealt with in accordance with customs requirements
   3.5 Application forms for securities relating to temporary imports and/or end use are accurately completed and lodged in accordance with customs requirements

4 Determine eligibility for, calculate drawback claims and advise on TRADEX procedures
   4.1 Sufficient import and export information to prepare claim is collated
   4.2 Drawback claims are determined within the prescribed timeframes and advice is provided
accordingly

4.3 Drawback claim is prepared and calculated in accordance with a customs approved method

4.4 Situations suitable for TRADEX registration are identified and advice is provided

5 Assess goods against export requirements

5.1 Goods subject to export requirements are identified including entry for export, in accordance with the Customs Act 1901 as amended

5.2 Circumstances where permissions are required are identified and such permissions are sought

5.3 Circumstances where permissions are not required are identified

5.4 Relevant export entry and/or application form is completed and lodged in accordance with goods to be exported and legislative requirements
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Customs Act 1901, regulations and current amendments as they relate to refunds, remissions and drawbacks
- Drawbacks and Tradex
- Exports
- Landed costs
- Refunds and Post Warrant Amendments
- Refunds, rebates and remissions of duty
- Securities and temporary imports
- Various forms and functions of securities and temporary importations

Required skills:

- Carry out complex calculations
- Communicate effectively with a range of stakeholders
- Examine documents for accuracy and completeness
- Identify non-compliance and respond accordingly
- Implement timeframes
- Manage quality customer service
- Provide accurate advice
- Read and interpret Customs Act 1901 as amended
- Read and interpret Customs Regulations 1926 as amended
- Source information on new developments in customs clearance practices
- Use software application systems
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- applying procedures for compliance with customs and related legislation
- conducting calculations and making appropriate adjustments as part of routine activities in customs clearance operations
- using software application systems to carry out customs clearance practices
- implementing dispute resolution procedures.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies, scenarios and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including legislation, and workplace procedures.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- as a minimum, assessment of knowledge must be undertaken through appropriate written/oral knowledge assessments
- direct observation of the candidate carrying out additional customs clearance processes.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Industry support schemes include:

- relevant government department that administers industry support schemes
- Tradex Scheme which provides for an upfront exemption from customs duty and taxes on imported goods intended for re-export or to be used as inputs to exports

New developments in customs clearance operations may include:

- processes
- regulations
- systems
- technology

Information on new developments in customs clearance operations may be obtained from:

- bulletins, journals, magazines, books
- continuing professional development
- external networks
- independent reading
- internal and external training programs
- internet websites – Australian Customs and Border Protection Service
- online learning

Depending on the organisation concerned, workplace procedures may be called:

- quality procedures

Communication in the work area may include:

- electronic data interchange (EDI)
- email
- internet
- oral, aural or signed communications
- phone

Consultative processes may involve:

- agents
- clients
- customs technical experts
- management representatives
- other employees and supervisors
- relevant authorities and institutions

Documentation and records may include:

- client instructions
- Customs Act 1901 and related legislation
- Customs Regulations 1926 as amended
- internal documentation used for customs clearance functions
- manufacturer specifications for equipment
other regulatory requirements pertaining to customs clearance functions
relevant sections of Australian Customs Notices and Practice Statements

Unit Sector(s)
Not applicable.

Competency Field
X – Logistics
TLIX5057A Prepare documents for customs clearance

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to understand the basic procedures and documentation requirements used in international trade and to prepare documents for customs clearance in accordance with requirements of Customs and related legislative requirements, and workplace procedures.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Work must be carried out in compliance with Customs and related legislative requirements, and workplace requirements concerning preparing and checking documentation.

Work is performed under some supervision generally within a team environment. Work is undertaken in a range of environments including small to large worksites in the customs broking and freight forwarding industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 **Scope framework for international trade documentation requirements**

1.1 Australia’s role and position in international trade is explained and used to guide custom broking activities

1.2 Australia’s role and involvement in international trade in relation to customs broking activities and the import and export of cargo are explained

1.3 Role and function of World Customs Organization and Customs Co-operation Council are explained and applied to custom broking activities

1.4 Australia’s obligations under international treaties and agreements are explained and used to guide custom broking activities

2 **Enable cargo movement**

2.1 Parties involved in international trade and international movement of cargo are identified

2.2 Documents required for international trade are identified

2.3 Bills of lading, waybills and air waybills are accessed, analysed and used to facilitate cargo movement

2.4 Documentation for import of cargo is correctly identified in accordance with legislative and operative requirements, and workplace policies and procedures

2.5 Documentation for export of cargo is correctly identified in accordance with legislative and operative requirements, and workplace policies and procedures

2.6 Basic freight concepts such as volumetric versus actual weight calculations are explained and applied as required

2.7 Differences between short landed, short shipped and over carried cargo are explained and identified

3 **Apply international trade payment methods**

3.1 Cash or open account payment methods are identified and their implications are documented

3.2 Bills of exchange are identified and analysed, and their implications are documented

3.3 Letters of credit are identified and analysed, and their implications for cargo movement and customs
broking activities are documented

3.4 Currency exchange protection and basic foreign exchange transactions are interpreted in relation to custom broking activities

4 Apply basic marine insurance concepts to cargo movement

4.1 Basic marine insurance concepts are explained

4.2 General average is explained

4.3 Procedures to handle pillage, damage and/or loss are outlined and implemented as appropriate to task

5 Interpret Incoterms

5.1 Purpose of and different types of Incoterms are explained

5.2 Incoterms are applied as required

5.3 Impact of Incoterms on documentation and task requirements are outlined and considered in document preparation

6 Check documentation meets workplace requirements

6.1 Relevant documents are collated and checked

6.2 Each document element is checked for completion with required information to ensure completion of customs clearance requirements

6.3 Documents related to transport safety requirements are checked for correctness and availability

6.4 Problems arising in completing required documents are identified and assistance is sought to resolve identified problems in accordance with workplace procedures

6.5 Workplace procedures for authorisations are followed

6.6 Documents are filed, stored and retained in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Applicable regulations and legislation:
  - Australian and international regulations and codes of practice for handling and transporting dangerous goods and hazardous substances
  - Biosecurity legislation and procedures
  - Relevant Customs and related legislation, including taxation legislation
  - Relevant standards and codes for importing/exporting cargo
- Australia’s role and position in international trade
- Australia’s international treaties and agreements
- Basic freight concepts such as volumetric versus actual weight calculations
- Basic marine insurance concepts, including general average and procedures to handle pillage and loss
- Focus of operation of work systems and site operating systems for assisting in completing customs clearances
- Importance and role of bills of lading, waybills and air waybills in moving cargo
- Incoterms and the impact they may have on documentation, charges and costings
- Methods of payment used in international trade
- Parties involved in international movement of cargo
- Relevant workplace procedures for registration and data entry of documentation for customs clearance and/or reporting
- Workplace procedures and policies for completing import and export documentation

Required skills:

- Accurately convey requirements to clients and other stakeholders in writing and verbally
- Communicate effectively with others
- Complete and/or assess accuracy of import and export documentation
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Promptly report and/or rectify any identified problems when completing and/or assessing import and export documentation in accordance with regulatory requirements and workplace procedures
- Read and comprehend statements in English
- Read and interpret instructions and procedures relevant to importing and exporting cargo and freight
- Select and use relevant communications, computing and office equipment when completing import and export documentation
**Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- identifying documentation for the movement and customs clearance of cargo
- completing and checking documentation and records to meet relevant Customs legislation and related legislative and workplace requirements
- knowledge of the possible impact the choice of Incoterms and/or transport terminology has on preparing documentation for the movement and customs clearance of cargo.

### Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies, scenarios and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

### Method of assessment

Assessment of this unit must be undertaken by a registered training organization.

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- by day or night  
- in a range of work environments

Customers may be:  
- external  
- internal

Workplaces may comprise:  
- large  
- medium  
- small worksites

Work may be conducted in:  
- controlled or open environments  
- exposed conditions  
- limited or restricted spaces

Cargo may include:  
- consignments imported/exported by air freight  
- consignments imported/exported by parcels post  
- consignments imported/exported by sea freight  
- goods and dangerous goods  
- goods with specialist requirements, including temperature controlled  
- personal effects  
- wildlife or wildlife products (living or non-living)

Hazards in the work area may include exposure to:  
- chemicals  
- dangerous or hazardous substances

Consultative processes may involve:  
- industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists  
- management representatives  
- other employees and supervisors  
- other maintenance, professional or technical staff  
- relevant authorities and institutions  
- suppliers and clients  
- union representatives

Communication in the work area may include:  
- electronic data interchange (EDI)  
- email  
- fax  
- internet  
- oral, aural or signed communications  
- phone  
- radio

Workplace procedures may include:  
- company procedures
include:

- enterprise procedures
- established procedures
- organisational procedures

Information/documents may include:

- air waybill (AWB), bills of lading (B/L) or sea waybills
- certificates of marine insurance, other insurance certificates
- certificates of origin
- cleanliness certificates
- commercial invoices
- dangerous goods declarations and safety data sheets (SDSs)/material safety data sheets (MSDSs)
- emergency procedures
- financial documentation
- goods identification numbers and codes
- handling instructions for cargo (especially for dangerous goods or temperature controlled goods)
- manifests, barcodes, and container identification/serial numbers
- manufacturer specifications for equipment
- operations manuals, job specifications and induction documentation
- other documents specific to goods, country of origin/destination
- packing declarations
- packing lists
- permits from regulatory bodies (Australian and international)
- quality assurance procedures
- relevant Australian and international standards, regulations and codes of practice for the import/export of cargo, including handling and transporting dangerous goods and hazardous substances
- relevant certification requirements
- relevant Customs and related legislation and procedures, including those relating to biosecurity, environment and conservation
- supplier and/or client instructions
- treatment certificates
- transportation and warehousing instructions
- workplace procedures and policies
Unit Sector(s)
Not applicable.

Competency Field
X – Logistics
TLIX5058A Review decisions of regulatory bodies

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to review the decisions of regulatory bodies including the Australian Customs and Border Protection Service (ACBPS). It includes evaluating the need to initiate and/or respond to a dispute, developing and submitting a response and initiating further action.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals who work in the role of Customs Broker in an on-the-job environment.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Determine review options
1.1 Regulatory body decision is evaluated
1.2 Available internal appeal procedures are explained and exhausted
1.3 Available review mechanisms are outlined
1.4 Consultation is held with client

2 Develop dispute response
2.1 Appropriate dispute resolution protocols are followed
2.2 Stakeholders are engaged and consulted in response development process
2.3 Response is drafted and feedback is sought from stakeholders to refine response as required

3 Submit dispute response
3.1 Import declaration is paid under protest in accordance with Customs Act s.167 where required
3.2 Dispute response documentation is forwarded to relevant regulatory authority in accordance with workplace procedures

4 Initiate further action
4.1 Dispute response is read and outcomes are evaluated to determine appropriateness of further action
4.2 Stakeholders are consulted regarding appropriateness and advice regarding escalating and/or retreating is provided
4.3 Appropriate action is taken based on stakeholder consultation, in accordance with workplace procedures
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Amber line process
- Customs Act s.167 (Payment Under Protest)
- Customs prosecutions
- Forfeiture, seizure and condemnation provisions of Customs Act 1901
- Internal and external appeal processes for reviewing ACBPS decisions
- Monitoring and export examination powers of Customs under Customs Act 1901
- Penalty and Infringement Notice Guidelines of Customs Act 1901
- Penalty and Infringement Notice Provisions of Customs Act 1901

**Required skills:**

- Apply escalation and/or retreat processes
- Articulate rationale for a dispute or response
- Communicate effectively in verbal and written format with clients and stakeholders
- Follow procedures
- Liaise with other organisations
- Manage personal work priorities
- Negotiate effectively
- Read and interpret legislation
- Resolve conflict
- Sequence a submission in logical order
- Solve problems
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- sequencing activity in a way that facilitates the development of competence
- ensuring currency of relevant legislative and regulatory knowledge
- developing effective submission documents
- providing high quality client information and advice.

### Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- scenarios where discussions with individuals or small groups can be conducted
- legislation currently used in industry
- time constraints that mirror real work activities
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

### Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate identifying and responding to an appeal or dispute situation
- direct observation of the candidate responding to a regulatory dispute
- appropriate knowledge questions.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Regulatory bodies may include:
- Australian Customs and Border Protection Service (ACBPS)
- relevant commonwealth government departments

Delivery methods and practise opportunities may include:
- experiential learning using real scenarios
- explanations
- group work
- mentoring
- problem solving and decision making
- presentations
- combination of the above

Resources may include:
- case law
- case studies
- customs policies and procedures
- relevant legislation
- scenarios

Strategies and techniques may include:
- group discussion
- points of clarification
- targeted questioning

Unit Sector(s)

Not applicable.

Competency Field

X – Logistics
TLIX5059A Undertake border clearance functions

Modification History
Release 1. This is the first release of this unit.

Unit Descriptor
This unit involves the skills and knowledge required to carry out basic border clearance functions in accordance with Customs and related legislative and workplace requirements.

It includes creating import declarations for import clearance; resolving problems arising from lodgement of entries or import declarations; and undertaking post-entry amendments, where applicable.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit applies to individuals working as a Customs Broker. Work must be carried out in compliance with the relevant Customs and related legislative and workplace requirements concerning the conduct of border clearance functions.

Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Nil

Employability Skills Information
This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1</th>
<th>Scope regulatory environment for border clearance functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Responsibilities and obligations of a licensed customs broker under the Customs Act are explained and used to guide work</td>
</tr>
<tr>
<td>1.2</td>
<td>Authority and function of the Australian Customs and Border Protection Service and its officers under the Customs Act and associated legislation are explained</td>
</tr>
<tr>
<td>1.3</td>
<td>Role of Customs Watch is outlined</td>
</tr>
<tr>
<td>1.4</td>
<td>Powers of officers of the regulatory authority are outlined</td>
</tr>
<tr>
<td>1.5</td>
<td>Examination powers of the regulatory authority are outlined</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>Create import declarations for import clearance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Information required for submission of cargo reports is identified, documented and obtained</td>
</tr>
<tr>
<td>2.2</td>
<td>Timeline for submission of cargo reports is used to plan and prioritise work</td>
</tr>
<tr>
<td>2.3</td>
<td>Import declaration forms are completed</td>
</tr>
<tr>
<td>2.2</td>
<td>Appropriate action is taken to ensure information supplied is compliant</td>
</tr>
<tr>
<td>2.3</td>
<td>Post-entry amendments are made as required</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Resolve problems arising from lodgement of entries or import declarations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Actions and infringements subject to penalty provisions are explained</td>
</tr>
<tr>
<td>3.2</td>
<td>Elements of an offence are outlined</td>
</tr>
<tr>
<td>3.3</td>
<td>Consequences of a strict liability offence are explained</td>
</tr>
<tr>
<td>3.4</td>
<td>Differentiation is made between a strict liability offence and a prosecution</td>
</tr>
</tbody>
</table>
3.5 Options available when a penalty notice is threatened and/or received are outlined and implemented as appropriate
Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

**Required knowledge:**

- Applicable legislation and regulations:
  - Customs and related legislation
  - export/import/quarantine/bond requirements
  - privacy legislation
- Authority of customs officers
- Customs legislation, other legislation, regulations and policy relevant to border clearance and cargo reporting functions
- Customs monitoring powers
- Export examination powers
- Functions and responsibilities of a customs broker
- Infringement Notice Guidelines
- Offences
- Problems that may occur when carrying out border clearance functions and appropriate action that can be taken to resolve problems
- Range and types of customs duties and tariffs and how they are applied
- Requirements for completing relevant documentation
- Role and authority of customs and how it fits into the structure of government
- Role of Australian Customs and Border Protection Service (ACBPS) in border clearance functions
- Personal effects and passenger concessions
- Sources of information on new developments in border clearance operations
- Steps involved in planning work activities

**Required skills:**

- Accurately input data into software application processes related to work activities
- Adapt to new skill and knowledge requirements required due to the development of new border clearance operations
- Communicate and liaise effectively with customs officers, clients and others when carrying out border clearance functions
- Identify import restrictions and prohibitions from relevant sources
- Interpret and follow operational instructions and prioritise work
- Plan, organise and monitor own work activities
- Read and interpret Customs legislation and other regulations
- Read and interpret instructions, procedures and information relevant to the conduct of border
clearance functions

- Read and interpret tariff schedules
- Solve problems that arise during border clearances functions
- Work systematically with required attention to detail
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- identifying the role and responsibilities of a customs broker
- identifying the authorities and functions of customs
- determining an appropriate reaction to a customs offence and/or penalty notice.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate information and materials
- applicable documentation including legislation and regulations and workplace procedures.

Method of assessment

Practical assessment must occur in an:

- suitably simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate undertaking border clearance processes
- knowledge tests and performance questions
- direct observation of the candidate applying requirements to real or simulated work practices.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

New developments in border clearance operations may include:
- processes
- regulations
- systems
- technology
- types and packaging of goods

Information on new developments in border clearance operations may be obtained from:
- bulletins, journals, magazines, books
- external networks
- internal and external training programs
- internal networks such as: own team, staff in other departments, support staff, managers, training staff
- internet websites

Adaptability to new skill and knowledge requirements required due to the development of new border clearance operations may include:
- coaching in the workplace
- continuous professional development programs
- external training programs
- independent reading
- internal training programs
- networking with relevant internal and external contacts
- online learning

Workplace procedures may include:
- quality procedures

Communication in the work area may include:
- electronic data interchange (EDI)
- email
- internet
- oral, aural or signed communications
- phone

Consultative processes may involve:
- clients
- customs brokers
- customs technical experts
- other employees and supervisors

Documentation and records may include:
- client instructions
- commercial invoices and packing lists
- Customs and related legislation
- Customs Notices
- dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS)
• industrial relations agreements or contracts
• internal documentation used for border clearance functions
• manifests, delivery notes, special clearances, consignment notes and authorised weighbridge certificates
• manufacturer specifications for equipment
• operations manuals, job specifications and induction documentation
• other legislation related to border clearance functions
• permits to import and/or export
• quality assurance procedures
• quarantine documentation
• shipping documentation
• workplace policies and procedures related to border clearance

New developments in border clearance operations may include:

• processes
• regulations
• systems
• technology
• types and packaging of goods

Unit Sector(s)
Not applicable.

Competency Field
X - Logistics
TLIX6001A Formulate materiel logistics strategies

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to formulate materiel logistics strategies across the life cycle. These strategies are formulated to ensure that the materiel and materiel systems are able to meet their stated capability requirement. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Materiel logistics is the life cycle management of materiel to achieve the stated objectives of the capability managers. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
This unit was developed for logistics specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

This unit cannot be used in a qualification in which TLIY208A Contribute to materiel logistics strategies has been used.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Analyse the materiel logistics environment** | 1.1 Operational concept of the materiel and materiel systems are analysed, and key factors and issues are identified for consideration and/or response  
1.2 External and internal factors likely to impact on materiel logistics needs and capabilities are continually monitored and analysed  
1.3 Key stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures  
1.4 Legislation and organisational policy and procedures that may impact on materiel logistics activity are identified and analysed |
| **2 Develop materiel logistics strategies** | 2.1 Consultation and negotiation with key stakeholders is conducted in accordance with organisational policy and procedures  
2.2 Strategic objectives are defined and documented in materiel logistics strategies  
2.3 Costing analysis of strategic options is managed and documented in accordance with organisational policy and procedures |
| **3 Establish priorities for materiel logistics strategies** | 3.1 Strategic priorities are developed and documented that support the organisation's materiel logistics objectives  
3.2 Strategic priorities are analysed to ensure they reflect the capability requirements of key stakeholders, in accordance with organisational policy and procedures  
3.3 Opportunities for strategic alliances and cooperative ventures are incorporated into the strategies |
| **4 Communicate materiel logistics strategies** | 4.1 Strategies are explained to key stakeholders  
4.2 Strategies are promoted across the organisation through a variety of communication channels, in accordance with organisational policy and procedures |
| **5 Evaluate materiel logistics strategies** | 5.1 Materiel logistics strategies are regularly evaluated in accordance with organisational policy and procedures  
5.2 Strategies are amended and documented in accordance with organisational policy and procedures |

## Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Acquisition processes
- Business processes
- Capability performance measurement
- Codification and cataloguing processes
- External environment scanning relating to environmental, sustainable, social, political economic and technological developments
- Industrial base capability
- Integrated logistics support
- International agreements and arrangements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics
- Costing which may include life cycle costing
- Logistics support analysis principles and processes
- Logistics governance
- Materiel logistics
- Materiel system components
- Organisational policy and procedures
- Outsourcing/in-sourcing
- Performance management techniques
- Project management
- Risk management
- Strategic planning methodologies
- Supply chain concepts
- Technical regulation
- Value chain concepts

**Required skills:**

- Align materiel logistics strategy to the strategic objectives of the organisation
- Analyse materiel logistics information to determine where internal and external factors impact on the materiel logistics environment, and adjust strategic planning activities accordingly
- Apply project management knowledge in formulating materiel logistics strategies
- Build and sustain positive relationships with team members, stakeholders and clients
- Commit to action, even in cases of limited information and conditions of uncertainty
Required skills:

- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Effectively manage materiel logistics contracts and their deliverables
- Exercise judgement by using intelligence and commonsense to shape strategic thinking
- Identify, assess and prioritise competing objectives
- Manage time, and prioritise work to ensure objectives are met in accordance with required schedule
- Prepare complex and sensitive material; present information confidently; and select the appropriate medium for maximum communication effect to influence a range of audiences
- Review and analyse performance measurement data to guide and direct the team to ensure objectives are measured against defined parameters
- Source information on best practice approaches adopted in both the public and private sectors, demonstrating an insight into how industry operates and the business drivers that influence industry with their dealings
- Undertake research and analysis about operational concepts and strategic objectives to determine the impacts on the materiel logistics environment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify and evaluate priorities, and adjust them as necessary to ensure they meet objectives
  - analyse and evaluate outcomes
  - initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
EVIDENCE GUIDE

- computer and relevant software
- legislation, guidelines, procedures and protocols relating to materiel logistics
- plans
- workplace documentation

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel may include:

- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support
RANGE STATEMENT

designated activities without distinction as to its application for administrative or operational purposes

Key stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers

Organisational policy and procedures may include:
- Australian Standards
- international standards
- integrated logistics support
- logistics support analysis
- organisational instructions and standards

Legislation may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Costing may include:
- labour
- life cycle costs
- money
- outlay of expenditure
- resources
- time

Strategic alliances and cooperative ventures may include:
- relatively enduring inter-organisational cooperative arrangements, involving flows and linkages that utilise resources and/or governance structures from autonomous organisations, for the joint accomplishment of individual goals linked to the corporate mission of each sponsoring organisation

Communication channels may include:
- electronic
- media
- plans
- publications
- verbal
- written

Processes for the evaluation may include:
- balanced scorecard measures
- conformance reports
- customer feedback
- gap analysis
RANGE STATEMENT

- key performance indicators
- variance analysis

Unit Sector(s)
Not Applicable

Competency Field
Competency Field  X - Logistics
TLIX6002A Contribute to materiel logistics strategies

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to provide input to the development of materiel logistics strategies by employees, or others, who are not directly responsible for the development process itself. It includes contributions to the consultative, validation and review phases and the provision of feedback on the process. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Materiel logistics is the life cycle management of materiel to achieve the stated objectives of the capability managers. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

This unit was developed for logistics specialists working within materiel logistics but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

This unit cannot be used in a qualification in which TLIX6001A Formulate materiel logistics strategies has been used.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Analyse the materiel logistics environment | 1.1 Stakeholders are identified and consulted on materiel needs and capabilities in accordance with organisational policy and procedures  
1.2 Effective relationships are developed with stakeholders through consultation  
1.3 Legislation and organisational policy and procedures that may impact on materiel logistics activity are identified and analysed  
1.4 Key factors and issues that have been identified from the operational concept of the materiel and materiel system are reviewed |
| 2 Contribute to materiel logistics strategies | 2.1 Organisation's objectives are contributed to in clear and measurable terms  
2.2 Strategies are contributed to ensure they reflect the capability requirements of key stakeholders  
2.3 Materiel logistics strategies are introduced, consistent with the strategic direction and costing |
| 3 Establish priorities for materiel logistics strategies | 3.1 Strategic priorities are contributed and documented that support the organisation's materiel logistics objectives  
3.2 Strategic priorities are analysed to ensure they reflect the capability requirements of key stakeholders, in accordance with organisational policy and procedures  
3.3 Opportunities for strategic alliances and cooperative ventures are incorporated into the strategies |
| 4 Review strategic performance | 4.1 Performance indicators and other criteria for measurement of achievement are developed and documented  
4.2 All key aspects of organisational performance are addressed in performance measures, to meet the interests of stakeholders  
4.3 Performance data is analysed on a regular and planned basis, in terms of the indicators, performance standards and in accordance with organisational policy and procedures  
4.4 Strategic performance is reported in accordance with organisational policy and procedures  
4.5 Objectives and strategies are reviewed, revised and documented where necessary |

### Required Skills and Knowledge

**REQUIRED KNOWLEDGE AND SKILLS**
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

1. Acquisition processes
2. Business processes
3. Capability performance measurement
4. Codification and cataloguing processes
5. External environment scanning relating to environmental, sustainable, social, political, economic and technological developments
6. Industrial base capability
7. Integrated logistics support
8. International agreements and arrangements
9. Interoperability
10. Legislative and regulatory environment as it pertains to materiel logistics
11. Costing which may include life cycle costing
12. Logistics governance
13. Logistics support analysis principles and processes
14. Materiel logistics
15. Materiel system components
16. Organisational policy and procedures
17. Outsourcing/in-sourcing
18. Performance measurement
19. Project management
20. Strategic planning methodology
21. Supply chain concepts
22. Technical regulation
23. Value chain concepts

**Required skills:**

1. Analyse materiel logistics information to determine where internal and external factors impact on the materiel logistics environment, and adjust strategic planning activities accordingly
2. Apply project management knowledge in contributing to materiel logistics strategies
3. Build and sustain positive relationships with team members, stakeholders and clients
4. Commit to action, even in cases of limited information and conditions of uncertainty
5. Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
Required skills:

- Display resilience by continuing to move forward despite criticism or setbacks
- Exercise judgement by using intelligence and commonsense to shape strategic thinking
- Identify, assess, and prioritise competing objectives to facilitate development of the overall materiel logistics strategy
- Manage time and prioritise work to ensure objectives are met in accordance with required schedule
- Prepare complex and sensitive material, present information confidently and select the appropriate medium for maximum communication effect to influence a range of audiences
- Source information on best practice approaches adopted in both the public and private sectors, demonstrating an insight into how industry operates and the business drivers that influence industry with their dealings, including environmental, sustainability issues
- Undertake research and analysis to determine operational concepts and strategic objectives and to identify impacts on the materiel logistics environment

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify the requirements for contribution and adjust them as necessary to ensure they meet objectives
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to materiel logistics
  - plans
EVIDENCE GUIDE

Method of assessment

- workplace documentation
- Assessment of this unit must be undertaken by a registered training organisation
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate's ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:

- capability manager
- contractors
- customers
- employees
- government agencies
- owners
- project managers
RANGE STATEMENT

- regulators
- subordinates
- supervisors
- suppliers

Materiel may include: all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes.

Organisational policy and procedures may include:
- Australian Standards
- international standards
- organisational instructions and standards

Legislation may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including environmental, sustainability and, certification requirements

Strategies may include:
- long-term plans which will guide the organisation in achieving its mission

Product may include:
- materials, parts, components, subassemblies, assemblies and equipment. The term product can encompass a family of products. A family of products is defined as all products of the same classification, design, construction, material, type, produced with the same production facilities, processes and quality of material, under the same management and quality controls, but having the acceptable variety of physical and functional characteristics defined and specified in the applicable engineering documentation.

Logistics support analysis is:
- the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistic support analysis also describes the process for coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistic support analysis defines analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation).

Performance indicators may include:
- series of measurements/targets for each of the key result areas of the strategies
Unit Sector(s)
Not Applicable

Competency Field
Competency Field  X - Logistics
TLIX6046A Plan deployed logistic support for significant operations

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to plan logistic support involving numerous logistic elements on deployment in support of significant organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit

Application of the Unit
The application of this unit in the workplace includes responding to organisational support tasks by developing the logistic plan which enables the organisation to operate effectively and achieve its objectives.

This unit of competency would typically apply to a senior logistician who is supporting a significant or complex deployment which has more than one logistic element. This type of operation could involve the use of various organisational assets (such as Defence, Police and Fire) and may be within Australia or overseas. This activity would usually occur in a headquarters as part of a planning team.

This person will bring well developed management and communication skills as well as skills in a specialist discipline of logistics such as road transport, supply, maintenance, catering or health. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1  Analyse the logistics requirement | 1.1 Operational requirement is analysed in order to establish the scope and intent of logistic support 
1.2 The operating environment is identified and analysed to assess the effect on delivery of logistic support 
1.3 Infrastructure within the operating environment is analysed to identify its potential to support logistic operations and/or vulnerabilities that require consideration in planning 
1.4 Risks to the delivery of logistic support are identified and analysed to determine their likelihood of occurrence and the potential consequences for the logistic operation 
1.5 Critical facts and assumptions are made in order to allow planning to progress in the absence of developed knowledge of the current situation 
1.6 Specialist logistic requirements are determined so that the different logistic element estimates are developed and considered in the operations sustainability requirements 
1.7 Logistic capabilities are analysed against operational requirements to identify critical shortfalls and/or define the limits of logistic support 
1.8 Logistic planning information is communicated to other planning staff and management throughout the operation |
| 2  Develop the logistic plan | 2.1 Logistic information management systems are utilised to compile and analyse planning data and information 
2.2 Options are developed, analysed and tested to establish the broad advantages and disadvantages 
2.3 Tasks, priorities, and decisive points are identified and validated 
2.4 The preferred course of action is identified 
2.5 The integration of contracted support is considered for inclusion in the plan 
2.6 Policy and procedure are developed to support the logistic activity within the operational area of deployment 
2.7 Logistic organisational structure is developed to meet the estimates within organisational resource constraints 
2.8 Control arrangements are established within the framework of operational command and management 
2.9 The logistic plan is developed to support the implementation of the selected course of action 
2.10 Plan is adjusted in accordance with changing operational need 
2.11 Contingency plans are developed |
ELEMENT PERFORMANCE CRITERIA
2.12 Logistics plan is communicated to stakeholders

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Logistics concepts
- Specialist knowledge of the organisation, function and logistic capabilities
- Organisational policy and procedure
- Organisational role relevant to specialist logistic support
- Environmental considerations in planning logistic support
- Organisational writing conventions
- Planning process
- Logistics principles and processes
- Risks to logistic support

Required skills:
- Interpret instructions and apply this to the development of own actions and tasks
- Analyse the complexities of a task
- Identify the operation's intent and recognise how own planning contributes to mission success
- Work cooperatively as a member of a team
- Undertake analysis to determine where internal and external factors impact on the logistic support requirements
- Use numeracy skills to accurately analyse and validate information
- Read and write at a level to cope with a range of complex workplace materials
- Use organisational skills to manage planning tasks in concert with other stakeholders
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Move forward despite the difficulty of the planning task
- Interpret technical policy and doctrine
- Make decisive, informed decisions that align with organisational requirements
- Use appropriate information technology and software
- Prepare and issue written instructions
Required skills:

- Use planning tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operating environment may include:
- geographical area of operation
- climate
- local population
- areas of interest
- the terrain over which logistic capabilities must operate
- availability of local resources
- restricted terrain
- movement corridors and routes

Infrastructure may include:
- bridges
- roads
- buildings/warehouses
- communications infrastructure
- ports
- loading facilities
- water supply and production facilities
- fuel storage and production facilities
- refrigeration
- hard-standing
- power stations and nodes
- health facilities
- vehicles/trains/airplanes

Risks may include:
- environmental threats
- operational threats
- technical threats
- health threats

Specialist logistic support requirements may include:
- health support
- catering support
- transport support
- maintenance support
- supply support

Logistic capabilities may include:
- health elements such as:
  - dental
  - environmental health
  - low/medium/high dependency nursing
  - primary health care
  - rehabilitation
RANGE STATEMENT

- resuscitation
- surgical
- laboratory
- medical imaging
- road ambulance evacuation
- aeromedical evacuation
- psych support
- mortuary
- catering elements such as:
  - permanent kitchen
  - semi-permanent kitchen
  - satellite kitchen
- transport elements such as:
  - road transport
  - water transport
  - air despatch
  - terminal ops
  - movements control
  - postal services
- supply elements such as:
  - procurement
  - provisioning
  - warehousing
  - supply control
  - return, salvage and disposal

Logistic support plans may include:

- outline of the current situation including information on the observed environmental factors, infrastructure and threats within the operating environment
- mission or objective statement including an explanation of the purpose for the logistic support, the method it will be achieved by and the endstate which will make the achievement of the mission
- outline of the method of execution including groupings and tasks, key events and timings, sequencing, integration, other organisation, coordination, etc.
- the administrative and logistic aspects of the plan including rations, fuel, water, personnel issues, transportation, maintenance, recovery, health care, etc.
- the command and control arrangements, including appointments, and issues relating to technical vs
RANGE STATEMENT

operational responsibilities
- the communications and information system arrangements including methods to communicate, specified language, schedules, support agencies, hardware/software, training, etc.
- contained within the logistic support plan may be a number of additional specific plans such as the:
  - health support plan
  - distribution support plan
  - maintenance support plan

Unit Sector(s)
Not Applicable

Competency Field
Competency Field X - Logistics
TLIX6047A Monitor and provide logistic staff support for significant deployed operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to monitor and provide logistic staff support for significant deployed operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
Application of the Unit
The application of this unit in the workplace includes providing the necessary staff support to enable an organisation to prepare for a deployment, to deploy, to remain sustained in an operating area and then to redeploy to its home location. The nature of these deployments may be within Australia or to overseas locations.

This unit of competency is applicable to senior logistic personnel who have a responsibility to monitor and coordinate logistics support at an organisational level.

This person will bring well developed management and communication skills as well as skills in a specialist discipline of logistics such as road transport, supply, maintenance, catering or health support. The context of this performance is typically in the headquarters of an organisation with full access to information technology and support services. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

**Employability Skills**

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

### ELEMENT | PERFORMANCE CRITERIA
---|---
1. **Support preparations for deployment** | 1.1 Communications and reporting procedures are established with the different logistic elements  
1.2 Corporate training requirements are formulated, resourced and implemented to ensure staff competence  
1.3 Organisational requirements are defined, communicated to stakeholders and monitored in accordance with organisational policy and procedure  
1.4 Deficiencies in manpower and equipment are identified and an organisational response is developed  
1.5 The scoping and definition of requirement for contracted support to organisational deployment and sustainment is undertaken  
1.6 Planning data is gathered from subordinate organisations, collated and analysed in order to develop contingency plans  
1.7 The collation and preparation of movement documentation for deployment is coordinated  
2. **Support deployed elements of the organisation** | 2.1 Operational demands and deployment information are accessed and analysed to identify the factors to be considered in supporting operations  
2.2 Liaison with relevant agencies and supporting organisations (such as external contracted services) is conducted to gather information, access services and coordinate deployment activities and movements  
2.3 The procurement and delivery of equipment and stores is monitored and the initiation of appropriate action to overcome shortages is undertaken  
2.4 The operations of deployed elements are monitored and where issues are identified organisational responses are developed and communicated  
2.5 The accounting for, and attribution of costs for, all logistic activities associated with the deployment of the organisation is monitored to ensure compliance with organisational policy and procedures  
2.6 Personnel rotation and reinforcement arrangements are monitored to ensure the placement of personnel in support of operations is consistent with the operational requirements and organisational policy and procedure  
2.7 Personnel and material tracking is monitored to ensure an accurate knowledge of the location and status of personnel and material  
3. **Support organisation** | 3.1 The priorities for extraction of logistic elements are determined
ELEMENT  
 extraction and redeployment

PERFORMANCE CRITERIA

based on the need to support organisational activities

3.2 Redeployment plan is developed

3.3 Liaison with relevant agencies is conducted to gather information, access services and coordinate redeployment activities and movements

Required Skills and Knowledge

REQUiRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Logistics concepts including knowledge of mobilisation, deployment, reception, staging, onward movement, integration, sustainment, redeployment and reconstitution
• Specialist knowledge of the organisation, function and logistic support capabilities
• Organisational policy and procedure
• Channels of communication and processes for obtaining advice, approvals
• Legislation, regulations, and guidelines relating to deployment logistic support
• Equal employment opportunity, equity and diversity principles
• Environmental considerations in planning logistic support
• Organisational writing conventions
• Planning process

Required skills:

• Interpret instructions and apply this to the development of actions and tasks
• Analyse the complexities of a task
• Identify the operation's intent and recognise how own planning contributes to operation success
• Work cooperatively as a member of a team
• Undertake analysis to determine where internal and external factors impact on the health support requirements, and adjust planning accordingly
• Use numeracy skills to accurately analyse and validate information
• Use organisational skills to manage own planning tasks in concert with other staff planners
• Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
• Move forward despite the difficulty of the planning task
Required skills:

- Interpret policy and procedures
- Make decisive, informed decisions that align with organisational requirements
- Use appropriate information technology and software
- Prepare and issue written instructions

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Corporate training requirements may include:
- medical/health training
- mission specific training
- team training
- corporate governance training

Organisational requirements may include:
- identification documents
- medical and dental clearances (including inoculations)
- phone, email and postal services
- pay and allowances briefs
- full birth certificate or citizenship requirements
- official secrecy requirements acknowledgement
- delegations
- relevant licences
- notification of death or injury arrangements
- overseas notification form for electoral office

Planning data may include:
- deployment planning data sheets
- inventories
- manifest
- movement tables

Relevant agencies may include:
- movement authorities
- Australian Quarantine Inspection Service
- Australian Customs
- Department of Foreign Affairs and Trade
- headquarters/central office

Redeployment plan may include:
- threats and hostilities (if any)
- local support
- timeframes
- cleaning, inspecting and clearance of equipment
- quantity of stores and equipment to be moved
- number of personnel to be moved
- resources
- coordination requirements
- quarantine or customs requirements
Unit Sector(s)
Not Applicable

Competency Field
Competency Field       X - Logistics
TLIX6048A Manage the deployment and delivery of logistic support

Modification History
Not Applicable
Unit Descriptor

This unit involves the skills and knowledge required to manage the deployment and delivery of complex or significant logistics support in a deployed context in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

The application of this unit in the workplace includes preparing for logistics operations, deploying a logistics team from a home location to a field environment, managing the internal operation of the logistic support and the extraction and return to a home location.

This unit of competency is applicable to senior logistic personnel who have a responsibility to organise and manage the delivery of integrated logistics support in a field deployment context. This unit is designed for large operations that require significant logistic support; a typical example would be an overseas deployment for disaster support and would involve numerous logistic elements such as transport, warehousing, maintenance, supply and health.

This person will bring well developed management skills and leadership to perform the scope of this unit of competency. Logistics teams may be comprised of a range of capabilities from different disciplines including road transport, supply, maintenance, catering and health. The composition of the logistics team will be guided by the type and scale of operation being supported. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Manage the preparation of logistic elements for deployment | 1.1 Operational requirement is analysed in order to establish the scope and intent of logistic support  
1.2 Deployment requirements are received and interpreted to determine logistic support required  
1.3 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout the operation in accordance with standard procedures  
1.4 Corporate training requirements are formulated, resourced and implemented to ensure staff competence  
1.5 Deficiencies in manpower and equipment are identified and an organisational response is developed  
1.6 Forecast shortages on arrival in the operating area are anticipated and action is taken to ensure logistic support can be established and sustained  
1.7 The preparation, packaging and marking of equipment and stores, including hazardous material, is managed to ensure effective and efficient movement  
1.8 Movement documentation of both personnel and materiel is managed to ensure it is completed  
1.9 Organisational requirements are managed to ensure all personnel are ready for deployment and provided with support for the duration of the operation  
1.10 Instructions are prepared and issued to logistic element managers to enable them to prepare for deployment |
| **2** Manage the movement of the logistic elements | 2.1 Movement to the point of departure and arrival is coordinated to ensure the efficient movement all personnel and material  
2.2 The preparation of material for movement is managed to ensure the packaging, containerisation and sequencing of transportation is consistent with the operational need  
2.3 Waivers required for the movement of hazardous cargo are obtained in accordance with organisational policy and procedure  
2.4 Relevant agencies are liaised with to ensure the effective and efficient movement of all personnel and material  
2.5 Logistic support to the reception and staging area is coordinated to avoid congestion of personnel and materiel during disembarkation in the operational area |
| **3** Manage the deployment and concentration of logistic elements within the area of operations | 3.1 Operational deployment instructions are received and interpreted to determine deployment requirements, tasks and operational commander's intent  
3.2 Logistic deployment instructions are prepared and issued to |
ELEMENT | PERFORMANCE CRITERIA
---|---
logistic element managers
3.3 Movement to the deployment site is managed in accordance with the operational environment and management instructions
3.4 Logistic team is sited
3.5 Operational or organisational constraints are recognised and logistic tasks are directed to align with these constraints
3.6 The activity is monitored to ensure that the logistic elements are conducting activity with appropriate authority and in accordance with organisational policy and procedures
3.7 The delivery of logistic support is managed to meet the demands of the operation
3.8 Logistic support priorities are set in order to align the activities with the organisational objectives
3.9 Logistic information systems are utilised to monitor and coordinate logistic support operations and to inform the decision making process
3.10 Technical advice regarding the usage and allocation of logistic support is provided to maximise the efficiency and effectiveness of services to the supported organisation
3.11 Liaison with agencies involved in the operation is carried out to ensure the most effective coordination of effort
3.12 Management and stakeholders are advised when significant issues or developments arise that may adversely impact on the operation
3.13 Reports and returns relevant to integrated logistic support are prepared and issued in accordance with organisational policy and procedure

4 Manage the extraction of logistic elements from the area of operations and redeployment to home location
4.1 Redeployment instructions are prepared and issued to logistic element managers
4.2 The scaling down and withdrawal of the deployment site is monitored to ensure it is consistent with the operational environment and organisational requirements
4.3 Movement to the departure port is coordinated to ensure it is consistent with the operational requirements
4.4 Return movement to home base is coordinated through relevant authorities in accordance with organisational policy and procedure

Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Logistics concepts including a knowledge of mobilisation, deployment, reception, staging, onward movement, integration, sustainment, redeployment and reconstitution
- Specialist knowledge of the organisation, function and logistic capabilities
- Organisational policy and procedure
- Channels of communication and processes for obtaining advice, approvals
- Legislation, regulations, and guidelines relating to deployment logistic support
- Equal employment opportunity, equity and diversity principles
- Environmental considerations in logistic support
- Organisational writing conventions
- Planning process
- Functional and technical siting requirements of specialist logistic teams
- General knowledge of specialist logistic support services, including transport, material maintenance, supply, catering and health support
- The likely logistic needs of deployed dependencies
- Planning process

Required skills:

- Interpret instructions and apply this to the development of actions and tasks
- Analyse the complexities of a task
- Identify the operation's intent and recognise how own planning contributes to operation success
- Work cooperatively as a member of a team
- Undertake analysis to determine where internal and external factors impact on the health support requirements, and adjust planning accordingly
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Move forward despite the difficulty of the task
- Make decisive, informed decisions that align with organisational requirements
- Liaise with internal and external organisations and representatives to plan and accomplish tasks
- Control risk during the planning and execution of integrated logistic support
- Interpret policy and procedures
Required skills:
- Use appropriate information technology and software

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment
- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Integrated logistic team or logistic elements may include:
- a combined logistic team which may include:
  - maintenance support team
  - health support team
  - transport and distribution support team
  - supply support team
  - catering support team

Corporate training requirements may include:
- medical/health training
- mission specific training
- team training
- corporate governance training

Equipment and stores may include:
- vehicles
- trailers
- field accommodation
- materials handling equipment
- communication devices
- health supplies and equipment
- catering facilities
- field maintenance equipment

Organisational requirements may include:
- identification documents
- medical and dental clearances (including inoculations)
- phone, email and postal services
- pay and allowances briefs
- full birth certificate or citizenship requirements
- official secrecy requirements acknowledgement
- delegations
- relevant licences
- notification of death or injury arrangements
- overseas notification form for electoral office

Organisational policy and procedure may include:
- instructions
- operating manuals
- standard operating procedures
- relevant Australian Standards
- relevant Commonwealth Acts

Relevant agencies may include:
- Australian Customs
- Civil Aviation Authorities
RANGE STATEMENT

- Port Authorities
- Australian Quarantine and Inspection Services
- headquarters/central office
- other supporting organisations

Siting may include:

- the physical placement of logistic capabilities onto an area in order to achieve efficiency and functionality of the logistic support to be provided
- siting considerations may include:
  - access
  - ground
  - hard-standing
  - drainage
  - circuits
  - facilities and infrastructure
  - security
  - size

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX6049A Undertake provisioning in support of deployed operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to undertake provisioning for deployed elements of an organisation in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
The application of this unit in the workplace includes the process of planning and controlling the necessary stockholding levels of all items of supply. Supply provisioning is a quantitative analysis and involves detailed mathematical calculations of supply factors such as known usage rates and time factors.

This unit of competency is typically applicable to senior logistic personnel who have a responsibility to plan and coordinate logistics supply support at an organisational level.

This person will bring well developed management and communication skills as well as skills in a specialist discipline of supply support.

The function is typically performed in the headquarters of an organisation with full access to information technology and support services. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites
Not Applicable

Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---
1 Analyse the operational requirement | 1.1 Operational requirement is analysed in order to establish the provisioning requirements
 | 1.2 The operational factors are analysed to identify the variables to be considered in provisioning
 | 1.3 The technical supply factors are analysed to identify the variables to be considered in provisioning
 | 1.4 Liaison with other logistic planners is undertaken to inform the specialist supply aspects of the provisioning requirement
2 Calculate the provisioning requirements | 2.1 Stock holding factors are determined and analysed in order to provide a basis for provisioning calculation
 | 2.2 Time factors are determined and analysed in order to establish the duration of supply and the lead time required for provisioning
 | 2.3 Usage rates are calculated to define the frequency and quantity of stock that will be consumed by dependencies
 | 2.4 Total liability period is calculated to establish the period that dependencies will be required to provide initial self-sustainment before routine replenishment is available
 | 2.5 Assets and liabilities are identified through analysis of stockholding and time factors in accordance with organisational policy and procedure
 | 2.6 Surpluses or deficiencies are calculated based on the established assets and liabilities
3 Develop and report the provisioning requirement | 3.1 Provisioning data is created based upon the analysis and provisioning calculations
 | 3.2 Provisioning requirement is adjusted in accordance with changing operational need
 | 3.3 Provisioning requirement is communicated to stakeholders

**Required Skills and Knowledge**

**REQUİRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Logistics support concepts
- Specialist knowledge of the organisation, function and logistic support capabilities
REQUIRED KNOWLEDGE AND SKILLS

- Organisational policy and procedure pertaining to procurement and provisioning
- Organisational role relevant to specialist provisioning
- The imperatives of supply
- Composition and capability of supply systems and installations
- The national support base that supports procurement
- The provisioning calculation processes
- The fundamentals of sustainment to deployed provisioning
- Time and stockholding factors and their effect on provisioning
- Organisational role relevant to specialist logistic support
- Environment considerations in provisioning
- Organisational writing conventions
- Planning process as they apply to deployed operations
- Relevant risk factors as they apply to deployed operations

**Required skills:**

- Interpret policy and instructions and apply to actions and tasks
- Prepare and issue instructions that clearly communicate intent and tasks
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Analyse the complexities of a task such as limitations, freedoms, vulnerabilities, time limitations
- Undertake analysis to determine where internal and external factors impact on the logistic support requirements, and adjust planning accordingly
- Use numeracy skills to accurately analyse and validate information and complete mathematical calculations that are required as part of the provisioning process
- Use organisational skills to manage own planning tasks in concert with organisational requirements
- Interpret policies and procedures
- Make decisive, informed decisions that align with organisational requirements
- Engage with a range of stakeholders to research and collate provisioning information
- Move forward despite the difficulty of the task
- Use appropriate information technology and software

**Evidence Guide**
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of the following:
  - accurately identify the inputs required to undertake provisioning in accordance with the operational task
  - calculate provisioning requirements of all classes of supply
  - produce the outputs required of provisioning to support distribution planning

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operational factors may include:
- concept of operations
- composition and locations of organisations to be supported
- range and quantities of equipment held by each organisation
- determination of mission essential equipment
- operational viability period (OVP) for which the organisation is likely to be self-sufficient
- operational situation and the degree of dispersion required
- availability of local resources
- repair policy, including preventive maintenance requirements for materiel in stock
- service level required at each line of stockholding
- effects of terrain and climatic conditions on personnel and materiel
- any arrangements for the provision of supplies and services by the local population or other supporting organisations
- expected duration of operations
- predicted usage rates
- expected losses and delays within the logistic network and distribution system through adverse weather, fire or other hazard
- predicted need to relocate stocks during operations
- movement lead time between the home location and the area of operations
- transport lift capacities available
- planned frequency of replenishment
- availability of suitable areas, infrastructure and facilities, MHE and trained manpower required to provide supply support to the stock
- engineering effort necessary to enhance the logistic network and provide for storage facilities
- potential variability of usage rates
- probability of delays in either procurement or delivery
- health specialists
- distribution specialist
- catering specialist
- maintenance specialist
- supply specialist
RANGE STATEMENT

Stockholding factors may include:
- type of stockholding
- dues-in
- dues-out
- usage rates
- supply margin

Time factors may include:
- deployment period
- consumption period
- provisioning lead time, including:
  - internal lead time
  - supplier lead time
  - freight lead time

Provisioning calculations may include:
- usage rate
- supply margin
- total liability period
- minimum stockholding
- maximum stockholding
- reorder point
- reorder quantity
- assets/liabilities
- surpluses/deficiencies

Unit Sector(s)
Not Applicable

Competency Field

Competency Field   X - Logistics
TLIX6050A Plan distribution operations on deployment

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor
This unit involves the skills and knowledge required to plan logistics distribution operations in a deployed context in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit
The application of this unit includes developing distribution support plans to deliver supplies and transport to sustain an organisation. Whilst the conduct of distribution planning is conducted individually, it is also conducted alongside other logistic planners in a cooperative environment where planners share information and work together to produce a cohesive and integrated logistic support plan.

This unit of competency is applicable to logistic personnel who have a responsibility to plan and coordinate logistics support at an organisational level.

This person will bring well developed management and communication skills as well as specialist distribution skills.

The function is typically performed in the headquarters of an organisation with full access to information technology and support services. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Analyse the operational requirement | 1.1 Operational task is received and analysed for distribution requirements  
1.2 Information is sourced and analysed to identify the operational and technical factors to be considered in supporting distribution operations  
1.3 Logistic information management systems are utilised to compile and analyse distribution planning data and information  
1.4 The usage rates of different supply classes are calculated based on historical data and consideration of the operational and technical supply factors  
1.5 Provisioning calculations are undertaken to develop stock holding plans and to identify the arrangements for replenishment, including reorder points and reorder quantities  
1.6 Distribution estimates are produced |
| 2 Develop the distribution plan | 2.1 Distribution capabilities are identified based on the stock distribution requirement and operational and technical support requirements  
2.2 Organisational structure is developed to meet the distribution requirements within organisational resource constraints  
2.3 The integration of contracted support is considered for inclusion in the plan  
2.4 Technical control arrangements are established within the framework of operational command and management  
2.5 Distribution plan is created and approved in accordance with organisational policy and procedures  
2.6 Risk analysis is conducted against the distribution plan to identify and mitigate against unacceptable risks  
2.7 Recommendations are provided to management regarding distribution operations and the employment of distribution capabilities  
2.8 Distribution plan is communicated to stakeholders |
| 3 Integrate the maintenance plan with the logistic support plan | 3.1 Liaison with other logistic stakeholders is undertaken to ensure the distribution plan is integrated into the larger logistic or operational plan  
3.2 Distribution plan is adjusted in accordance with changing operational need or the need to synchronise with other logistic functions |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Logistics support concepts
- Techniques to deal with opposing views and to negotiate a consensus position
- Logistics support concepts including a knowledge of mobilisation, deployment, reception, staging, onward movement, integration, sustainment, redeployment and reconstitution
- Specialist knowledge of transport logistics including stock distribution and transportation strategies
- Environmental considerations in planning logistic support
- Organisational structures and support services
- Legislative and regulatory environment as it pertains to distribution and logistic support

Required skills:

- Interpret instructions and apply this to the development of own actions and tasks
- Analyse the complexities of a task
- Identify the operation's intent and recognise how own planning contributes to mission success
- Work cooperatively as a member of a team
- Communicate complex ideas and arguments in a persuasive manner
- Read and write at a level to cope with a range of complex workplace materials
- Undertake analysis to determine where internal and external factors impact on the logistic requirements
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage planning tasks in concert with other stakeholders
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Move forward despite the difficulty of the planning task
- Interpret technical policy and doctrine
- Make decisive, informed decisions that align with organisational requirements
- Use appropriate information technology and software
- Prepare and issue written instructions
- Use planning tools
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operational and technical factors may include:

- transport operating environment, including the distance over which dependencies must be supported, the terrain and climate over which transport modes must operate, the
RANGE STATEMENT

location and capability of material handling equipment, partner and local nation support and own capabilities
• threats, including local population/gangs/military forces, environmental, logistic threats and driver fatigue
• constraints, including timings, routes and route classifications, driver fatigue, load capabilities of vehicles, priority of load, destination and tempo
• composition and locations of organisations to be supported
• range and quantities of equipment held by each organisation
• identification of mission essential equipment
• identification of operational viability period for which the organisation is likely to be self-sufficient
• availability of local resources
• repair policy, including preventive maintenance requirements for materiel in stock
• service level required at each line of stockholding (this is usually between 65 and 85 per cent, but may be higher for repair parts)
• effects of terrain and climatic conditions on personnel and materiel
• arrangements for the provision of supplies and services by a local supply agencies or partners
• expected duration of operations
• predicted usage rates
• expected losses and delays within the logistic network and distribution system through adverse weather, fire or other hazard
• predicted need to relocate stocks during operations
• cargo dimensions
• vehicle dimensions
• cargo throughput
• forecast demands
• environmental data such as routes, climate, terrain and traffic
• surge capacity
• Subsistence items. This class includes foodstuffs, combat rations and packaged water
• General stores. This class includes tents, tarpaulins, minor equipment, stationery, and administrative and housekeeping items
• Petrol, oils and lubricants. This class includes petroleum,
RANGE STATEMENT

oils and lubricants (POL)
- Construction items. This class includes construction materials and engineer stores
- Ammunition. This class includes all types of ammunition and explosive ordnance (EO)
- Personal demand items. This class includes personal items and canteen stores
- Principal items. This class includes major items of equipment, such as vehicles, together with major assemblies and included accessories
- Medical and dental stores. This class consists of medical and dental stores, including pharmaceutical items, medical and dental equipment and associated repair parts
- Repair parts. This class includes repair parts for maintenance support

Provisioning calculations may include:
- supply margin
- minimum stockholding
- maximum stockholding
- reorder point
- reorder quantity
- total liability period
- assets and liabilities
- surpluses or deficiencies

Distribution estimates may include:
- transport estimate, including:
  - equipment availability reports
  - cargo dimensions
  - vehicle dimensions
  - anticipated and actual cargo throughput
  - routes, climate, terrain and traffic information
  - future demands
- supply estimate, including:
  - provisioning of materiel and services
  - establishment and operation of supply installations
  - stockholding requirements
  - supply control measures

Distribution capabilities may include:
- heavy road transport
- specialist road transport (water/fuel/special cargo)
- air transport
- sea/river transport
- warehouse
RANGE STATEMENT

- transhipment depots
- food storage
- fuel storage
- material lifting equipment
- specialist advisors

Distribution plans may include:

- Replenishment process. A description of the replenishment process by stock, type and level of support
- Target stocking levels. Includes operating and reserve stocking level policies. Usually supported by a target stocking level matrix
- Specialist equipment stockholding levels and locations for resupply
- Petrols/oils/lubricants stockholding levels and locations for resupply. Includes details of local providers where necessary
- Rations. Stockholding levels and locations for resupply. Includes details of local providers where necessary
- Water. Stockholding levels and locations for water resupply. Includes details of the provision of water, that is local resources, bottled etc.
- Distribution control to identify authority and control issues
- Local purchase policy and approved vendors
- Reports and returns policy
- Details priorities and tasks for distribution assets to conduct in order to support the operation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX6051A Plan maintenance for deployed operations

Modification History
Not Applicable

Unit Descriptor

This unit involves the skills and knowledge required to plan logistics maintenance operations in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

This unit of competency is applicable to logistic personnel who have a responsibility to plan and coordinate maintenance support at an organisational level.

The candidate will bring well developed management and communication skills as well as skills in the specialist discipline of maintenance support. The function is typically performed in the headquarters of an organisation with full access to information technology and support services. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Analyse the requirement** | 1.1 Operational task is received and analysed for maintenance requirements  
1.2 Information is sourced and analysed to identify the maintenance factors to be considered in supporting operations  
1.3 Recommendations are provided to management regarding maintenance support and the employment of maintenance capabilities |
| **2 Develop the maintenance plan** | 2.1 Logistic information management systems are utilised to compile and analyse maintenance planning data and information  
2.2 Maintenance equipment failure and repair data are used to establish the type and scope of maintenance support required for the deployment  
2.3 Maintenance estimates are produced to support courses of action  
2.4 Maintenance policy and procedure are reviewed and or amended or developed to support the maintenance activity within the operational area of deployment  
2.5 Maintenance organisational structure is developed to meet the maintenance estimates within organisational resource constraints  
2.6 The integration of contracted maintenance support is considered for inclusion in the plan  
2.7 Technical control arrangements are established within the framework of operational command and management  
2.8 Maintenance plan is created in accordance with organisational policy and procedures  
2.9 Risk analysis is conducted against the maintenance plan to identify and mitigate against unacceptable risks  
2.10 Maintenance plan is communicated to stakeholders |
| **3 Integrate the maintenance plan with the logistic plan** | 3.1 Liaison with other logistic stakeholders is undertaken to ensure the maintenance plan is integrated into the larger logistic or operational plan  
3.2 Maintenance plan is adjusted in accordance with changing operational need or the need to synchronise with other logistic functions |

## Required Skills and Knowledge
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Logistics support concepts
- Grades of repair
- Lines of maintenance support
- Types of maintenance support
- Reliability, availability, maintainability (RAM)
- Maintenance doctrine, instructions and advisory bulletins
- Technical regulations, policy and procedure
- Maintenance planning
- Integrated logistics support (ILS)
- Workflow management principles
- Backlog management principles
- Back-loading management principles
- Operational requirements of maintenance support
- Likely consequences of terrain and weather on material
- Organisational structures and support services
- Legislative and regulatory environment pertaining to materiel maintenance

Required skills:

- Interpret instructions and apply this to the development of own actions and tasks
- Analyse the complexities of a task
- Identify the operation's intent and recognise how own planning contributes to mission success
- Work cooperatively as a member of a team
- Undertake analysis to determine where internal and external factors impact on the logistic support requirements
- Use numeracy skills to accurately analyse and validate information
- Read and write at a level to cope with a range of complex workplace materials
- Use organisational skills to manage planning tasks in concert with other stakeholders
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Move forward despite the difficulty of the planning task
- Interpret technical policy and doctrine
- Make decisive, informed decisions that align with organisational requirements
- Use appropriate information technology and software
Required skills:

- Prepare and issue written instructions
- Use maintenance planning tools

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information may include:
- equipment availability reports
- production reports
- backlog reports (particularly if the backlog is manpower or repair parts related)
- estimated repair times (based on actual history)
- actual repair times
- Mean Time Between Failure / Mean Time Between Maintenance (MTBF/MTBM) for equipment types
- throughput per equipment type (how reliable an equipment type is)
- productive and non-productive times for tradespersons

Maintenance equipment failure and repair data may include:
- Mean Time Between Failure (MTBF)
- Mean Time Between Maintenance (MTBM)
- failure rate
- casualty repair grading
- repair liability
- maintenance personnel calculation
- capabilities vs requirements
- equipment casualty estimates

Maintenance estimate may include:
- mission essential equipment list
- levels of repair
- repair limits
- out of role repairs
- recovery process
- repair pools
- trade repair
- repair parts holding policy
- equipment collection points
- fleet specific equipment

Maintenance plan may include:
- maintenance policies and procedures
- technical chains of command
- technical support networks
- external support agencies
- cross-loading
- back-loading
- salvage
- cannibalisation
- destruction
RANGE STATEMENT

- repair pool holdings

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX6052A Plan health support for deployed personnel

Modification History
Not Applicable

Unit Descriptor
This unit involves the skills and knowledge required to plan health support in support of organisational operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit
This unit of competency was written to support Defence operations that are likely to involve casualties and are therefore supported by health elements. However, the skills and knowledge are applicable to a variety of deployed operations such as health support for natural disasters and humanitarian activities.

The candidate will bring well developed management and communication skills as well as specialist skills in health coordination and the management of health services. This type of coordination would typically occur in an organisational headquarters with full access to information technology and staff support services. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Analyse the health requirements | 1.1 Operational situation and tempo are analysed in order to establish the scope and intent of health support  
1.2 Information is sourced and analysed to identify the health support planning factors  
1.3 Information systems are utilised to compile and analyse casualty planning data  
1.4 Health risk assessments are prepared to classify the health risks to the organisation and to inform the development of the health estimate  
1.5 Casualty estimates are produced to inform health planning and compilation of the health estimate  
1.6 Health estimates are produced to support a number of courses of action to support command appreciation |
| **2** Develop the health support plan | 2.1 Health support organisational structure is developed to meet the health estimates within organisational resource constraints  
2.2 The lines of health support and types of health support are identified along with clear lines of responsibility and agreed casualty exchange points  
2.3 The imperatives of health support are applied to the development of the health support plan and identification of a preferred course of action  
2.4 Health support control measures are determined to provide adequate regulation of casualties and to support casualty survivability  
2.5 Health information requirements are planned and integrated into the health support plan to ensure health information is collected and analysed to inform ongoing health planning  
2.6 Health administration requirements are planned and integrated into the health support plan  
2.7 Health plan is developed to detail the provision of services and the establishment and operation of operational health elements  
2.8 Health plan is communicated to stakeholders |
| **3** Integrate the health plan | 3.1 Liaison with other stakeholders is undertaken to ensure the health plan is integrated into the larger logistic or operational plan  
3.2 Health plan is adjusted in accordance with changing operational tempo or the need to synchronise with other logistic functions  
3.3 Specialist health input and recommendations are provided to management regarding health support and the employment of health support capabilities |
Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Organisational policy and procedure pertaining to health support
- Principles of health support
- Preparedness requirements of health personnel and equipment
- Policy and procedure relating to surface evacuation
- Tasks and composition of health elements and their points of interaction
- Health stores and equipment including resupply systems and procedures
- Patient tracking and administration
- Environment consideration in planning health support
- Health intelligence sources, collection and analysis processes
- Health capabilities
- Health planning inputs to the staff planning process
- Estimation of casualty numbers and types
- Requirements relating to the management of health waste
- Supply, handling, storage of blood products
- Legislative and regulatory environment pertaining to materiel logistics and health services delivery
- The functionality and operation of logistic information management systems
- Risks to health support
- Staff planning process
- Writing conventions
- Integrated logistics support (ILS)

Required skills:

- Interpret instructions and apply this to the development of actions and tasks
- Analyse the complexities of a task
- Identify the operation's intent and recognise how own planning contributes to operation success
- Work cooperatively as a member of a team
- Undertake analysis to determine where internal and external factors impact on the health
Required skills:

- support requirements, and adjust planning accordingly
- Use numeracy skills to accurately analyse and validate information
- Use organisational skills to manage own planning tasks in concert with other staff planners
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Move forward despite the difficulty of the planning task
- Interpret policy and procedures
- Make decisive, informed decisions that align with organisational requirements
- Use appropriate information technology and software
- Prepare and issue written instructions

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit

Context of and specific resources for assessment

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Health support planning factors may include:

- the casualty estimate and its possible effects on the delivery of health support
- health information and health intelligence
- resource availability and restrictions, including specialist personnel, contract health practitioners and equipment
- evacuation policy and mode availability
- availability of local infrastructure
- blood sourcing, transport and holding policy
- health capability development requirements waste disposal plan
- the link with personnel and logistic staff for handling remains
- the location of the health facilities
- marking and notification of health elements

Casualty planning data may include:

- types of casualties and casualty profile
- rate of casualty arrival
- level of conflict
- casualty flow
- numbers of casualties
- return to duty rates
- walking, sitting and litter percentages
- evacuation priorities
- anatomic wound distribution
- disease and non-battle injury experience
RANGE STATEMENT

- assessment of hospital bed requirements
- surgical workload data
- theatre of operations beds
- casualty accumulation factor

Health risk assessment may include:
- the identification of health risks in the intended operating environment, including:
  - environment health risks: weather, terrain, vegetation, animal or disease
  - occupational health risks: road traffic accident or industrial injury
  - operational health risks: physical injury, chemical/biological injury or psychiatric injury
- the analysis and assessment of health risks
- the treatment of risks by developing and integrating control measures within the health support plan

Casualty estimates may include:
- on-duty casualty rate
- non-duty casualty rate
- operational stress reaction
- calculation of hospital beds and holding policy

Health estimate may include:
- health information, intelligence and surveillance outputs
- casualty estimate
- health related characteristics of the operation
- health related characteristics of the environment
- summary of the health risks and risk factors

Types of health support may include:
- dental team
- environmental health team
- health assessment team
- field pathology team
- low/medium/high dependency nursing team
- primary health care team
- rehabilitation team
- resuscitation team
- surgical team
- laboratory team
- medical imaging team
- road ambulance evacuation team
- aero-medical evacuation team
- psych support team
- mortuary team
- ships medical emergency team
RANGE STATEMENT

Health support imperatives may include:
- prevention
- immediate first aid
- resuscitation within the hour
- initial wound surgery within three hours

Support control measures may include:
- treatment and holding policies
- casualty management plans
- casualty regulation
- triage and treatment priorities
- evacuation priorities

Health plan may include:
- identification of the health mission (mission statement)
- the execution:
  - general outline - broad statement of how health support is to be provided, broken down (where appropriate) into operational phases
  - groupings and tasks - a list of health service elements or units in a logical sequence, detailing the health support tasks for which elements/units are responsible during the operation, by phases, where appropriate
  - coordinating instructions - matters of coordination necessary for successful implementation and explanation of the plan
  - timings of key events
  - operating locations and boundaries
  - holding or staging policies
  - casualty evacuation, including procedures for surface evacuation and aero-medical evacuation
  - locations and capabilities of supporting health facilities
  - opening and closing times of medical facilities
  - treatment of local population
  - preventative medicine/environmental health measures
  - movement of medical elements
  - specific clinical requirements
  - priorities for evacuation and treatment
  - protection and working of health personnel, facilities and transport
  - administration and logistics - to include holdings and resupply of medical and dental stores; repair of medical and dental equipment; and arrangements for exchange of and reserve pools for litters and blankets, blood supply documentation of casualties
  - organisational structure and authority - appointment of a
RANGE STATEMENT

medical authority and alternatives, locations of medical commanders, medical communications networks, medical reports and returns, medical liaison, health planning groups and conferences

Other stakeholders may include:

- health specialists
- distribution specialist
- catering specialist
- maintenance specialist

Unit Sector(s)

Not Applicable

Competency Field

Competency Field X - Logistics
TLIX6053A Coordinate health support operations

Modification History
Not Applicable

Unit Descriptor
Unit Descriptor
This unit involves the skills and knowledge required to coordinate health support operations in support of organisational operations. There are no specific licensing or certification requirements applicable to this unit.

Application of the Unit
Application of the Unit
This unit of competency is applicable to logistic personnel who have a responsibility to coordinate logistics support across a variety of health elements at an organisational level.

This person will bring well developed management and communication skills as well as specialist skills in health planning and the management of health services. The context of this performance is usually in an organisational headquarters with access to information technology and staff support services. All activities are carried out in accordance with relevant organisational policy and procedures.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills  
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Coordinate the collection of health information to aid health planning and the delivery of health support</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Health information requirements are identified which will contribute to the establishment and maintenance of an accurate understanding of current and potential health threats</td>
</tr>
<tr>
<td></td>
<td>1.2 Health elements are liaised with to establish arrangements for collection and reporting of information</td>
</tr>
<tr>
<td></td>
<td>1.3 Information management systems and information from health elements are utilised to compile and analyse health data and information to identify trends or data of significance which develops an understanding of current and emerging health threats</td>
</tr>
<tr>
<td></td>
<td>1.4 Health estimates are produced and updated based on analysis of the health information and direction from health specialists</td>
</tr>
<tr>
<td></td>
<td>1.5 Health estimates are communicated to stakeholders to enable appropriate employment of health support capabilities</td>
</tr>
<tr>
<td>2</td>
<td><strong>Undertake casualty regulation in support of operations</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Casualty regulation strategies are determined and implemented to ensure efficient routing of casualties to appropriate treatment facilities</td>
</tr>
<tr>
<td></td>
<td>2.2 Effectiveness of casualty regulation strategies is monitored and adapted to ensure it reflects the needs of the environment and operational situation</td>
</tr>
<tr>
<td></td>
<td>2.3 Casualty evacuation is coordinated to support the appropriate movement of casualties around the area of operations</td>
</tr>
<tr>
<td>3</td>
<td><strong>Coordinate supply and support services to health facilities</strong></td>
</tr>
<tr>
<td></td>
<td>3.1 Arrangements for the removal and disposal of health related waste is coordinated</td>
</tr>
<tr>
<td></td>
<td>3.2 Water resupply to health facilities is monitored to ensure water availability is consistent with the health dependency being supported</td>
</tr>
<tr>
<td></td>
<td>3.3 Laundry support to health facilities is coordinated to ensure linen and clothing availability is consistent with the health dependency being supported</td>
</tr>
<tr>
<td></td>
<td>3.4 Mortuary support to health facilities is coordinated to ensure remains storage is consistent with the operational need and the operational plan for the handling and repatriation of human remains</td>
</tr>
<tr>
<td></td>
<td>3.5 Medical and dental supply arrangements are monitored to ensure perishable and/or disposable items are supplied consistent with the health dependency being supported and identified and forecasted usage rates</td>
</tr>
<tr>
<td></td>
<td>3.6 The procurement, transportation and supply of whole blood is coordinated to ensure surgical elements have sufficient quantities of blood to meet current and potential health care needs</td>
</tr>
</tbody>
</table>
ELEMENT  

PERFORMANCE CRITERIA

4 Coordinate health administration

4.1 Accurate records of organisational clinical workload and patient care statistics are maintained to provide a basis for analysis and the improvement of services

4.2 Medical reports and returns are prepared and issued to provide an accurate picture of health status

4.3 Advice is prepared and provided on health administration matters to health elements to ensure the delivery of health care and handling of health administrative matters are in accordance with organisational policy and procedure

4.4 Casualty notification and update reports are prepared and issued to notify and provide updates on casualty status to family or other interested parties

4.5 Relevant agencies are liaised with to seek advice on casualty welfare and administration and to ensure that health support provided is in accordance with organisational policy and procedure

4.6 Health support operations are monitored to ensure that health support provided is in accordance with organisational policy and procedure

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Organisational policy and procedure pertaining to health support
- Principles of health support
- Casualty regulation strategies, concepts and principles
- Health information collection, analysis and application
- Policy and procedure relating to evacuation
- Tasks and composition of health elements and their points of interaction
- Health stores and equipment including resupply systems and procedures
- Patient tracking and administration
- Mortuary requirements relating to health support
- Requirements relating to the management of health waste
- Supply, handling, storage of blood products
REQUIRED KNOWLEDGE AND SKILLS

- Laundry requirements relating to health support
- Legislative and regulatory environment as it pertains to materiel logistics and health services delivery
- The functionality and operation of logistic information management systems
- Risks to health support
- Environment consideration in health support

Required skills:

- Interpret instructions and apply to actions and tasks
- Identify the operation’s intent and recognise how own work contributes to operational success
- Work cooperatively as a member of a team
- Undertake analysis to determine where internal and external factors impact on the health support requirements and adjust planning accordingly
- Use numeracy skills to accurately analyse and validate information
- Identify viable and useful health information sources and facilitate their collection
- Collate and analyse health information to identify current and emerging health threats
- Apply the outcomes of health risk analysis to the planning and coordination of current operations
- Make decisive, informed decisions that align the current health support operation to the organisational requirements
- Use organisational skills to manage own tasks in concert with other planners
- Use problem-solving skills to apply a broad range of problem-solving strategies to planning outcomes
- Move forward despite the difficulty of the planning task
- Interpret policies and procedures
- Use appropriate information technology and software
- Prepare and issue written instructions

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of the following:

• maintain a health threat assessment (health estimate) based on the collection and analysis of health information
• make specific recommendation to a medical specialist regarding emerging health threats
• coordinate the provision of health support service to deployed health facilities
• coordinate health administration in accordance with organisational policy and procedure
• apply organisational policy and procedure relating to the delivery of health support

Context of and specific resources for assessment

• Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
• Resources for assessment include:
  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
  • In both real and simulated environments, access is required to:
    • relevant and appropriate materials and equipment, and
    • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through activities in an appropriately simulated environment, and/or
  • in an appropriate range of situations in the workplace

Range Statement
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Health information requirements may include:
- casualty encounters
- types of injuries
- types of illnesses
- severity of condition
- location of onset
- preventative measures in place
- environmental information

Health elements may include:
- dental team
- environmental health team
- health assessment team
- field pathology team
- low/medium/high dependency nursing team
- primary health care team
- rehabilitation team
- resuscitation team
- surgical team
- laboratory team
- medical imaging team
- road ambulance evacuation team
- aero-medical evacuation team
- psych support team
- mortuary team
- ships medical emergency team

Organisational policy and procedure may include:
- instructions
- operating manuals
- standard operating procedures
- relevant Australian Standards
- relevant Commonwealth Acts
- organisational instruction

Aims of casualty regulation may include:
- efficient routing of casualties to the health facility best able to cope with their condition
- even distribution of patients, to ensure that there are adequate beds and treatment capabilities for current and anticipated needs
- minimise the number of times casualties are handled
- prevent the routing of evacuation platforms from one treatment facility to another in an attempt to find available beds or treatment capability
RANGE STATEMENT

- casualties are evacuated no further than their condition or the operational situation demands

Health related waste may include:
- bio-hazard waste (liquid and solid)
- chemical waste (medical imaging)

Health administration matters may include:
- casualty entitlement
- casualty equipment management
- casualty welfare
- entitlement to treatment
- records management
- reports and returns
- casualty notifications

Relevant agencies may include:
- welfare agencies
- health authorities
- parent organisations
- philanthropic agencies

Monitored may include:
- patient holding
- bed availability
- surgical team availability
- casualty rates (actual vs estimate)
- status and performance of the medical supply chain (and particularly blood holdings)
- compliance with health policy
- status of specialist reinforcements
- status of casualties in transit

Unit Sector(s)
Not Applicable

Competency Field

Competency Field X - Logistics
AHCARB202A Fell small trees

Modification History
Not Applicable

Unit Descriptor

| Unit descriptor | This unit covers the process of small tree felling and defines the standard required to: prepare and properly maintain equipment; determine the tree felling conditions, direction of fall, safe fall zone, exclusion zone and escape route; use safe tree felling techniques; use safe tree removal techniques. |

Application of the Unit

| Application of the unit | This unit applies to the process of small tree felling where hazards have been assessed as low risk. |

Licensing/Regulatory Information
Not Applicable

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
</table>
## Employability Skills Information

| Employability skills | This unit contains employability skills. |

## Elements and Performance Criteria Pre-Content

Not Applicable

## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
</tbody>
</table>
| 1. Identify tree felling requirements | 1.1. Instructions for tree felling operations are received and clarified with supervisor prior to work being undertaken.  
1.2. Topography and site conditions are assessed and factors influencing the natural direction of fall are identified and confirmed with supervisor.  
1.3. Tree is visually assessed and factors influencing the tree felling operation are identified and confirmed with supervisor.  
1.4. Natural direction of fall, safe fall zone and exclusion zone are determined and confirmed with supervisor.  
1.5. Occupational Health and Safety (OHS) hazards associated with felling operation are identified, risks assessed and reported to the supervisor. |
| 2. Prepare for tree felling | 2.1. Felling equipment and component options that are appropriate to the task being undertaken are selected and prepared.  
2.2. Appropriate support tools are prepared, transported and placed to minimise felling delays.  
2.3. Suitable safety equipment and Personal Protective Equipment (PPE) are selected, checked, used, maintained and stored.  
2.4. Fall zone is cleared of obstacles and articles which may be damaged by felled tree.  
2.5. Clear escape route is established appropriate to the site and according to recognised guidelines. |
| 3. Fell tree | 3.1. Location of other personnel is noted and monitored.  
3.2. Standard tree felling techniques are determined by ground conditions and state of canopy.  
3.3. Corrective action is taken in response to changing conditions or problems encountered.  
3.4. Planned escape route is used when tree starts to fall.  
3.5. Fall of tree and movement on ground are monitored until felled tree is stable.  
3.6. Safe working practices are employed according to OHS requirements. |
| 4. Complete tree felling operation | 4.1. Appropriate method of clearing the site of felled tree is determined.  
4.2. Machinery required for removal of felled tree is selected and used according to manufacturer’s specifications and OHS requirements. |
### ELEMENT

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.3. Fall site is cleared of tree and all tree debris.</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- interpret work procedures
- demonstrate safe working practices
- communicate orally and using hand signals with other personnel
- participate in teams and contribute to team objectives
- determine safe fall zones and exclusion zones
- measure distances
- monitor and maintain tree felling tools and equipment
- recognise structural defects, common diseases, pests, and nutrition deficiencies
- operate a chainsaw
- recognise caution or hazard signs and symbols
- interpret tasks or information from labels, manuals or written instructions
- record information accurately or verbally report information
- use literacy skills to follow sequenced written instructions and record information accurately and legibly
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification and seeking advice from supervisor
- use numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.

### Required knowledge

- basic operational and maintenance requirements of tree felling equipment
- safe working practices for chainsaw operation
- safety procedures and potential hazards for working safely in the amenity tree industry
- emergency and first aid procedures
- the effect of tree removal on the environment
- local government regulations that apply to tree removal where appropriate
- identification of services and other hazards that affect the performance of the unit
REQUIRED SKILLS AND KNOWLEDGE

- principles and methods of inspecting trees to identify structural defects.
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:</td>
</tr>
<tr>
<td>• prepare and properly maintain equipment</td>
</tr>
<tr>
<td>• determine the tree felling conditions, direction of fall, safe fall zone, exclusion zone and escape route</td>
</tr>
<tr>
<td>• use safe tree felling techniques</td>
</tr>
<tr>
<td>• use safe tree removal techniques</td>
</tr>
</tbody>
</table>

Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Trees may include:

- all species of trees and woody tree like vegetation forms.

Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arboriculture</td>
</tr>
</tbody>
</table>
### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th></th>
</tr>
</thead>
</table>
AHCARB205A Operate and maintain chainsaws

Modification History
Not Applicable

Unit Descriptor

| Unit descriptor | This unit covers the process of maintaining, preparing and operating hand-held chainsaws in a work environment and defines the standard required to: select, use, maintain and store suitable personal protective equipment; carry out routine checks and maintenance on chainsaw; apply appropriate chainsaw technique and cutting methods according to manufacturer's specifications and documented low risk work procedures; assess and minimise environmental impacts of chainsaw use; maintain records of chainsaw training and certification, risk assessment and use. |

Application of the Unit

| Application of the unit | This unit applies to cross-cutting fallen timber using safe cutting techniques. |

Licensing/Regulatory Information
Not Applicable

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
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<tbody>
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</tbody>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
## ELEMENT

1. **Recognise and apply workplace safety procedures**

   1.1. Occupational Health and Safety (OHS) procedures relevant to the maintenance and operation of chainsaws are recognised and applied.
   1.2. OHS hazards are identified, risks assessed and risk controls are implemented.
   1.3. Personal Protective Equipment (PPE) is selected and used.
   1.4. Relevant licensing and legislative requirements with regard to the operation of chainsaws are recognised, accessed and applied.

2. **Check and maintain chainsaw**

   2.1. Tools and materials required for maintenance procedures are selected, checked and confirmed against maintenance plan.
   2.2. Routine checks and maintenance procedures are conducted prior to operation and according to manufacturer's specifications and maintenance plan.
   2.3. Chainsaw faults or malfunctions are identified, tagged and reported for repair according to manufacturer's specifications and enterprise requirements.
   2.4. Completed chainsaw maintenance procedures are detailed and recorded.

3. **Operate chainsaw**

   3.1. Sawing materials are identified and positioned for operation according to documented low risk work procedures.
   3.2. Cutting methods are determined appropriate to type of material and risk controls implemented.
   3.3. Chainsaw is operated according to manufacturer's specifications and operator's manual.
   3.4. Effective worksite communication is maintained to ensure efficient workflow and address immediate problems.
   3.5. Environmental implications associated with chainsaw operation are identified, assessed and controlled according to documented requirements.

4. **Complete and check chainsaw operation**

   4.1. Chainsaw damage, malfunctions or irregular performance are recorded and reported according to enterprise requirements.
   4.2. Chainsaw is cleaned, maintained and stored according to manufacturer's specifications and enterprise requirements.
   4.3. Relevant reports are maintained to industry
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | standards according to enterprise requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

**Required skills**

- identify hazards and implement safe operating procedures
- safely cross-cut fallen timber using compression and tension cuts with a hand held chainsaw
- maximise volume and quality of recovery
- demonstrate safe and environmentally responsible workplace practices
- obtain relevant licenses and permits
- read and interpret manufacturer's specifications, work and maintenance plans, and Material Safety Data Sheets (MSDSs).
- effectively communicate information, interpret and apply task instructions, and maintain records and reports
- estimate and measure dimensions, and calculate volumes
- recognise caution or hazard signs and symbols
- interpret tasks or information from labels, manuals or written instructions
- record information accurately or verbally report information
- use literacy skills to follow sequenced written instructions and record information accurately and legibly
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification and seeking advice from supervisor
- use numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.

**Required knowledge**

- relevant State/Territory legislation and regulations with regard to the operation of chainsaws
- OHS legislative requirements and Codes of Practice
- hazards and risks when using chainsaws
- operating principles and operating methods
- various types of chainsaws and respective functions
<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• effects of timber defects on recovery</td>
</tr>
<tr>
<td>• environment Codes of Practice with regard to chainsaw operation.</td>
</tr>
</tbody>
</table>
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:

- select, use, maintain and store suitable personal protective equipment
- carry out routine checks and maintenance on chainsaw
- apply appropriate chainsaw technique and cutting methods according to manufacturer's specifications and documented low risk work procedures
- assess and minimise environmental impacts of chainsaw use
- maintain records of chainsaw training and certification, risk assessment and use.

Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

The range statement relates to the unit of competency as a whole.

Chainsaws may include:

- all types and models of hand-held chainsaws in a work environment.

Unit Sector(s)
<table>
<thead>
<tr>
<th>Unit sector</th>
<th>Arboriculture</th>
</tr>
</thead>
</table>

**Co-requisite units**

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</table>

**Competency field**

<table>
<thead>
<tr>
<th>Competency field</th>
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</thead>
</table>
AURV328961A Recover vehicle

Modification History
Not Applicable

Unit Descriptor

| Unit descriptor | This unit covers the competence required to recover a vehicle by transporting and towing. |

Application of the Unit

| Application of the unit | The unit includes identification and confirmation of work requirement, preparation for work, selecting the recovery method, preparing the recovery vehicle and the vehicle to be recovered, operating the recovery vehicle, cleaning up the recovery worksite and completion of work finalisation processes, including clean-up and documentation. Work requires individuals to demonstrate judgement and problem-solving skills in managing own work activities and contributing to a productive team environment. Work is carried out in accordance with award provisions. |

Licensing/Regulatory Information
Not Applicable

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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<tbody>
<tr>
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</tbody>
</table>
## Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare for work | 1.1. Work instructions are used to determine the job requirements, including job sheets, recovery types, vehicles preparation and recovery procedures.  
1.2. Job specifications are read and interpreted.  
1.3. OH&S requirements, including personal protection needs, are observed throughout the work.  
1.4. Vehicle and method of recovery are identified.  
1.5. Hand, power tooling and safety equipment are identified and checked for safe use.  
1.6. Procedures are determined to minimise waste material/components.  
1.7. Procedures are identified for maximising energy efficiency while completing the job. |
| 2. Ascertain type of recovery | 2.1. Details are obtained by visual surveillance of recovery scene.  
2.2. Information is obtained from officials at scene.  
2.3. Hazards are recognised and included in requirements for recovery.  
2.4. All activities are carried out according to industry regulations/guidelines, OH&S legislation, and enterprise procedures/policies. |
| 3. Prepare vehicle to be recovered for tow/lift | 3.1. Vehicle is prepared for tow/lift using recognised enterprise guidelines and legislative requirements.  
3.2. Vehicle is prepared for recovery without causing damage to any component or system.  
3.3. All activities are carried out according to industry regulations/guidelines, OH&S legislation, and enterprise procedures/policies. |
| 4. Prepare recovery vehicle for tow/lift | 4.1. Recovery vehicle is prepared using recognised enterprise guidelines and legislative requirements.  
4.2. Recovery vehicle is prepared without causing damage to any component or system.  
4.3. All activities are carried out according to industry regulations/guidelines, OH&S legislation, statutory requirements and enterprise procedures/policies. |
| 5. Operate recovery vehicle | 5.1. Vehicle/equipment is operated using recognised industry guidelines and legislative requirements.  
5.2. Lifting and loading procedures are followed.  
5.3. Vehicle is operated without causing damage to any |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | component or system.
5.4. Recovered vehicle is safely conveyed to agreed destination.
5.5. All activities are carried out according to industry regulations/guidelines, OH&S legislation, and enterprise procedures/policies.

6. Clean up recovery worksite
6.1. Area of recovery and its near vicinity is cleared of debris and dangerous objects/hazardous materials.
6.2. Worksite is cleaned without causing damage to any component or system.
6.3. Clean-up procedures are completed within recognised enterprise guidelines and legislative requirements.

7. Clean up work vehicle and maintain equipment
7.1. Material that can be reused is collected and stored.
7.2. Waste and scrap is removed following workplace procedure.
7.3. Equipment and work vehicle are cleaned and inspected for serviceable condition in accordance with workplace procedures.
7.4. Unserviceable equipment is tagged and faults identified in accordance with workplace procedures.
7.5. Operator maintenance is completed in accordance with manufacturer/component supplier specifications and worksite procedures.
7.6. Tooling is maintained in accordance with workplace procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.

Required skills
- collect, organise and understand information related to work orders, plans and safety procedures for recovery type, preparation of vehicles, recovery procedure and worksite clean-up requirements
- communicate ideas and information to enable confirmation of work requirements and specifications, coordination of work with worksite supervisor, other workers
## REQUIRED SKILLS AND KNOWLEDGE

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>and customers, and the reporting of work outcomes and problems</td>
<td></td>
</tr>
<tr>
<td>- plan and organise activities, including preparation and layout of</td>
<td>- plan and organise activities, including preparation and layout of worksite and obtaining of equipment</td>
</tr>
<tr>
<td>- work with others and in a team by recognising dependencies and using</td>
<td>and materials to avoid backtracking, workflow interruptions or wastage</td>
</tr>
<tr>
<td>- establish safe and effective work processes which anticipate and/or</td>
<td>- work with others and in a team by recognising dependencies and using cooperative approaches to</td>
</tr>
<tr>
<td>- use mathematical ideas and techniques to calculate time, assess</td>
<td>optimise workflow and productivity</td>
</tr>
<tr>
<td>- use workplace technology related to recovery of vehicles, including</td>
<td>- use mathematical ideas and techniques to calculate time, assess tolerances, apply accurate</td>
</tr>
<tr>
<td>and the reporting of work outcomes and problems</td>
<td>- use workplace technology related to recovery of vehicles, including the use of specialist recovery</td>
</tr>
<tr>
<td></td>
<td>equipment, measuring equipment, computerised technology and communication devices and the reporting/</td>
</tr>
<tr>
<td></td>
<td>recording of results</td>
</tr>
</tbody>
</table>

### Required knowledge

A working knowledge of:

- OH&S regulations/requirements, equipment, material and personal safety
- environmental regulations
- technical information
- hazard identification and management procedures
- pick up/loading procedures
- manufacturer/component supplier recommended towing procedures and techniques
- manual handling procedures
- work organisation and planning processes
- enterprise quality processes
## Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>observing safety procedures and requirements</td>
<td></td>
</tr>
<tr>
<td>communicating effectively with others involved in or affected by the work</td>
<td></td>
</tr>
<tr>
<td>selecting methods and techniques appropriate to the circumstances</td>
<td></td>
</tr>
<tr>
<td>completing preparatory activity in a systematic manner</td>
<td></td>
</tr>
<tr>
<td>applying pick up/loading procedures</td>
<td></td>
</tr>
<tr>
<td>applying vehicle protection methods</td>
<td></td>
</tr>
<tr>
<td>completing transporting and towing procedures</td>
<td></td>
</tr>
<tr>
<td>completing area rehabilitation</td>
<td></td>
</tr>
<tr>
<td>completing workplace/equipment documentation.</td>
<td></td>
</tr>
</tbody>
</table>

### Context of, and specific resources for assessment

Application of competence is to be assessed in the workplace or simulated worksite.

Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints.

Assessment is to comply with regulatory requirements, including Australian Standards.

The following resources should be made available:

- workplace location or simulated workplace
- materials relevant to recovery of vehicles
- equipment, hand and power tooling appropriate to recovery of vehicles
- activities covering mandatory task requirements
- specifications and work instructions.

### Method of assessment

- Assessment must satisfy the endorsed assessment guidelines of the automotive industry's RS&R Training Package.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
EVIDENCE GUIDE

- Assessment must be by direct observation of tasks, with questioning on underpinning knowledge and it must also reinforce the integration of key competencies.
- Assessment may be applied under project related conditions and require evidence of process.
- Assessment must confirm a reasonable inference that competence is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.
- It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements.
- Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.

Guidance information for assessment

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th>Recovery</th>
<th>Recovery may be for damaged/broken down vehicle or transportation of vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery vehicle</td>
<td>Recovery vehicle may include tow truck, tilt tray, trailer, dolly wheels, low loader.</td>
</tr>
<tr>
<td>Recovery methods</td>
<td>Recovery methods are to include:</td>
</tr>
<tr>
<td></td>
<td>- preparation for lifting, loading and towing</td>
</tr>
<tr>
<td></td>
<td>- lifting, loading, towing, securing, cleaning up</td>
</tr>
<tr>
<td>RANGE STATEMENT</td>
<td>recovery area (e.g. broken glass, debris).</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td><strong>OH&amp;S</strong></td>
<td>OH&amp;S requirements are to be in accordance with legislation/regulations/codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances.</td>
</tr>
<tr>
<td><strong>Personal protective equipment</strong></td>
<td>Personal protective equipment is to include that prescribed under legislation/regulation/codes of practice and workplace policies and practices.</td>
</tr>
<tr>
<td><strong>Safe operating procedures</strong></td>
<td>Safe operating procedures are to include, but are not limited to operational risk assessment and treatments associated with vehicular movement, toxic substances, electrical safety, machinery movement and operation, manual and mechanical lifting and shifting, working in proximity to others and worksite visitors.</td>
</tr>
<tr>
<td><strong>Emergency procedures</strong></td>
<td>Emergency procedures related to this unit are to include, but are not limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and worksite evacuation.</td>
</tr>
<tr>
<td><strong>Environmental requirements</strong></td>
<td>Environmental requirements are to include but are not limited to waste management, noise, dust and clean-up management.</td>
</tr>
<tr>
<td><strong>Quality requirements</strong></td>
<td>Quality requirements are to include, but are not limited to regulations, including Australian Standards, internal company quality policy and standards and enterprise operations and procedures.</td>
</tr>
<tr>
<td><strong>Statutory/regulatory authorities</strong></td>
<td>Statutory/regulatory authorities may include Federal, State/Territory and local authorities administering acts, regulations and codes of practice.</td>
</tr>
<tr>
<td><strong>Tooling and equipment</strong></td>
<td>Tooling and equipment may include hand tooling, chains, slings, ropes, safety equipment, towing</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Materials</td>
<td>Materials may include gloves, industry-specific stationery and cleaning materials.</td>
</tr>
<tr>
<td>Communications</td>
<td>Communications are to include, but are not limited to street directory, verbal and visual instructions and fault reporting and may include worksite specific instructions, written instructions, plans or instructions related to job/task, telephones and pagers.</td>
</tr>
<tr>
<td>Information/documents</td>
<td>Sources of information/documents may include:</td>
</tr>
<tr>
<td></td>
<td>• verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, memos, material safety data sheets, diagrams or sketches</td>
</tr>
<tr>
<td></td>
<td>• safe work procedures related to recovery of vehicles</td>
</tr>
<tr>
<td></td>
<td>• regulatory/legislative requirements pertaining to automotive industry, including Australian Design Rules</td>
</tr>
<tr>
<td></td>
<td>• engineer’s design specifications and instructions</td>
</tr>
<tr>
<td></td>
<td>• organisation work specifications and requirements</td>
</tr>
<tr>
<td></td>
<td>• instructions issued by authorised enterprise or external persons</td>
</tr>
<tr>
<td></td>
<td>• Australian Standards.</td>
</tr>
</tbody>
</table>

### Unit Sector(s)

| Unit sector | Vehicle body |

### Co-requisite units
<table>
<thead>
<tr>
<th>Competency field</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Competency field</td>
<td></td>
</tr>
</tbody>
</table>
BSBADM409A Coordinate business resources

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 2 | New release of this unit released with version 6 of BSB07 Business Services Training Package.  
- Inclusion of ‘environmental sustainability business practices and standards’ in the Range Statement |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

Application of the Unit

This unit applies to individuals with a broad knowledge of business resources who contribute well developed skills and knowledge to ensure adequate resources are available to perform the work of the organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable

Employability Skills Information

This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Determine resource requirements** | 1.1. Determine *resource requirements* in accordance with business and operational plans, and organisational requirements  
1.2. Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements  
1.3. Ensure resource expenditure is realistic and makes efficient use of available budget resources  
1.4. Present recommendations on resource requirements in the required format, style and structure using relevant *business equipment and technology* |
| **2. Acquire and allocate resources** | 2.1. Acquire physical resources and services in accordance with organisational requirements  
2.2. Check resources to ensure quality and quantity, in line with service agreements  
2.3. Allocate resources promptly to enable achievement of workgroup objectives  
2.4. Ensure consultation with individuals and teams on allocation of resources is participative and is conducted using *appropriate interpersonal skills* |
| **3. Monitor and report on resource usage** | 3.1. Measure effectiveness of resource planning, and assess against actual costs, identified shortfalls and surpluses  
3.2. Develop and implement methods of monitoring resource use to enable timely and accurate reporting against business and operational plans  
3.3. Identify improvements in resource planning through consultation and *feedback*, and implement in accordance with organisational requirements  
3.4. Maintain *records* concerning equipment and resource purchases, in accordance with organisational requirements |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to request advice, to receive feedback and to work with a team
- literacy skills to draft complex reports and to display logical information on resource usage
- numeracy skills to interpret, compare and calculate resource usage costs
- planning skills to schedule and track resource use and availability.

Required knowledge

- common equipment faults
- functions of a range of business equipment
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - occupational health and safety (OHS)
- organisational policies, plans and procedures
- record management processes and techniques related to maintenance schedules.
Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
</tr>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>• monitoring resource usage to determine resource needs</td>
</tr>
<tr>
<td>• maintaining records of resource requirements</td>
</tr>
<tr>
<td>• calculating costs and expenditures in relation to use and maintenance of business resources</td>
</tr>
<tr>
<td>• knowledge of relevant legislation.</td>
</tr>
<tr>
<td><strong>Context of and specific resources for assessment</strong></td>
</tr>
<tr>
<td>Assessment must ensure:</td>
</tr>
<tr>
<td>• access to an actual workplace or simulated environment</td>
</tr>
<tr>
<td>• access to office equipment and resources</td>
</tr>
<tr>
<td>• examples of records relating to business resources.</td>
</tr>
<tr>
<td><strong>Method of assessment</strong></td>
</tr>
<tr>
<td>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</td>
</tr>
<tr>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>• review of recommendations on resource requirements</td>
</tr>
<tr>
<td>• review of records concerning equipment and resource purchases</td>
</tr>
<tr>
<td>• analysis of responses to case studies and scenarios</td>
</tr>
<tr>
<td>• demonstration of techniques</td>
</tr>
<tr>
<td>• oral or written questioning to assess knowledge of functions of a range of business equipment.</td>
</tr>
<tr>
<td><strong>Guidance information for assessment</strong></td>
</tr>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td>• other general administration units.</td>
</tr>
</tbody>
</table>
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Resource requirements may include: | • human resources  
| | • location/premises  
| | • OHS resources  
| | • plant/machinery  
| | • raw materials  
| | • refurbishment  
| | • staff amenities  
| | • stock and supplies  
| | • storage space  
| | • technological equipment/software  
| | • training materials |

| Organisational requirements may include: | • access and equity principles and practices  
| | • business and performance plans  
| | • defined resource parameters  
| | • ethical standards  
| | • goals, objectives, plans, systems and processes  
| | • legal and organisational policies, guidelines and requirements  
| | • management and accountability channels  
| | • manufacturers' and operational specifications  
| | • OHS policies, procedures and programs  
| | • environmental sustainability business practices and standards  
| | • quality and continuous improvement processes and standards  
| | • quality assurance and/or procedures manuals  
| | • reporting requirements  
| | • security and confidentiality requirements |

| Business equipment and technology may include: | • answering machine  
| | • binder  
| | • computer  
| | • fax machine  
| | • photocopier  
| | • printer  
| | • shredder |
### Appropriate interpersonal skills

- clarity of language
- consultation methods, techniques and protocols
- seeking feedback from group members to confirm understanding
- summarising and paraphrasing
- using appropriate body language

### Feedback sources may include:

- customer/client response data
- employee data
- equipment meter readings
- financial forecasts
- sales orders
- suppliers’ invoices

### Records may include:

- computerised or manual
- financial statements
- invoices
- maintenance schedules
- order forms
- petty cash forms
- purchase orders
- stock list and inventory control

### Unit Sector(s)

Administration - General Administration
BSBCMM301B Process customer complaints

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 1 | This version first released with BSB07 Business Training Package version 6.0.  
Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures.  
Replaces BSBCMM301A Process customer complaints |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers. Operators may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

Application of the Unit

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various customer service contexts.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
</table>
| 1. Respond to complaints | 1.1 Process *customer complaints* using *effective communication* according to organisational procedures established under organisational policies, legislation or codes of practice  
1.2 Obtain, *document and review reports relating to customer complaints*  
1.3 Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes  
1.4 Negotiate resolution of the complaint and obtain agreement where possible  
1.5 Maintain a register of complaints/disputes  
1.6 Inform customer of the outcome of the investigation |
| 2. Refer complaints | 2.1 Identify complaints that require referral to other personnel or external bodies  
2.2 Make *referrals* to appropriate personnel for follow-up in accordance with individual level of responsibility  
2.3 Forward all documents and investigation reports  
2.4 Follow-up appropriate personnel to gain prompt decisions |
| 3. Exercise judgement to resolve customer service issues | 3.1 Identify implications of issues for customer and organisation  
3.2 Analyse, explain and negotiate appropriate options for resolution with customer  
3.3 Propose viable options in accordance with appropriate legislative requirements and enterprise policies  
3.4 Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to identify trends and positions of products and services
- communication skills to:
  - interpret customer complaints
  - monitor and advise on customer service strategies and resolutions
- communication skills to:
  - people with diverse abilities
  - relate to people from culturally diverse backgrounds
- literacy skills to:
  - edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
  - prepare general information and papers according to target audience
  - read and understand a variety of texts
- problem-solving skills to:
  - apply organisational procedures to a range of situations
  - deal with customer enquiries or complaints
  - exercise judgement in this application
- self-management skills to:
  - comply with policies and procedures
  - consistently evaluate and monitor own performance
  - seek learning opportunities.

Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
- importance of good communication skills and the individual’s role in processing customer complaints
- organisational procedures and standards for processing complaints and recommending appropriate action.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
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<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>• applying judgement in the application of industry and/or organisational procedures</td>
</tr>
<tr>
<td></td>
<td>• working with customer complaints</td>
</tr>
<tr>
<td></td>
<td>• knowledge of organisational procedures and standards for processing complaints.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
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<tr>
<td></td>
<td>• access to office equipment and resources</td>
</tr>
<tr>
<td></td>
<td>• examples of customer complaints</td>
</tr>
<tr>
<td></td>
<td>• examples of documents relating to customer complaints policies and procedures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
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<td>• demonstration of techniques</td>
</tr>
<tr>
<td></td>
<td>• observation of presentations</td>
</tr>
<tr>
<td></td>
<td>• oral or written questioning to assess knowledge of individual’s role in processing customer complaints</td>
</tr>
<tr>
<td></td>
<td>• review of documentation outlining necessary reports relating to customer complaints</td>
</tr>
<tr>
<td></td>
<td>• review of complaints/disputes register.</td>
</tr>
</tbody>
</table>

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

Range Statement
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Customers may include: | • customers with routine or specific requests  
• internal or external customers  
• people from a range of social, cultural or ethnic backgrounds  
• people who may be unwell, drug affected or emotionally distressed  
• people with varying physical and mental abilities  
• regular and new customers. |
| Complaints may include: | • different types of severity, formality and sources  
• scenarios where external bodies such as police are required  
• straightforward customer dissatisfaction  
• level of documentation required. |
| Effective communication may include: | • giving customers full attention  
• maintaining eye contact (for face-to-face interactions), except where eye contact may be culturally inappropriate  
• speaking clearly and concisely  
• using appropriate language and tone of voice  
• using clear written information/communication  
• using appropriate non-verbal communication (body language) personal presentation (for face-to-face interactions). |
| Document and review reports relating to customer complaints may include: | • completing forms and written reports  
• using audio-visual tapes  
• using computer-based systems. |
| Referrals may include: | • external bodies:  
• Ombudsman  
• Independent Commission Against Corruption (ICAC)  
• police  
• relevant superiors in the organisational hierarchy. |
Unit Sector(s)
Communication – Interpersonal Communication

Custom Content Section
Not applicable.
BSBADM502B Manage meetings

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td>Prerequisite units</td>
</tr>
<tr>
<td>--------------------</td>
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</tbody>
</table>

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**Employability Skills Information**

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

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**Elements and Performance Criteria Pre-Content**

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</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Prepare for meetings</td>
<td>1.1. Develop <em>agenda</em> in line with stated <em>meeting purpose</em></td>
</tr>
<tr>
<td></td>
<td>1.2. Ensure style and structure of meeting are appropriate to its purpose</td>
</tr>
<tr>
<td></td>
<td>1.3. Identify meeting participants and notify them in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>1.4. Confirm <em>meeting arrangements</em> in accordance with requirements of meeting</td>
</tr>
<tr>
<td></td>
<td>1.5. Despatch <em>meeting papers</em> to participants within designated time lines</td>
</tr>
<tr>
<td>2. Conduct meetings</td>
<td>2.1. Chair meetings in accordance with organisational requirements, agreed <em>conventions</em> for type of meeting and <em>legal and ethical requirements</em></td>
</tr>
<tr>
<td></td>
<td>2.2. Conduct meetings to ensure they are focused, time efficient and achieve outcomes</td>
</tr>
<tr>
<td></td>
<td>2.3. Ensure meeting facilitation enables participation, discussion, problem-solving and <em>resolution</em> of issues</td>
</tr>
<tr>
<td></td>
<td>2.4. Brief minute taker on method for recording meeting notes in accordance with organisational requirements and conventions for type of meeting</td>
</tr>
<tr>
<td>3. Follow up meetings</td>
<td>3.1. Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting, and are formatted in accordance with organisational procedures and meeting conventions</td>
</tr>
<tr>
<td></td>
<td>3.2. Distribute and <em>store minutes</em> and other follow-up documentation within designated time lines, and according to organisational requirements</td>
</tr>
<tr>
<td></td>
<td>3.3. Report outcomes of meetings as required, within designated time lines</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- **communication skills to:**
  - participate in sustained complex interpersonal exchanges and to interact with others
  - listen to, incorporate and encourage feedback
  - conduct oral presentations to a group, to consult participants and to answer questions
  - manage and work with a group to construct an action plan
  - chair meetings

- **literacy skills to:**
  - categorise and organise information
  - assess information for relevance and accuracy
  - identify and elaborate on key agenda items and source additional information

- **numeracy and time management skills to allow for sufficient meeting preparation**

- **problem-solving skills to choose appropriate solutions from available options.**

### Required knowledge

- **culturally appropriate techniques to communicate with people from diverse backgrounds and people with diverse abilities**

- **key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:**
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - copyright
  - occupational health and safety

- **formats for minutes and agendas**

- **group dynamics**

- **meeting terminology, structures, arrangements and responsibilities of chairperson**

- **organisational procedures and policies regarding meetings, chairing and minutes.**
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:
- applying conventions and procedures for formal and informal meetings
- chairing meetings in relation to agreed agendas.

#### Context of and specific resources for assessment

Assessment must ensure:
- access to reference material in regard to meeting venues, catering, transport suppliers
- access to names and contacts for meeting participants
- access to office supplies and equipment
- access to computers and relevant software.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- analysis of responses to case studies and scenarios
- demonstration of techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of minutes, agendas and other communication
- review of testimony from team members, colleagues, supervisors or managers.

### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
- other general administration units.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Agendas may include:** | • correspondence  
| | • date, time and location of meeting  
| | • date of next meeting  
| | • general business  
| | • major agenda items  
| | • matters or business arising from the minutes  
| | • minutes of the previous meeting  
| | • reports  
| | • statement of the meeting’s purpose  
| | • welcome |

| **Meeting purpose may include:** | • discussion forum for internal or external clients  
| | • planning and development of a project  
| | • progress of a project  
| | • range of business items  
| | • setting of enterprise or team goals |

| **Meeting arrangements may include:** | • booking an appropriate venue  
| | • deciding on process for recording of meeting  
| | • establishing costs and operating within a budget  
| | • identifying any specific needs of participants  
| | • organising accommodation and transport  
| | • organising appropriate communication technology  
| | • organising catering  
| | • organising a minute taker  
| | • preparing relevant documentation for participants  
| | • scheduling date and time for the meeting |

| **Meeting papers may include:** | • agenda  
| | • chairperson’s report  
| | • correspondence  
| | • draft documentation |
### RANGE STATEMENT

<table>
<thead>
<tr>
<th><strong>Designated time lines</strong> may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• contractual obligations</td>
</tr>
<tr>
<td>• formal timeframe set by the organisation</td>
</tr>
<tr>
<td>• informal timeframe set by the administrative organiser</td>
</tr>
<tr>
<td>• project time lines</td>
</tr>
<tr>
<td>• statutory requirements (e.g. for annual general meetings)</td>
</tr>
<tr>
<td>• timeframe decided by participants</td>
</tr>
<tr>
<td><strong>Conventions</strong> may include:</td>
</tr>
<tr>
<td>• casting vote for chairperson</td>
</tr>
<tr>
<td>• conflict of interest provisions</td>
</tr>
<tr>
<td>• consensus required</td>
</tr>
<tr>
<td>• informal discussion</td>
</tr>
<tr>
<td>• majority of members to agree</td>
</tr>
<tr>
<td>• moving and seconding formal motions</td>
</tr>
<tr>
<td>• quorum requirements</td>
</tr>
<tr>
<td>• restricting discussion to agenda items</td>
</tr>
<tr>
<td>• speaking through the chairperson</td>
</tr>
<tr>
<td>• time limit on speakers</td>
</tr>
<tr>
<td>• waiting to be recognised by the chairperson</td>
</tr>
<tr>
<td>• voting procedures</td>
</tr>
<tr>
<td><strong>Legal and ethical requirements</strong> may include:</td>
</tr>
<tr>
<td>• codes of practice</td>
</tr>
<tr>
<td>• legislation relating to companies and associations</td>
</tr>
<tr>
<td>• requirements for public meetings</td>
</tr>
<tr>
<td><strong>Resolution</strong> may include:</td>
</tr>
<tr>
<td>• agreeing on a course of action</td>
</tr>
<tr>
<td>• deferring decisions to another meeting</td>
</tr>
<tr>
<td><strong>Storage</strong> of minutes and other documentation may include:</td>
</tr>
<tr>
<td>• authorised access</td>
</tr>
<tr>
<td>• electronic storage in folders, sub-folders, disk drives, CD-ROM, USBs, tape or server back-up</td>
</tr>
<tr>
<td>• file names according to organisational procedure</td>
</tr>
<tr>
<td>• file names which are easily identifiable in relation to the content</td>
</tr>
<tr>
<td>• file and folder names which identify the</td>
</tr>
</tbody>
</table>
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>Operator, author, section, date</th>
<th>filing locations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>organisational policy for backing up files</td>
</tr>
<tr>
<td></td>
<td>organisational policy for filing hard copies of documents</td>
</tr>
<tr>
<td></td>
<td>security</td>
</tr>
</tbody>
</table>

**Minutes** may include:

- meeting details (e.g. title, date, time, location)
- action items
- agenda items
- apologies and attendees
- approval of the record of previous minutes
- correspondence
- date of the next meeting
- formatting from previous minutes
- lists rather than complete sentences
- matters arising from the previous meetings
- names of absent and attending participants
- organisation templates
- other business
- reports
- welcome

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

### Competency field

| Competency field | Administration - General Administration |
## Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>
BSBCMM401A Make a presentation

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training, promotions, etc. They contribute well developed communication skills in presenting a range of concepts and ideas. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>
### Employability Skills Information

| Employability skills | This unit contains employability skills. |

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare a presentation | 1.1. Plan and document presentation approach and intended outcomes  
1.2. Choose *presentation strategies, format and delivery methods* that match the *characteristics* of the target audience, location, resources and personnel needed  
1.3. Select *presentation aids, materials* and *techniques* that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas  
1.4. Brief others involved in the presentation on their roles/responsibilities within the presentation  
1.5. Select *techniques to evaluate presentation effectiveness* |
| 2. Deliver a presentation | 2.1. Explain and discuss desired outcomes of the presentation with the target audience  
2.2. Use presentation aids, materials and examples to support target audience understanding of key concepts and central ideas  
2.3. Monitor non-verbal and verbal communication of participants to promote attainment of presentation outcomes  
2.4. Use persuasive communication techniques to secure audience interest  
2.5. Provide opportunities for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences  
2.6. Summarise key concepts and ideas at strategic points to facilitate participant understanding |
| 3. Review the presentation | 3.1. Implement *techniques to review the effectiveness* of the presentation  
3.2. Seek and discuss reactions to the presentation from participants or from key personnel involved in the presentation  
3.3. Utilise feedback from the audience or from key personnel involved in the presentation to make changes to central ideas presented |
### Required Skills and Knowledge

#### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

**Required skills**

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- facilitation and presentation skills to communicate central ideas of a message in an informative and engaging manner, and to utilise verbal and non-verbal techniques to sustain participant engagement
- literacy skills to prepare presentation information and to write in a range of styles for different target audiences.

**Required knowledge**

- data collection methods that will support review of presentations
- industry, product/service
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - occupational health and safety
  - principles of effective communication
  - range of presentation aids and materials available to support presentations.
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td></td>
<td>• preparation, delivery and evaluation of the effectiveness of at least two presentations related to the candidate's occupation or area of interest</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the principles of effective communication.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• access to an actual workplace or simulated environment</td>
</tr>
<tr>
<td></td>
<td>• access to office equipment, documentation and resources.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>Guidance information for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</td>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td>• demonstration of preparation, delivery and evaluation of a presentation</td>
<td>• other general administration units.</td>
</tr>
<tr>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
<td></td>
</tr>
<tr>
<td>• observation of presentations</td>
<td></td>
</tr>
<tr>
<td>• review of selected presentation aids, materials and techniques</td>
<td></td>
</tr>
<tr>
<td>• review of briefing provided for others involved in the presentation</td>
<td></td>
</tr>
<tr>
<td>• evaluation of techniques implemented to review the effectiveness of the presentation.</td>
<td></td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Presentation strategies may involve: | • case studies  
• demonstration  
• discussion  
• group and/or pair work  
• oral presentations  
• questioning  
• simulations and role-play |
|-------------------------------------|--------------------------------------------------|
| Presentation format and delivery methods may include: | • advertising copy  
• audio  
• direct marketing copy  
• individual presentation  
• public relations copy  
• scripts  
• storyboards  
• team presentation  
• verbal presentation  
• video  
• visuals |
| Characteristics may include: | • age  
• cultural and language background  
• educational background or general knowledge  
• gender  
• language, literacy and numeracy needs  
• physical ability  
• previous experience with the topic |
| Presentation aids and materials may include: | • computer simulations and presentations  
• diagrams, charts and posters  
• models  
• overhead projector  
• paper-based materials  
• video and audio recordings  
• whiteboard |
### RANGE STATEMENT

**Presentation techniques** may include:
- animation
- comparative advertising
- live action
- music
- signature elements such as:
  - slogans
  - logotypes
  - packaging
  - sound effects
  - use of a guest speaker
  - use of black and white
  - use of colour
  - use of humour

**Techniques to evaluate presentation effectiveness** may include:
- action research
- critical friends
- focus group interviews
- one-on-one interviews with participants and other personnel involved in the presentation
- written feedback provided by participants

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Communication - Interpersonal Communication</th>
</tr>
</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Co-requisite units</td>
</tr>
<tr>
<td>--------------------</td>
</tr>
</tbody>
</table>
BSBCOM501B Identify and interpret compliance requirements

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to identify and interpret the range of internal and external compliance requirements and obligations that must be fulfilled by an organisation. A range of legislation, rules, regulations and codes of practice may apply to this unit at the time of endorsement, depending on job roles and jurisdictions. |

© Commonwealth of Australia, 2014
### Application of the Unit

| Application of the unit | This unit applies to individuals working as a chief executive or manager in a small organisation (where it would be part of their broad role) or as a member of a compliance management team within a larger organisation. These individuals require a sound theoretical knowledge of compliance and well established skills in identifying and interpreting compliance requirements relevant to the operations and sphere of business of the organisation and/or industry sector concerned. The unit also applies to internal or external consultants as part of a broader advisory role to the chief executive or management team of a large or small organisation on compliance management policies and systems. As the activities are focused primarily on identifying and interpreting specific legislative requirements, codes of practice, and internal standards and procedures as they relate to a particular organisation, this unit differs from BSBCOM601B Research compliance requirements and issues. Researching compliance issues is a higher order competence aimed at carrying out research into a wider range of compliance-related issues, such as the costs of compliance, the potential impact of compliance on an organisation or industry, and the risks and consequences of non-compliance. |

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
</table>
### Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Clarify the scope of operations | 1.1. Identify and review the relevant range of operations and the sphere of business arrangements of the organisation  
1.2. Conduct an analysis of the operations and business arrangements of the organisation and identify the functions, products and services that may be subject to compliance requirements  
1.3. Develop and document work activity plans for determining relevant compliance requirements  
1.4. Obtain approval of plans from relevant organisational personnel |
| 2. Identify compliance requirements | 2.1. Conduct a search of information on internal and external compliance requirements using appropriate search resources, including relevant Australian and international standards  
2.2. Ensure the search of compliance requirements scans across all relevant jurisdictions of laws, regulations, and industry and organisational codes and standards and identify pertinent compliance requirements  
2.3. Progressively review information collected in terms of its relevance to the organisation's operations, services and products  
2.4. Organise and store gathered information on relevant compliance requirements in an appropriate format for further analysis |
| 3. Interpret, analyse and prioritise identified compliance requirements | 3.1. Review and interpret collected information in terms of its relevance to the organisation's functions, services and products  
3.2. Discuss and clarify with relevant internal or external personnel ambiguities, uncertainties and problems experienced in interpreting identified compliance information  
3.3. Identify, analyse and prioritise relevant compliance requirements in terms of critical implications for the organisation and risks and consequence of possible breaches  
3.4. Group pertinent compliance requirements into those that are critical and central to the organisation's operations, those that are important in some circumstances but are not central to the |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| organisation's operations, and those that are pertinent but are incidental to the organisation's operations | 4. Document compliance requirements  
  4.1. Organise and document outcomes of the identification and interpretation activities  
  4.2. Prepare and communicate reports of relevant compliance requirements and assessment of implications to relevant personnel performing specific compliance management functions |
### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

#### Required skills

- **interpersonal skills to:**
  - contribute to the development of a positive culture of compliance within an organisation
  - work with internal and external personnel with an interest in an organisation's compliance program and management system

- interpersonal and communication skills to relate to internal and external personnel, including those representing relevant regulatory authorities, professional institutes and organisations, including standards' organisations

- literacy skills to read and interpret various types of documents and to write reports containing complex concepts

- organisational and time-management skills to conduct compliance management activities

- project management skills to:
  - scope and plan the conduct of compliance requirement identification activities
  - manage other personnel involved in the identification and interpretation of compliance management activities

- research and analytical skills to identify and interpret compliance requirements

- technical skills to use communications technology effectively

#### Required knowledge

- elements of compliance programs and related management systems, including:
  - documentation of compliance requirements relevant to the organisation
  - specification of compliance management functions, accountabilities and responsibilities within the organisation
  - compliance-related management information systems
  - record-keeping systems required for compliance management
  - liaison procedures with relevant internal and external personnel on compliance-related matters
  - breach management policies and processes, including the identification, classification, investigation, rectification and reporting of breaches in compliance requirements
  - compliance reporting procedures
  - corporate induction and training processes related to compliance management
  - processes for the internal and external distribution and promotion of information on compliance requirements, and compliance programs and management systems
<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• complaints handling systems</td>
</tr>
<tr>
<td>• continuous improvement processes for compliance, including monitoring, evaluation and review</td>
</tr>
<tr>
<td>• strategies for developing a positive compliance culture within the organisation</td>
</tr>
<tr>
<td>• techniques and performance indicators for monitoring the operation of a compliance program or management system</td>
</tr>
<tr>
<td>• reporting processes on compliance management, including reports on breaches and rectification action</td>
</tr>
<tr>
<td>• relevant organisational policies and procedures, including:</td>
</tr>
<tr>
<td>• compliance plans and policies in various compliance areas</td>
</tr>
<tr>
<td>• organisational standards for operations and ethics</td>
</tr>
<tr>
<td>• relevant Australian and international standards, including:</td>
</tr>
<tr>
<td>• AS 3806:2006 Compliance programs</td>
</tr>
<tr>
<td>• AS ISO 10002:2006 Customer satisfaction - Guidelines for complaints handling in organizations</td>
</tr>
<tr>
<td>• AS ISO 15489:2004 Records management</td>
</tr>
<tr>
<td>• AS/NZS 4360:2004 Risk management</td>
</tr>
<tr>
<td>• relevant organisational policies and procedures, including:</td>
</tr>
<tr>
<td>• plans and policies in various compliance areas</td>
</tr>
<tr>
<td>• organisational standards for operations and ethics</td>
</tr>
</tbody>
</table>
 Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
</tr>
<tr>
<td>Evidence of the ability to:</td>
</tr>
<tr>
<td>• document processes used to identify, analyse and interpret organisational compliance requirements</td>
</tr>
<tr>
<td>• apply knowledge of elements of compliance programs and related management systems.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure access to:</td>
</tr>
<tr>
<td>• organisational policies and procedures, standard operating procedures, and plans</td>
</tr>
<tr>
<td>• relevant published material on legislation, regulations, licensing requirements, codes of practice, standards, etc.</td>
</tr>
<tr>
<td>• appropriate computer resources for online searching and review of relevant compliance requirements.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</td>
</tr>
<tr>
<td>• observation of activities undertaken to identify compliance requirements</td>
</tr>
<tr>
<td>• assessment of reports identifying compliance requirements and containing analysis of the implications of those requirements on organisational objectives, processes and systems</td>
</tr>
<tr>
<td>• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>• observation of interactions with internal and external stakeholders while identifying compliance requirements</td>
</tr>
<tr>
<td>• oral or written questioning to assess knowledge of compliance requirements and their impact on organisational objectives, processes and systems</td>
</tr>
<tr>
<td>• review of authenticated compliance promotional documents or computer files from the workplace or training environment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</td>
</tr>
</tbody>
</table>
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Range of operations may include: | • full range of operations of an organisation at a particular site  
|                                | • full range of operations of an organisation distributed across multiple sites  
|                                | • full range of operations of an organisation, including mobile units such as vehicles, railway trains, maritime vessels and aircraft  
|                                | • operations of a particular section or organisational unit. |

| Compliance requirements may include: | • cross-industry, industry-specific and internal organisational compliance requirements in such areas as (examples in alphabetical groupings):  
|                                    | • anti-discrimination, including discrimination by race, sex, disability, religion, etc.; alcohol licensing, including licensing regulations covering clubs, pubs, licensed premises, etc.; aviation  
|                                    | • bankruptcy  
|                                    | • chemical use, child protection, construction, conveyancing/real estate, copyright, corporate governance, customs, credit  
|                                    | • education, electricity, environmental protection, equal opportunity  
|                                    | • financial services, including banking; fire; food hygiene; freedom of information; freight forwarding  
|                                    | • gambling, gene technology  
|                                    | • health, human rights  
|                                    | • insurance, immigration, intellectual property  
|                                    | • land management  
|                                    | • maritime, mining  
|                                    | • pharmaceuticals, patents, privacy  
|                                    | • quarantine  
|                                    | • racing, rail transport, road transport  
|                                    | • safety, including cross-industry generic regulations as well as industry, equipment or product-specific subcategories, e.g. marine safety, rail safety, food |
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Safety, aviation safety, road safety, dangerous goods, construction safety, mine safety, etc.; security; sewage; superannuation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- taxation, telecommunications, tobacco, trade practices and consumer protection.</td>
</tr>
<tr>
<td>- water supply, workers compensation, workers rehabilitation.</td>
</tr>
<tr>
<td>- different types of internal and external compliance requirements, including:</td>
</tr>
<tr>
<td>- accreditation requirements of an institute, professional organisation or registration body.</td>
</tr>
<tr>
<td>- internal policies, procedures, standards or codes of practice of an organisation.</td>
</tr>
<tr>
<td>- regulations of a state or territory, national or international regulatory authority.</td>
</tr>
<tr>
<td>- requirements for certification under statutory licensing systems.</td>
</tr>
<tr>
<td>- statutory standards or codes of practice.</td>
</tr>
</tbody>
</table>

**Information on internal and external compliance requirements** may include:

- internal policies, standard operating procedures, standards, and codes of practice.
- published material relevant to compliance held in either internal or external libraries.
- relevant legislation, regulations and licensing requirements pertinent to the organisation's operations and sphere of business.

**Search resources** may include:

- computer terminals linked to data sources either via the internet, internal networks, or CDs.
- library resources and materials, including compliance-related books, journals, manuals, standards, CDs and other multimedia resources.
- published information on such things as relevant legislation, regulations, licensing requirements, codes of practice and Australian standards.

**Relevant Australian and international standards** may include:

- AS 3806:2006 Compliance programs
- AS ISO 10002:2006 Customer satisfaction - Guidelines for complaints handling in organizations
- AS ISO 15489:2004 Records management

**Jurisdictions of laws, regulations, industry and organisational codes and standards**

- global
- industry
- local
## RANGE STATEMENT

**may include:**
- national
- organisational
- state or territory.

**Information on relevant compliance requirements may include:**
- correspondence, emails and other written information provided by internal and external personnel contacted during search activities
- information downloadable from relevant websites
- newsletters, bulletins and information sheets and other similar periodic documentation distributed by relevant regulatory authorities and standards bodies
- published information on legislation, regulations, codes of practice, standards, licensing requirements, standard operating procedures, etc.
- records of conversations and meetings with relevant internal and external personnel.

**Relevant internal personnel may include:**
- board of directors
- chief executive officer
- compliance management team
- compliance specialists at the operational level
- frontline managers
- senior management team.

**Relevant external personnel may include:**
- legal and business advisors and consultants with expertise in compliance management
- representatives of professional associations and institutes relevant to the organisation's operations and sphere of business
- representatives of relevant authorities in pertinent compliance areas.

**Relevant personnel performing specific compliance management functions may include:**
- compliance management consultants
- compliance management officers
- compliance managers
- legal personnel specialising in compliance management
- line managers with specific compliance functions.

## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>
### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Regulation, licensing and risk - compliance</th>
</tr>
</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
</table>
BSBCOM601B Research compliance requirements and issues

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to explore and investigate various aspects and issues associated with compliance requirements and a related compliance program/management system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to the higher level research activities needed to identify and investigate critical aspects of compliance requirements and related systems. It may be focused on researching aspects and issues to do with compliance requirements and systems for a specific organisation, or aspects and issues of compliance more generally, such as across a particular industry or the national economy. The unit applies to officers in regulatory authorities or large organisations with roles and responsibilities related to identifying and investigating impacts, issues and policy implications of various aspects of compliance. It also applies to internal or external consultants who carry out research activities for clients on various aspects of compliance as a compliance researcher or member of a compliance management team (usually within a larger organisation). |
Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

<p>| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |</p>
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Clarify the purpose and scope of the research | 1.1. Confirm and clarify the purpose and scope of the research in collaboration with the client/s and relevant internal and/or external personnel.  
1.2. Document the purpose and scope of the required research in accordance with organisational and/or client requirements. |
| 2. Develop the research plan | 2.1. Develop a suitable research methodology to enable sufficiently valid and reliable outcomes for the required research.  
2.2. Prepare the research plan for the proposed project.  
2.3. Obtain approval of plan from relevant internal and/or external personnel. |
| 3. Gather required research data | 3.1. Collect relevant research data using appropriate research techniques and sources in accordance with the agreed research plan.  
3.2. Gather and interpret from appropriate sources, information on relevant Australian and international standards pertaining to compliance requirements and related systems.  
3.3. Organise, interpret and review collected data in terms of its relevance to the project's purpose and objectives.  
3.4. Discuss ambiguities, uncertainties and problems experienced while interpreting collected data and address appropriately in conjunction with relevant internal or external personnel.  
3.5. Organise interpreted research data for later analysis. |
| 4. Analyse collected data | 4.1. Analyse data in accordance with planned methodology.  
4.2. Review and discuss outcomes of the analysis with relevant internal or external personnel. |
| 5. Determine research findings and outcomes | 5.1. Interpret the outcomes of the data analysis in accordance with the project objectives.  
5.2. Develop and discuss preliminary findings, identified issues and related recommendations with relevant internal and/or external personnel.  
5.3. Undertake any additional data collection and analysis required to clarify aspects of findings, issues and related action options. |
## ELEMENT
### PERFORMANCE CRITERIA

| 6. Document and disseminate research outcomes | 6.1. Prepare a draft report of the research outcomes, findings and recommendations in accordance with the agreed structure and format, and distribute to relevant internal and/or external personnel for comment and feedback
|  | 6.2. Edit the report based on the feedback obtained
|  | 6.3. Proofread the report prior to publication
|  | 6.4. Ensure the outcomes, findings and recommendations in the report are signed off by *authorised personnel*
|  | 6.5. Produce and disseminate the report to nominated internal and/or external personnel in accordance with agreed arrangements |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- Interpersonal skills to contribute to a positive culture of compliance within an organisation
- Interpersonal skills to relate to internal and external personnel and in particular those representing relevant regulatory authorities, professional institutes and organisations, standards organisations
- Project management skills to:
  - Manage other personnel involved in the research activity
  - Manage time
  - Manage finances
- Research skills to:
  - Conduct literature and internet searches
  - Assist with various types of research surveys
  - Assist with the analysis and organisation of research data, including qualitative and quantitative data, using appropriate techniques
  - Develop research plans.

### Required knowledge

- Compliance requirements relevant to the organisation research methods and techniques suitable for compliance related research projects
- Elements of compliance program/management systems including:
  - Specification of compliance management functions, accountabilities and responsibilities within the organisation
  - Compliance related management information systems
  - Record keeping systems required for compliance management
  - Liaison procedures with relevant internal and external personnel on compliance related matters
  - Breach management policies and processes including the identification, classification, investigation, rectification and reporting of breaches in compliance requirements
  - Compliance reporting procedures
  - Corporate induction and training processes related to compliance management
  - Processes for the internal and external promulgation and promotion of information on compliance requirements and compliance program/management system
  - Compliance complaints handling systems
  - Continuous improvement processes for compliance including monitoring.
### REQUIRED SKILLS AND KNOWLEDGE

<table>
<thead>
<tr>
<th>Evaluation and review</th>
</tr>
</thead>
<tbody>
<tr>
<td>- strategies for developing a positive compliance culture within the organisation</td>
</tr>
<tr>
<td>- techniques and performance indicators for monitoring the operation of a compliance program/management system</td>
</tr>
<tr>
<td>- reporting processes on compliance management including reports on breaches and rectification action</td>
</tr>
<tr>
<td>- quantitative and qualitative data analysis techniques relevant to compliance related research</td>
</tr>
<tr>
<td>- relevant Australian and international standards including but not limited to:</td>
</tr>
<tr>
<td>- AS 3806:2006 Compliance programs</td>
</tr>
<tr>
<td>- AS ISO 10002:2006 Customer satisfaction - Guidelines for complaints handling in organizations</td>
</tr>
<tr>
<td>- AS ISO 15489:2004 Records management</td>
</tr>
<tr>
<td>- AS/NZS 4360:2004 Risk management quantitative and qualitative data analysis techniques relevant to compliance related evaluation</td>
</tr>
<tr>
<td>- relevant organisational policies and procedures including:</td>
</tr>
<tr>
<td>- compliance plans and policies in various compliance areas</td>
</tr>
<tr>
<td>- organisational standards for operations and ethics</td>
</tr>
<tr>
<td>- sources of data relevant to compliance related research.</td>
</tr>
</tbody>
</table>
### Evidence Guide

#### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• completion of projects in which key aspects or issues associated with compliance requirements or a compliance program/management system have been researched</td>
</tr>
<tr>
<td></td>
<td>• knowledge of compliance requirements relevant to the organisation research methods and techniques suitable for compliance related research projects.</td>
</tr>
</tbody>
</table>

#### Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• access to relevant published material such as:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

#### Method of assessment

<table>
<thead>
<tr>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• analysis of techniques and data collected to identify compliance requirements</td>
</tr>
<tr>
<td>• assessment of reports documenting compliance research and issue findings</td>
</tr>
<tr>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>• observations of activities undertaken to research compliance requirements and issues</td>
</tr>
<tr>
<td>• observations of interactions with internal and external stakeholders while researching compliance requirements</td>
</tr>
<tr>
<td>• oral or written questioning to assess knowledge of</td>
</tr>
</tbody>
</table>
| EVIDENCE GUIDE | compliance processes used to identify compliance requirements and issues  
| | • review research plan  
| | • evaluation of process used to distribute draft report of the research outcomes, findings and recommendations for comment and feedback, and outcomes of this process.  
| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:  
| | • other compliance units. |
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Purpose and scope of the required compliance related research may include: | costs of compliance at the organisation or wider levels |
| | investigation of relevant jurisdictional aspects of compliance covering: |
| | organisational issues |
| | industry issues |
| | local issues |
| | state/territory issues |
| | national issues |
| | global issues |
| | potential consequences of non-compliance at the organisation or wider levels |
| | potential impacts of compliance requirements upon an organisation, an industry or an economy |
| | program and system requirements for effective compliance management |
| | skill requirements and organisational structures for effective compliance management |

| Client/s may include: | educational institutions and organisations |
| | enterprises |
| | government departments |
| | professional associations and institutes |
| | regulatory authorities |

| Relevant internal and/or external personnel may include: | board of directors |
| | chief executive officer |
| | chief executives and managers in organisations with an interest in the compliance issues being researched |
| | compliance management team (where relevant) |
| | compliance specialists at the operational level |
| | frontline managers |
| | legal and business advisors and consultants |
**RANGE STATEMENT**

with expertise and interest in compliance requirements and related management systems
- representatives of professional associations and institutes relevant to the organisation's operations and sphere of business
- representatives of relevant authorities in pertinent compliance areas
- senior management team

**Research methodology** may include:
- desk analysis
- environmental scans
- literature searches including internet searches
- qualitative data analysis
- quantitative data analysis using manual and computerised techniques
- surveys including interviews, focus groups, questionnaires

**Research plan** may include:
- costs
- details of the research objectives and deliverables
- methodology
- personnel required including project manager, researcher or research team and those who may be consulted during the course of the research activities
- time lines and milestones

**Research data** may include:
- completed survey questionnaires
- document files downloaded from internet websites
- published documents including papers, standards, regulations
- quantitative data collected from various sources, such as ABS data, data provided by regulatory authorities, demographic data
- records of interviews, meetings or focus group workshop outcomes
- records of telephone conversations
- written correspondence including letters, faxes, emails

**Relevant Australian and international standards** may include:
- AS 3806:2006 Compliance programs
- AS ISO 10002:2006 Customer satisfaction - Guidelines for complaints handling in organizations
## RANGE STATEMENT

- AS ISO 15489:2004 Records management
- AS/NZS 4360:2004 Risk management quantitative and qualitative data analysis techniques relevant to compliance related evaluation

**Authorised personnel** may include but are not limited to:

- chief executive officer or manager in an organisation
- nominated representative of educational institution/s or organisation/s
- nominated representative of professional association/s or institute/s
- nominated representative of a regulatory authority
- project manager
- project steering committee

## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

## Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Regulation, Licensing and Risk - Compliance</th>
</tr>
</thead>
</table>

## Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>
BSBCUS201B Deliver a service to customers

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 1 | This version first released with *BSB07 Business Training Package version 6.0*.  
Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures.  
Replaces BSBCUS201A Deliver a service to customers |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

Application of the Unit

This unit applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
### Elements and Performance Criteria

| 1. Establish contact with customers | 1.1 Acknowledge and greet **customer** in a professional, courteous and concise manner according to **organisational requirements**  
1.2 Maintain personal dress and presentation in line with organisational requirements  
1.3 Communicate using appropriate **interpersonal skills** to facilitate accurate and relevant exchange of information  
1.4 Maintain sensitivity to customer specific needs and any cultural, family and individual differences  
1.5 Establish rapport/relationship with customer and express a genuine interest in customer needs/requirements |
|-----------------------------------|----------------------------------------------------------------------------------|
| 2. Identify customer needs         | 2.1 Use appropriate questioning and active listening to determine customer needs  
2.2 Assess customer needs for urgency to identify priorities for service delivery  
2.3 Provide customer with information about available options for meeting customer needs and assist customer to identify preferred option/s  
2.4 Identify personal limitations in addressing customer needs and seek assistance from **designated persons** where required |
| 3. Deliver service to customers    | 3.1 Provide prompt customer service to meet identified needs according to organisational requirements  
3.2 Provide information regarding problems and delays, and follow-up within appropriate timeframes as necessary  
3.3 Communicate with customers in a clear, concise and courteous manner  
3.4 Identify **opportunities** to enhance the quality of service and products, and take action to improve the service whenever possible |
| 4. Process customer feedback       | 4.1 Promptly recognise **customer feedback** and handle sensitively according to organisational requirements  
4.2 Accurately record any feedback and communication between customers and the organisation according to organisational standards, policies and procedures  
4.3 Identify any unmet customer needs and discuss suitability of other products/services  
4.4 Support customers to make contact with other services according to organisational policies and procedures |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to convey meaning clearly, concisely and coherently
- literacy skills to communicate with customers and to develop required product knowledge
- numeracy skills to interpret customer requirements and to meet customer needs
- problem-solving skills to deal with customer enquiries or complaints
- self-management skills to:
  - comply with policies and procedures
  - seek learning and development opportunities.

Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
- organisational policies and procedures relating to customer service and the customer service process.
**Evidence Guide**

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | - demonstrating all stages of customer service interactions  
- responding to customer feedback  
- demonstrating a range of interpersonal skills  
- knowledge of relevant legislation. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
</table>
| - access to an actual workplace or simulated environment  
- access to office equipment and resources  
- examples of customer complaints and policies relating to customer service. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
| - direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
- analysis of responses to case studies and scenarios  
- demonstration of techniques  
- observation of presentations  
- oral or written questioning to assess knowledge of customer service and communication techniques  
- review of information provided to customers about problems and delays, and customer follow-up  
- review of documentation recording feedback and communication between customers and the organisation. |

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Customers may include: | • contacts from other organisations  
| | • external customers  
| | • internal customers  
| | • members of the public  
| | • patients  
| | • service users. |

| Organisational requirements may include: | • access and equity principles and practice  
| | • anti-discrimination and related policy  
| | • following OHS procedures for dealing with customers  
| | • legal and organisational policies, guidelines and requirements  
| | • quality and continuous improvement processes and standards  
| | • quality assurance and/or procedures manual. |

| Interpersonal skills may include: | • listening actively to what the customer is communicating  
| | • providing an opportunity for the customer to confirm their request  
| | • questioning to clarify and confirm customer needs  
| | • seeking feedback from the customer to confirm understanding of needs  
| | • summarising and paraphrasing to check understanding of customer’s message  
| | • using appropriate body language. |

| Designated persons may include: | • manager, supervisor or team leader  
| | • more experienced personnel with specific knowledge or information  
| | • staff from other work areas with particular product or service knowledge. |

| Opportunities may include: | • advice about warranties, guarantees or support services  
| | • packaging options  
| | • pricing options  
| | • procedures for delivery of goods or service  
| | • provision of product knowledge  
| | • systems for recording complaints. |
Customer feedback may be about:

- damaged goods or delivery problems
- delays
- invoicing errors
- quality of customer service
- quality of service provision.

Unit Sector(s)

Stakeholder Relations – Customer Service

Custom Content Section

Not applicable.
BSBCUS301B Deliver and monitor a service to customers

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 1 | This version first released with *BSB07 Business Training Package version 6.0*
| | Revised unit. Performance criteria amended so that the learner is not required to ‘incorporate evidence of customer satisfaction in decision to modify products or services’. Required skills updated to focus on learning and development practices and compliance with policy and procedures. |
| | Replaces BSBCUS301A Deliver and monitor a service to customers |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers. Operators may exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over either a short or long term interaction.

Application of the Unit

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.
**Employability Skills Information**

This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
## Elements and Performance Criteria

| 1. Identify customer needs | 1.1 Use *appropriate interpersonal skills* to accurately identify and clarify *customer needs and expectations*
| | 1.2 Assess customer needs for urgency to determine priorities for service delivery according to *organisational requirements*
| | 1.3 Use *effective communication* to inform customers about available choices for meeting their needs and assist in the selection of preferred options
| | 1.4 Identify limitations in addressing customer needs and seek appropriate assistance from *designated individuals*
| 2. Deliver a service to customers | 2.1 Provide prompt service to customers to meet identified needs in accordance with organisational requirements
| | 2.2 Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery
| | 2.3 Sensitively and courteously handle *customer complaints* in accordance with organisational requirements
| | 2.4 Provide assistance or respond to customers with *specific needs* according to organisational requirements
| | 2.5 Identify and use available *opportunities* to promote and enhance services and products to customers
| 3. Monitor and report on service delivery | 3.1 Regularly review customer satisfaction with service delivery using *verifiable evidence* according to organisational requirements
| | 3.2 Identify opportunities to enhance the quality of service and products, and pursue within organisational requirements
| | 3.3 Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements
| | 3.4 Regularly seek customer feedback and use to improve the provision of products and services
| | 3.5 Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery
**Required Skills and Knowledge**

*This section describes the skills and knowledge required for this unit.*

**Required skills**

- analytical skills to identify trends and positions of products and services
- communication skills to monitor and advise on customer service strategies
- literacy skills to:
  - edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
  - prepare general information and papers according to target audience
  - read and understand a variety of texts
- problem-solving skills to deal with customer enquiries or complaints
- technology skills to select and use technology appropriate to a task
- self-management skills to:
  - comply with policies and procedures
  - consistently evaluate and monitor own performance
  - seek learning opportunities.

**Required knowledge**

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - financial legislation
  - occupational health and safety (OHS)
- organisational policy and procedures for customer service including handling customer complaints
- service standards and best practice models
- public relations and product promotion
- techniques for dealing with customers, including customers with specific needs.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • identifying needs and priorities of customers  
• distinguishing between different levels of customer satisfaction  
• treating customers with courtesy and respect  
• responding to and reporting on, customer feedback  
• knowledge of organisational policy and procedures for customer service. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
</table>
| Assessment must ensure:                          | • access to an actual workplace or simulated environment  
• access to office equipment and resources  
• examples of customer complaints  
• examples of documents relating to customer service standards and policies. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
|                     | • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
• review of reports on customer service delivery  
• analysis of responses to case studies and scenarios  
• demonstration of techniques  
• oral or written questioning to assess knowledge of customer service strategies. |

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Appropriate interpersonal skills may include:          | • listening actively to what the customer is communicating  
|                                                      | • providing an opportunity for the customer to confirm their request  
|                                                      | • questioning to clarify and confirm customer needs  
|                                                      | • seeking feedback from the customer to confirm understanding of needs  
|                                                      | • summarising and paraphrasing to check understanding of customer message  
|                                                      | • using appropriate body language.  
| Customers may include:                                | • corporate customers  
|                                                      | • individual members of the organisation  
|                                                      | • individual members of the public  
|                                                      | • internal or external  
|                                                      | • other agencies.  
| Customer needs and expectations may include:          | • accuracy of information  
|                                                      | • advice or general information  
|                                                      | • complaints  
|                                                      | • fairness/politeness  
|                                                      | • further information  
|                                                      | • making an appointment  
|                                                      | • prices/value  
|                                                      | • purchasing organisation’s products and services  
|                                                      | • returning organisation’s products and services  
|                                                      | • specific information.  
| Organisational requirements may include:              | • access and equity principles and practice  
|                                                      | • anti-discrimination and related policy  
|                                                      | • defined resource parameters  
|                                                      | • goals, objectives, plans, systems and processes  
|                                                      | • legal and organisational policies, guidelines and requirements  
|                                                      | • OHS policies, procedures and programs  
|                                                      | • payment and delivery options  
|                                                      | • pricing and discount policies  
|                                                      | • quality and continuous improvement processes and
<table>
<thead>
<tr>
<th><strong>Standards</strong></th>
<th><strong>Effective communication may include:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• quality assurance and/or procedures manuals</td>
<td>• giving customers full attention</td>
</tr>
<tr>
<td>• replacement and refund policy and procedures</td>
<td>• maintaining eye contact, except where eye contact may be culturally inappropriate</td>
</tr>
<tr>
<td>• who is responsible for products or services.</td>
<td>• speaking clearly and concisely</td>
</tr>
<tr>
<td></td>
<td>• using active listening techniques</td>
</tr>
<tr>
<td></td>
<td>• using appropriate language and tone of voice</td>
</tr>
<tr>
<td></td>
<td>• using clear written information/communication</td>
</tr>
<tr>
<td></td>
<td>• using non-verbal communication e.g. body language, personal presentation (for face-to-face interactions)</td>
</tr>
<tr>
<td></td>
<td>• using open and/or closed questions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Designated individuals may include:</strong></th>
<th><strong>Customer complaints may include:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• colleagues</td>
<td>• administrative errors such as incorrect invoices or prices</td>
</tr>
<tr>
<td>• customers</td>
<td>• customer satisfaction with service quality</td>
</tr>
<tr>
<td>• line management</td>
<td>• damaged goods or goods not delivered</td>
</tr>
<tr>
<td>• supervisor</td>
<td>• delivery errors</td>
</tr>
<tr>
<td></td>
<td>• product not delivered on time</td>
</tr>
<tr>
<td></td>
<td>• service errors</td>
</tr>
<tr>
<td></td>
<td>• warehouse or store room errors such as incorrect product delivered.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Specific needs of customers may relate to:</strong></th>
<th><strong>Opportunities to promote and enhance services and products may include:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• age</td>
<td>• extending time lines</td>
</tr>
<tr>
<td>• beliefs/values</td>
<td>• packaging procedures</td>
</tr>
<tr>
<td>• culture</td>
<td>• procedures for delivery of goods</td>
</tr>
<tr>
<td>• disability</td>
<td>• returns policy</td>
</tr>
<tr>
<td>• gender</td>
<td>• system for recording complaints</td>
</tr>
<tr>
<td>• language</td>
<td>• updating customer service charter.</td>
</tr>
<tr>
<td>• religious/spiritual observances.</td>
<td><strong>Verifiable evidence may include:</strong></td>
</tr>
<tr>
<td></td>
<td>• customer satisfaction questionnaires</td>
</tr>
<tr>
<td></td>
<td>• audit documentation and reports</td>
</tr>
</tbody>
</table>
Unit Sector(s)
Stakeholder Relations – Customer Service

Custom Content Section
Not applicable.
BSBCUS401B Coordinate implementation of customer service strategies

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 1 | This version first released with *BSB07 Business Training Package version 6.0.*  
Revised unit. Performance criteria amended so that the learner is not required to ‘incorporate evidence of customer satisfaction in decision to modify products or services’. Required skills updated to focus on learning and development practices and compliance with policy and procedures. Replaces BSBCUS401A Coordinate implementation of customer service strategies |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. Operators may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Application of the Unit

This unit applies to individuals with a broad knowledge of customer service strategies who contribute well developed skills in addressing customer needs and problems.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.
Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
# Elements and Performance Criteria

| 1. Advise on customer service needs | 1.1 Clarify and accurately assess **customer needs** using appropriate **communication techniques**  
1.2 Diagnose problems matching service delivery to **customers** and develop options for improved service within **organisational requirements**  
1.3 Provide relevant and constructive advice to promote the improvement of customer service delivery  
1.4 Use **business technology** and/or **online services** to structure and present information on customer service needs |
|-----------------------------------|-------------------------------------------------------------------------------------------------|
| 2. Support implementation of customer service strategies | 2.1 Ensure customer service strategies and opportunities are promoted to **designated individuals and groups**  
2.2 Identify and allocate available budget resources to fulfil customer service objectives  
2.3 Promptly action **procedures to resolve customer difficulties** and **complaints** within organisational requirements  
2.4 Ensure that decisions to implement **strategies** are taken in consultation with designated individuals and groups |
| 3. Evaluate and report on customer service | 3.1 Review client satisfaction with service delivery using verifiable data in accordance with organisational requirements  
3.2 Identify and report changes necessary to maintain service standards to designated individuals and groups  
3.3 Prepare conclusions and recommendations from verifiable evidence and provide constructive advice on future directions of client service strategies  
3.4 Maintain systems, records and reporting procedures to compare changes in customer satisfaction |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to
  - communicate effectively with personnel and clients at all levels
  - articulate customer service strategies
- interpersonal skills to:
  - build relationships with customers
  - establish rapport
- literacy skills to:
  - prepare general information and papers
  - read a variety of texts
  - write formal and informal letters according to target audience
- planning skills to develop implementation schedules
- problem-solving skills to diagnose organisational problems relating to customer services
- self-management skills to:
  - comply with policies and procedures
  - consistently evaluate and monitor own performance
  - seek learning opportunities.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - occupational health and safety (OHS)
- principles of customer service
- organisational business structure, products and services
- product and service standards and best practice models.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • identifying needs and priorities of the organisation in delivering services to customers  
• responding to and reporting on customer feedback  
• designing strategies to improve delivery of products and services  
• knowledge of the principles of customer service. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
</table>
|                                                | • access to an actual workplace or simulated environment  
• access to office equipment and resources  
• examples of customer complaints, feedback and strategies. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
|                      | • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
• review of documentation reporting changes necessary to maintain service standards  
• analysis of responses to case studies and scenarios  
• demonstration of techniques  
• observation of presentations  
• oral or written questioning to assess knowledge of customer service techniques and strategies  
• review of systems, records and reporting procedures to compare changes in customer satisfaction. |

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Customer needs** may relate to: | • accuracy of information  
| | • advice or general information  
| | • complaints  
| | • fairness/politeness  
| | • further information  
| | • making an appointment  
| | • prices/value  
| | • purchasing organisation’s products and services  
| | • returning organisation’s products and services  
| | • specific information.  

| **Communication techniques** may include: | • analysing customer satisfaction surveys  
| | • analysing quality assurance data  
| | • conducting interviews  
| | • consultation methods, techniques and protocols  
| | • making recommendations  
| | • obtaining management decisions  
| | • questioning  
| | • seeking feedback to confirm understanding  
| | • summarising and paraphrasing.  

| **Customers** may include: | • corporate customers  
| | • individual members of the organisation  
| | • individual members of the public  
| | • internal or external  
| | • other agencies.  

| **Organisational requirements** may include: | • access and equity principles and practice  
| | • anti-discrimination and related policy  
| | • confidentiality and security requirements  
| | • defined resource parameters  
| | • ethical standards  
| | • goals, objectives, plans, systems and processes  
| | • legal and organisational policies, guidelines and requirements  
| | • OHS policies, procedures and programs  
| | • payment and delivery options  

<table>
<thead>
<tr>
<th>BSBCUS401B Coordinate implementation of customer service strategies</th>
<th>Date this document was generated: 16 August 2014</th>
</tr>
</thead>
</table>

- pricing and discount policies  
- quality and continuous improvement processes and standards  
- quality assurance and/or procedures manuals  
- replacement and refund policy and procedures  
- who is responsible for products or services.

<table>
<thead>
<tr>
<th><strong>Business technology</strong> may include:</th>
<th><strong>Business technology</strong> may include:</th>
</tr>
</thead>
</table>
| answering machine  
binders  
computers  
fax machines  
photocopiers  
printers  
shredders  
telephones. |

<table>
<thead>
<tr>
<th><strong>Online services</strong> may include:</th>
<th><strong>Online services</strong> may include:</th>
</tr>
</thead>
</table>
| access to product database by customers online  
access to purchase, delivery and account records  
contact centre  
online ordering  
online payments  
online registration  
quick/reasonable response  
two-way communication online. |

<table>
<thead>
<tr>
<th><strong>Designated individuals and groups</strong> may include:</th>
<th><strong>Designated individuals and groups</strong> may include:</th>
</tr>
</thead>
</table>
| colleagues  
committee  
customers  
external organisation  
line management  
supervisor. |

<table>
<thead>
<tr>
<th><strong>Procedures to resolve customer difficulties</strong> may include:</th>
<th><strong>Procedures to resolve customer difficulties</strong> may include:</th>
</tr>
</thead>
</table>
| external agencies (e.g. Ombudsman)  
item replacement  
referrals to supervisor  
refund of monies  
review of products or services  
using conflict management techniques. |
**Customer complaints** may include:

- administrative errors such as incorrect invoices or prices
- customer satisfaction with service quality
- damaged goods or goods not delivered
- delivery errors
- products not delivered on time
- service errors
- specific e-business problems and issues:
  - difficulty accessing services
  - inactive links
  - not appreciating differing hardware and software
  - services not available
  - supply errors such as incorrect product delivered
  - time taken to access services
  - unfriendly website design
  - website faults
  - warehouse or store room errors such as incorrect product delivered.

**Customer service strategies** may include:

- courtesy/politeness
- delivery times
- merchandise characteristics
- price offers
- product/refund guarantees
- product/service availability.

---

**Unit Sector(s)**

Stakeholder Relations – Customer Service

**Custom Content Section**

Not applicable.
BSBCUS501C Manage quality customer service

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 1</td>
<td>New release of this Qualification released with version 6 of BSB07 Business Services Training Package. Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures.</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. Operators may have staff involved in delivering customer service and are responsible for the quality of their work. In many instances the work will occur within the organisation’s policies and procedures framework. At this level, the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies, will be required.

Application of the Unit

Many managers are involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
# Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
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</table>

## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
</table>
| 1. Plan to meet internal and external customer requirements | 1.1 Investigate, identify, assess, and include the needs of customers in planning processes  
1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers |
| 2. Ensure delivery of quality products and services | 2.1 Deliver products and services to customer specifications within organisation’s business plan  
2.2 Monitor team performance to consistently meet the organisation’s quality and delivery standards  
2.3 Assist colleagues to overcome difficulty in meeting customer service standards |
| 3. Monitor, adjust and review customer service | 3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards  
3.2 Develop and use strategies to obtain customer feedback to improve the provision of products and services  
3.3. Develop, procure and use resources effectively to provide quality products and services to customers  
3.4 Make decisions to overcome problems and to adapt customer services, products and service delivery in consultation with appropriate individuals and groups  
3.5 Manage records, reports and recommendations within the organisation’s systems and processes |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to identify trends and positions of products and services
- communication skills to:
  - coach and mentor staff and colleagues
  - monitor and advise on customer service strategies
- literacy skills to:
  - edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
  - prepare general information and papers according to target audience
  - read and understand a variety of texts
- problem-solving skills to:
  - deal with customer enquiries or complaints
  - deal with complex and non-routine difficulties
- technology skills to select and use technology appropriate to a task
- self-management skills to:
  - comply with policies and procedures
  - consistently evaluate and monitor own performance
  - seek learning opportunities.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - Australian consumer law
  - ethical principles
  - codes of practice
  - privacy laws
  - financial legislation
  - occupational health and safety (OHS)
- organisational policy and procedures for customer service including handling customer complaints
- service standards and best practice models
- public relations and product promotion
- techniques for dealing with customers, including customers with specific needs
- techniques for solving complaints including the principles and techniques involved in the management and organisation of:
  - customer behaviour
  - customer needs research
  - customer relations
  - ongoing product and/or service quality
  - problem identification and resolution
• quality customer service delivery
• record keeping and management methods
• strategies for monitoring, managing and introducing ways to improve customer service relationships
• strategies to obtain customer feedback.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<tr>
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<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td></td>
<td>• plans, policies or procedures for delivering quality customer service</td>
</tr>
<tr>
<td></td>
<td>• demonstrated techniques in solving complex customer complaints and system problems that lead to poor customer service</td>
</tr>
<tr>
<td></td>
<td>• knowledge of techniques for solving complaints.</td>
</tr>
</tbody>
</table>

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<tr>
<th>Context of and specific resources for assessment</th>
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<tr>
<td></td>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td></td>
<td>• observation of performance in role plays</td>
</tr>
<tr>
<td></td>
<td>• evaluation of leadership, supervision, coaching and mentoring used to assist colleagues to overcome difficulty in meeting customer service standards</td>
</tr>
<tr>
<td></td>
<td>• review of strategies developed and used to monitor progress in achieving product and/or service targets and standards</td>
</tr>
<tr>
<td></td>
<td>• review of records, reports and recommendations about managing customer service.</td>
</tr>
</tbody>
</table>

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Customers may be:                      | • Board members                     |
|                                        | • clients, purchasers of services    |
|                                        | • co-workers, peers and fellow frontline managers |
|                                        | • members of the general public who make contact with the organisation, such as prospective purchasers of services |
|                                        | • potential funding bodies           |
|                                        | • supervisors                        |
|                                        | • suppliers of goods and services and contractors providing goods and services. |

| Quality may refer to:                  | • characteristics of a product, system, service or process that meet the requirements of customers and interested parties. |

| Products and services may include:    | • either products or services        |
|                                        | • goods                             |
|                                        | • ideas                             |
|                                        | • infrastructure                   |
|                                        | • private or public sets of benefits. |

| Strategies may refer to:              | • databases and other controls to record and compare data over time |
|                                        | • electronic feedback mechanisms using intranet, internet and email |
|                                        | • feedback forms and other devices to enable communication from customers |
|                                        | • long-term or short-term plans for monitoring achievement and evaluating effectiveness |
|                                        | • policies and procedures           |
|                                        | • questionnaires, survey and interviews |
|                                        | • training and development activities. |

| Resources may include:                | • buildings/facilities              |
|                                        | • equipment                         |
|                                        | • finance                           |
|                                        | • information                       |
|                                        | • people                            |
|                                        | • power/energy                      |
Unit Sector(s)
Stakeholder Relations – Customer Service

Custom Content Section
Not applicable.

- technology
- time.
BSBFIM501A Manage budgets and financial plans

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit addresses the requirement for managers to ensure that financial resources are used effectively. This is done by ensuring access to budget/s and ongoing monitoring expenditure against the budget/s. The unit applies to managers working in small and large business environments and not for profit organisations. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Employability Skills Information

| Employability skills | This unit contains employability skills. |

## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan financial management approaches | 1.1. Access *budget/financial plans* for the work team  
1.2. Clarify budget/financial plans with *relevant personnel* within the organisation to ensure that documented outcomes are achievable, accurate and comprehensible  
1.3. Negotiate any changes required to be made to budget/financial plans with relevant personnel within the organisation  
1.4. Prepare *contingency plans* in the event that initial plans need to be varied |
| 2. Implement financial management approaches | 2.1. Disseminate relevant details of the agreed budget/financial plans to team members  
2.2. Provide *support* to ensure that team members can competently perform *required roles* associated with the management of finances  
2.3. Determine and access *resources and systems* to manage financial management processes within the work team |
| 3. Monitor and control finances | 3.1. Implement *processes* to monitor actual expenditure and to control costs across the work team  
3.2. Monitor expenditure and costs on an agreed cyclical basis to identify cost variations and expenditure overruns  
3.3. Implement, monitor and modify contingency plans as required to maintain financial objectives  
3.4. *Report* on budget and expenditure in accordance with organisational protocols |
| 4. Review and evaluate financial management processes | 4.1. Collect and collate for analysis, *data and information on the effectiveness of financial management processes* within the work team  
4.2. Analyse data and information on the effectiveness of financial management processes within the work team and identify, document and recommend any improvements to existing processes  
4.3. Implement and monitor agreed improvements in line with financial objectives of the work team and the organisation |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- numeracy skills to read and understand a budget and to update a budget
- technology skills to use software associated with financial record keeping.

Required knowledge

- basic accounting principles
- organisational requirements related to financial management
- relevant legislation and current requirements of the Australian Taxation Office, including GST
- requirements for organisational record keeping and auditing
- principles and techniques involved in:
  - budgeting
  - cash flows
  - electronic spreadsheets
  - GST
  - ledgers and financial statements
  - profit and loss statements.
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>financial skills required to work with and interpret budgets, ageing summaries, cash flow, petty cash, GST, and profit and loss statements</td>
</tr>
<tr>
<td></td>
<td>knowledge of the record keeping requirements for the ATO and for auditing purposes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>access to appropriate documentation and resources normally used in the workplace.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>assessment of written reports indicating broad knowledge of managing budgets and managing financial resources in the organisation</td>
</tr>
<tr>
<td></td>
<td>demonstration of techniques using financial record keeping software</td>
</tr>
<tr>
<td></td>
<td>direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td></td>
<td>oral or written questioning to assess knowledge of requirements for organisational record keeping and auditing</td>
</tr>
<tr>
<td></td>
<td>review of contingency plans</td>
</tr>
<tr>
<td></td>
<td>review of identification of cost variations and expenditure overruns</td>
</tr>
<tr>
<td></td>
<td>evaluation of documentation reporting on budget and expenditure</td>
</tr>
<tr>
<td></td>
<td>review of documentation identifying and recommending improvements to financial management processes.</td>
</tr>
</tbody>
</table>

<p>| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: |</p>
<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• other units from the Diploma of Management.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Budget/financial plans may include: | • cash flow projections  
| | • long-term budgets/plans  
| | • operational plans  
| | • short-term budgets/plans  
| | • spreadsheet-based financial projections  
| | • targets or key performance indicators for production, productivity, wastage, sales, income and expenditure |
| Relevant personnel may include: | • financial managers, accountants or financial controllers  
| | • supervisors, other frontline managers |
| Contingency plans may include: | • contracting out or outsourcing human resources and other functions or tasks  
| | • diversification of outcomes  
| | • finding cheaper or lower quality raw materials and consumables  
| | • increasing sales or production  
| | • recycling and re-using  
| | • rental, hire purchase or alternative means of procurement of required materials, equipment and stock  
| | • restructuring of organisation to reduce labour costs  
| | • risk identification, assessment and management processes  
| | • seeking further funding  
| | • strategies for reducing costs, wastage, stock or consumables  
| | • succession planning |
| Support may include: | • access to specialist advice  
| | • documentation of procedures  
| | • help desk or identified experts within the organisation  
| | • information briefings or sessions |
### RANGE STATEMENT

- intranet-based information
- training including mentoring, coaching and shadowing

**Required roles** may include:

- arranging for use of corporate credit cards
- banking
- debt collection
- ensuring security, accuracy and currency of financial operations
- invoicing clients, customers and consumers
- maintaining journals, ledgers and other record keeping systems
- maintaining petty cash system
- purchasing and procurement
- wages and salaries payments and record keeping

**Resources and systems** may include:

- hardware and software
- human, physical or financial resources
- record keeping systems (electronic and paper-based)
- specialist advice or support

**Processes** to monitor actual expenditure and to control costs across the work team include:

- reporting of:
  - assets
  - consumables
  - equipment
  - expenditure
  - income
  - stock
  - wastage

**Reporting** may include data from:

- bank statements
- credit card statements
- financial reports
- invoices and receipts
- ledgers and journals
- logs
- petty cash records
- spreadsheet-based records

**Data and information on the effectiveness of financial management processes** may include records (paper-based and
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>electronic) related to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>credit card receipts</td>
</tr>
<tr>
<td>employee timesheets</td>
</tr>
<tr>
<td>files of paid purchase and service invoices</td>
</tr>
<tr>
<td>income and expenditure</td>
</tr>
<tr>
<td>insurance reports</td>
</tr>
<tr>
<td>invoices</td>
</tr>
<tr>
<td>job costings</td>
</tr>
<tr>
<td>petty cash receipts</td>
</tr>
<tr>
<td>quotations</td>
</tr>
<tr>
<td>taxation records</td>
</tr>
<tr>
<td>wages/salaries books</td>
</tr>
</tbody>
</table>

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

### Competency field

| Competency field | Management and Leadership - Management |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
BSBHRM402A Recruit, select and induct staff

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager. It is not assumed that the individuals addressed by this unit have staff who report to them, although this may be the case. Performance of the work described in this unit will be underpinned by in depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resource functions. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

| Prerequisite units | |

| | |
### Prerequisite units

<table>
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<tr>
<th>Prerequisite units</th>
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</table>

### Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Determine job descriptions | 1.1. Clarify time lines and requirement for appointment  
1.2. Assist with preparation of *job descriptions* which accurately reflect the role requirements in accordance with organisational procedures and *legislation, codes and national standards* and *occupational health and safety (OHS)* considerations  
1.3. Consult with relevant personnel about job descriptions  
1.4. Ensure that job descriptions do not contravene legislative requirements  
1.5. Obtain approvals to advertise position |
| 2. Plan for selection | 2.1. *Advertise* vacancies for *staffing requirements* in accordance with organisational policies and procedures  
2.2. Consult with relevant personnel to convene selection panel and to develop interview questions  
2.3. Short list applicants  
2.4. Ensure that interview questions do not breach legislative requirements  
2.5. Schedule interviews and advise relevant personnel of times, dates and venues |
| 3. Assess and select applicants | 3.1. Participate in interview process and assess candidates against agreed selection criteria  
3.2. Discuss assessment with other selection panel members  
3.3. Correct any biases or deviations from agreed procedures and negotiate for preferred candidate  
3.4. Contact referees for referee reports  
3.5. Prepare selection report and make recommendations to senior personnel for appointment  
3.6. Advise unsuccessful candidates of outcomes and respond to any queries  
3.7. Complete all necessary documentation in accordance with organisational procedures  
3.8. Secure agreement of preferred candidate |
| 4. Appoint and induct successful candidate | 4.1. Provide successful candidate with employment contract and other documentation  
4.2. Advise managers and staff of starting date and make |
ELEMENT | PERFORMANCE CRITERIA
---|---
necessary administrative arrangements for pay and employee record keeping
4.3. Advise manager and work team of new appointment
4.4. Arrange induction in accordance with organisational policy

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to use networks to source suitable applicants, to listen to and understand what is being said in interviews, and to advise on the outcomes of the selection process
- literacy skills to work with job descriptions to devise suitable questions for interviews, to prepare letters for unsuccessful applicants and to make job offers
- organising and scheduling skills to arrange interviews and venues.

Required knowledge

- documentation required for recruitment and selection
- human resource functions, human resource life cycle and the place of recruitment and selection in that life cycle
- principles of equity, diversity and relevant legislation.
- range of interviewing techniques and other selection processes and their application.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- demonstrated ability to work with job descriptions to source and select suitable staff
- interviewing and other selection techniques that demonstrate awareness of equal opportunity and anti-discrimination requirements
- knowledge of the human resource life cycle.

### Context of and specific resources for assessment

Assessment must ensure:

- access to an appropriate range of documentation and resources normally used in the workplace.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- assessment of written reports on recruitment and selection
- demonstration of selection techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of interviewing techniques
- review of advertisements for staffing vacancies
- review of documentation provided to successful candidate
- oral or written questioning to assess knowledge of selection processes.

### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Certificate IV in Human Resources.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th>Job descriptions may include:</th>
<th>attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>competencies required by staff</td>
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<tr>
<td></td>
<td>job or person specifications</td>
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<tr>
<td></td>
<td>job title and purpose of position</td>
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<tr>
<td></td>
<td>necessary skills and knowledge</td>
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<td></td>
<td>qualifications</td>
</tr>
<tr>
<td></td>
<td>selection criteria</td>
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<tr>
<td></td>
<td>tasks or duties associated with the position</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legislation, codes and national standards may include:</th>
<th>award and enterprise agreements, and relevant industrial instruments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>relevant industry codes of practice</td>
</tr>
<tr>
<td></td>
<td>relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Occupational health and safety (OHS) considerations may include:</th>
<th>establishment and maintenance of OHS training, records, induction processes</th>
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<tbody>
<tr>
<td></td>
<td>performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions</td>
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</tbody>
</table>

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<tr>
<th>Advertising may include:</th>
<th>electronic or print</th>
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<tbody>
<tr>
<td></td>
<td>internal or external</td>
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<td></td>
<td>outsourcing</td>
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<thead>
<tr>
<th>Staffing requirements may include:</th>
<th>permanent, temporary, full-time, part-time or casual</th>
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</table>

## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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</thead>
</table>
### Competency field

| Competency field | Workforce Development - Human Resource Management |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</tbody>
</table>
BSBINM401A IMPLEMENT WORKPLACE INFORMATION SYSTEM

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.

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

Application of the Unit

| Application of the unit | Frontline managers play a significant role in contributing to the organisation's effectiveness in identifying, acquiring, analysing and using appropriate information.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, leadership and guidance of others, and some discretion and judgement. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
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<tr>
<th>Prerequisite units</th>
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</table>
Prerequisite units

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Identify and source information needs | 1.1. Determine and locate information required by teams  
1.2. Acquire and review information held by the organisation to determine suitability, accessibility, currency and reliability according to organisational policies |
| 2. Collect, analyse and report information | 2.1. Collect information, which is adequate and relevant to the needs of teams, in a timely manner  
2.2. Ensure information is in a format suitable for analysis, interpretation and dissemination  
2.3. Analyse information to identify and report relevant trends and developments in terms of the needs for which it was acquired |
| 3. Implement information systems | 3.1. Implement management information systems effectively to store, retrieve and regularly review data for decision making purposes  
3.2. Use technology available in the work area to manage information effectively  
3.3. Submit recommendations for improving the information system to designated persons and/or groups |
| 4. Prepare for information system changes | 4.1. Collect information about information system future needs in consultation with colleagues, including those who have a specialist role in resource management  
4.2. Ensure estimates of information system future needs reflect the organisation's business plans, and customer and supplier requirements  
4.3. Support proposals to secure resources by clearly presenting submissions that describe realistic options, benefits, costs and outcomes  
4.4. Prepare team members to work with new technology and information system changes |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- literacy skills to work with information, and to research and present information in ways that are appropriate to the work team
- technology skills to work with a range of information systems.

### Required knowledge

- information management systems and technology that would be associated with the workplace such as:
  - budgets and financial management systems
  - customer information software or records
  - databases
  - personal digital assistant (PDA)
  - product and service information
  - project management software
  - record management systems
  - spreadsheets.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| **Critical aspects for assessment and evidence required to demonstrate competency in this unit** | • analysis of the information that is required for the effective functioning of the team's work together  
• knowledge of the range of information systems that are, or should be, available in the workplace  
• ability to recognise what information system changes and improvements will be required in the future. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Method of assessment</strong></td>
<td>• access to appropriate documentation and resources normally used in the workplace.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
| **Guidance information for assessment** | • demonstration of techniques in working with information management systems  
• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
• oral or written questioning to assess knowledge of relevant technology  
• review of documentation analysing information trends and developments  
• written reports on future information system needs  
• review of preparation undertaken for team members to work with new technology and information system changes. |

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Method of assessment</strong></td>
<td>• other units from the Certificate IV in Frontline Management.</td>
</tr>
</tbody>
</table>

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Transport & Logistics Industry Skills Council
# Range Statement

## RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### Information may include:
- archived, filed and historical background data
- continuous improvement and quality assurance data
- data available internally or externally
- data shared and retrieved in various forms such as in writing or verbally, electronically or manually
- financial and contractual data
- marketing and customer-related data
- organisational performance data
- planning and organisational documents
- policies and procedures

### Organisational policies may include:
- guidelines for decision making throughout the organisation that link the formulation of strategy with its implementation
- sets of accepted actions approved by the organisation
- Standard Operating Procedures

### Technology may include:
- computerised systems and software such as databases, project management and word processing
- telecommunications devices
- any other technology used to carry out work roles and responsibilities

### Designated persons and/or groups may include:
- groups designated in workplace policies and procedures
- managers or supervisors with management roles and responsibilities concerning information systems
- other stakeholders accessing the information system such as customers and service providers
- other work groups or teams whose work will be affected by the system
## RANGE STATEMENT

**Colleagues** may include:
- employees at the same level or more senior managers
- occupational health and safety committee members and other specialists
- people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- team members

**Business plans** may include:
- cash flow projections
- long-term budgets/plans
- operational plans
- short-term budgets/plans
- spreadsheet-based financial projections
- targets or key performance indicators for production, productivity, wastage, sales, income and expenditure

## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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## Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Management and Leadership - Management</th>
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## Co-requisite units

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<th>Co-requisite units</th>
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Transport & Logistics Industry Skills Council
BSBINM501A Manage an information or knowledge management system

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to organise learning to use an information or knowledge management system and to manage the use of the system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to managers who have responsibility for seeing that key information and corporate knowledge are retained, accessible to others and improve business outcomes. The unit does not address the requirement to select the technical system (software or hardware), which is seen as the role of an information technology specialist, although in some smaller organisations this may be a part of the manager’s role. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

| Prerequisite units | |

Approved
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Transport & Logistics Industry Skills Council
Prerequisite units

<table>
<thead>
<tr>
<th>Employability Skills Information</th>
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<tbody>
<tr>
<td><strong>Employability skills</strong></td>
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<table>
<thead>
<tr>
<th>Elements and Performance Criteria Pre-Content</th>
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</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
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</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Organise learning to use information or knowledge management system | 1.1. Identify learning needs of relevant personnel and stakeholders for input into, and use of, an information or knowledge management system.  
1.2. Identify and secure human, financial and physical resources required for learning activities to use an information or knowledge management system.  
1.3. Organise and facilitate learning activities.  
1.4. Promote and support use of the system throughout the organisation.  
1.5. Monitor and document effectiveness of learning activities. |
| 2. Manage use of information or knowledge management system | 2.1. Ensure implementation of policies and procedures for the information or knowledge management system are monitored for compliance, effectiveness and efficiency.  
2.2. Address implementation issues and problems as they arise.  
2.3. Monitor integration and alignment with data and information systems.  
2.4. Collect information on achievement of performance measures.  
2.5. Manage contingencies such as system failure or technical difficulties by accessing technical specialist help as required. |
| 3. Review use of information or knowledge management system | 3.1. Analyse effectiveness of system and report on strengths and limitations of the system.  
3.2. Review business and operational plan and determine how effectively the system is contributing to intended outcomes.  
3.3. Make recommendations for improvement to system, policy or work practices. |
### Required Skills and Knowledge

<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
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</thead>
<tbody>
<tr>
<td>This section describes the skills and knowledge required for this unit.</td>
</tr>
</tbody>
</table>

**Required skills**

- analytical and problem-solving skills to ensure the system is working in accordance with organisational expectations and to deal with contingencies
- technology skills to work with and manage the use of the information or knowledge management system.

**Required knowledge**

- legislation, codes of practice and national standards, for example:
  - privacy and confidentiality legislation
  - freedom of information legislation
  - AS 5037:2005 Knowledge management - A guide
- organisational policies and procedures, for example:
  - records management
  - information management
  - customer service
  - commercial confidentiality
- organisational operations, and existing data and information systems.
# Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

## Overview of assessment

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:
- analysis of the strengths and weaknesses of information or knowledge management system/s and evaluation of suitability for a particular work or organisational context
- knowledge of relevant legislation, codes of practice and national standards.

## Context of and specific resources for assessment

Assessment must ensure:
- access to system
- access to system user feedback.

## Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- assessment of written reports reviewing and evaluating information or knowledge management systems
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of presentations
- oral or written questioning to assess knowledge of relevant organisational policies and procedures
- review of identified learning needs personnel and stakeholders regarding the information or knowledge management system
- evaluation of monitoring and documentation about the effectiveness of learning activities
- analysis documentation reporting on the strengths and limitations of the system
- review of recommendations made for improvements to the system, policy or work practices.

## Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,
**EVIDENCE GUIDE**

<table>
<thead>
<tr>
<th>for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• other units from the Diploma of Management.</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Relevant personnel** include:
- managers, leaders, supervisors and coordinators
- owners
- staff, team members and colleagues

**Stakeholders** include:
- clients and customers
- employee representatives
- funding bodies
- industry, professional and trade associations
- regulatory bodies and authorities
- sponsors
- tenderers, suppliers and contractors

**Information or knowledge management** is defined as:
- equipment, strategies, methods, activities and techniques used formally and informally by individuals and the organisation to identify, collect, organise, store, retrieve, analyse, share and draw on information and knowledge valuable to the work of the organisation

**An information or knowledge management system**:
- comprises policies, protocols, procedures and practices to manage information or knowledge within the organisation and among relevant stakeholders

**Learning activities** include:
- coaching and mentoring programs
- help desks
- information sessions, briefings, workshops and training programs
- paper-based or electronic (including intranet) learning opportunities
- use of expert workers such as coaches and mentors to help other personnel use the system

**Policies and procedures for the information or knowledge management system** cover:
- complying with legislative requirements (such as privacy, confidentiality and defamation requirements) and other policies and procedures
- content guidelines
### RANGE STATEMENT

- ensuring accuracy and relevance of knowledge input into the system
- mechanisms, formats and styles of input to system, including appropriate alternative formats for people with a disability
- permissions for input
- removing out-of-date, inaccurate and content that is no longer relevant
- selecting, maintaining and disposing of knowledge in the system
- sharing knowledge in the system

**Performance measures** include:

- key performance indicators
- other systems and measures to enable assessment of how, when, where and why outcomes are being achieved
- performance objectives
- performance standards (including codes of conduct)
- qualitative or quantitative mechanisms to measure individual performance

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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### Competency field

<table>
<thead>
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### Co-requisite units

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<th>Co-requisite units</th>
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</table>
BSBINN502A Build and sustain an innovative work environment

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to create an environment that enables and supports the application of innovative practice. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals working in leadership or management roles in any industry or community context. The individual could be employed by the organisation, but may also be an external contractor, the leader of a cross organisation team or of a self formed team of individuals. The work group could be permanent or temporary in nature. The unit focuses on the skills and knowledge required to develop and implement a holistic approach to the integration of innovation across all areas of work practice. It also acknowledges the importance of wider contextual evaluation for potential innovations to ensure their value and benefit. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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### Prerequisite units

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### Elements and Performance Criteria Pre-Content

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Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td>1. Lead innovation by example</td>
<td>1.1. Make innovation an integral part of <em>leadership and management activities</em>&lt;br&gt;1.2. Demonstrate positive reception of ideas from others and provide constructive advice&lt;br&gt;1.3. Establish and maintain relationships based on mutual respect and trust&lt;br&gt;1.4. Take considered <em>risks</em> to open up opportunities for innovation&lt;br&gt;1.5. Regularly evaluate own approaches for consistency with the wider organisational or project context</td>
</tr>
<tr>
<td>2. Establish work practices that support innovation</td>
<td>2.1. Consult on and establish <em>working conditions</em> that reflect and encourage innovative practice&lt;br&gt;2.2. Introduce and maintain <em>workplace procedures</em> that foster innovation and allow for rigorous <em>evaluation of innovative ideas</em>&lt;br&gt;2.3. Facilitate and participate in <em>collaborative work arrangements</em> to foster innovation&lt;br&gt;2.4. Build and lead teams to work in <em>ways that maximise opportunities for innovation</em></td>
</tr>
<tr>
<td>3. Promote innovation</td>
<td>3.1. Acknowledge suggestions, improvements and innovations from all colleagues&lt;br&gt;3.2. Find appropriate <em>ways of celebrating and promoting innovation</em>&lt;br&gt;3.3. Promote and reinforce the value of innovation according to the vision and objectives of the organisation or project&lt;br&gt;3.4. Promote and support the evaluation of innovative ideas within the wider organisational or project context</td>
</tr>
<tr>
<td>4. Create a physical environment which supports innovation</td>
<td>4.1. Evaluate the <em>impact of the physical environment</em> in relation to innovation&lt;br&gt;4.2. Collaborate with colleagues about ideas for enhancing the physical work environment before taking action&lt;br&gt;4.3. Consider potential for supporting innovation when selecting physical resources and equipment&lt;br&gt;4.4. Design, fit-out and decorate workspaces to encourage creative mindsets, collaborative working and the development of positive workplace relationships</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>---------</td>
<td>---------------------</td>
</tr>
</tbody>
</table>
| 5. Provide learning opportunities | 5.1. Pro-actively share relevant information, knowledge and skills with colleagues  
5.2. Provide or encourage *formal and informal learning opportunities* to help develop the skills needed for innovation  
5.3. Create opportunities in which individuals can learn from the experience of others |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication, consultation and negotiation skills to model and lead, open and collaborative relationships
- comprehension skills to interpret and develop information that may deal with complex ideas and relate to issues both within and outside a given workplace context
- planning and organisational skills to implement wide-ranging practical processes and procedures that support innovation
- problem-solving skills to assess and respond to challenges and risks around innovation at an operational management level
- self-management and learning skills to evaluate and enhance personal effectiveness, and to promote a culture of ongoing learning and development.

Required knowledge

- benefits of providing coaching and learning opportunities in relation to innovation
- concept of innovation, what it is and what it means for different people either working independently or within an organisation
- context for innovation in the relevant workplace context including core business values, overall objectives, broader environmental context and the need to ensure the value and benefit of innovative ideas and projects
- different ways of rewarding performance
- factors and tools that can motivate individuals to use creative thinking and apply innovative work practices
- legislative framework that impacts on operations in the relevant workplace context
- management principles and leadership styles, including the impact of different approaches on innovation
- typical challenges and barriers to innovation within teams and organisations, and ways of overcoming these
- ways in which workplace climate can affect individual attitudes and performance.
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- establishment of procedures and practices (for a project or a workplace) which support and foster innovative work practice and include sound evaluation processes
- modelling of behaviour that supports innovative work practice
- knowledge and understanding of the role of leaders and managers in encouraging innovation, and the issues and challenges associated with building and sustaining an innovative work environment.

#### Context of and specific resources for assessment

Assessment must ensure:

- involvement of a team for which the candidate provides leadership and guidance.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- evaluation of outcomes and processes from activities managed by the candidate, particularly in relation to how innovation and innovative practice was encouraged and supported
- oral or written questioning to assess knowledge of ways that innovation can be fostered and the typical challenges and barriers to innovation.

#### Guidance information for assessment

Innovation does not occur in isolation. Holistic assessment with other units relevant to the industry sector, workplace and job role is highly recommended.
Range Statement

<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</td>
</tr>
</tbody>
</table>

### Leadership and management activities may include:
- people management practices
- planning processes
- regular management meetings
- review processes

### Risks may include:
- budgetary issues
- challenging changes in relationships, work practices and general workplace climate
- unforeseen impacts of innovative ideas

### Working conditions may include:
- family-friendly leave entitlements
- flexible working hours
- social leave
- study leave
- time provided for coming up with ideas

### Workplace procedures may relate to:
- briefing processes
- client relations
- performance management
- project management
- staff meetings
- training

### Evaluation of innovative ideas may relate to:
- analysing consistency with overall goals, values or vision
- assessing resource requirements and practicalities
- assessing the potential to find 'champions' or supporters
- evaluating the external factors that may impact on the idea
- exploring the implications of ideas that may stretch or change existing ways of doing things

### Collaborative work arrangements might be:
- cross section
- vertical teams
- within a section
- working with supplier organisations or partner
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>Ways that maximise opportunities for innovation may relate to:</th>
<th>organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• collaborating</td>
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<tr>
<td>• collecting data</td>
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<tr>
<td>• creative thinking</td>
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<tr>
<td>• future scanning</td>
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<tr>
<td>• getting feedback</td>
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<td>• making suggestions</td>
<td></td>
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<tr>
<td>• networking</td>
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<table>
<thead>
<tr>
<th>Ways of celebrating and promoting innovation may include:</th>
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<tbody>
<tr>
<td>• congratulating the project team</td>
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<td>• ensuring management acknowledgment</td>
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<td>• providing a newsletter story about the idea</td>
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<td>• using the idea to help foster other ideas</td>
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<tr>
<td>• well-planned group incentive schemes</td>
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<thead>
<tr>
<th>Impact of the physical environment may relate to:</th>
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<tbody>
<tr>
<td>• eating areas</td>
<td></td>
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<tr>
<td>• extent to which design or style links with declared philosophies or objectives</td>
<td></td>
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<tr>
<td>• external areas</td>
<td></td>
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<tr>
<td>• general ambience of the work environment</td>
<td></td>
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<tr>
<td>• location of different people</td>
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<tr>
<td>• presence and ambience of relaxation areas</td>
<td></td>
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<tr>
<td>• style of décor</td>
<td></td>
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<tr>
<td>• use of creative messages or images in the workplace</td>
<td></td>
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<tr>
<td>• workspace design and décor</td>
<td></td>
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<tr>
<td>• workstation arrangements and opportunities for interaction</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Formal and informal learning opportunities may include:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>• coaching</td>
<td></td>
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<tr>
<td>• conferences</td>
<td></td>
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<tr>
<td>• formal training courses/programs</td>
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<td>• information seminars</td>
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<td>• job rotation</td>
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<td>• mentoring</td>
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<td>• online learning</td>
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</tbody>
</table>

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>
**Competency field**

| Competency field | Creativity and Innovation - Innovation |

**Co-requisite units**

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
BSBITU101A Operate a personal computer

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to start up a personal computer or business computer terminal; to correctly navigate the desktop environment; and to use a range of basic functions. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals developing basic skills and knowledge of personal computer operation in preparation for working in a broad range of settings. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Start computer, system information and features | 1.1. Adjust workspace, furniture and equipment to suit user **ergonomic requirements**  
1.2. Ensure **work organisation** meets organisational and **occupational health and safety (OHS) requirements** for computer operation  
1.3. Start computer or log on according to user procedures  
1.4. Identify basic functions and features using system information  
1.5. Customise desktop configuration, if necessary, with assistance from appropriate persons  
1.6. Use help functions as required |
| 2. Navigate and manipulate desktop environment | 2.1. Open, close and access features by selecting correct **desktop icons**  
2.2. Open, resize and close desktop windows by using correct window functions and roles  
2.3. Create shortcuts from the desktop, if necessary, with assistance from appropriate persons |
| 3. Organise files using basic directory and folder structures | 3.1. Create folders/subfolders with suitable names  
3.2. Save files with suitable names in appropriate folders  
3.3. Rename and move folders/subfolders and files as required  
3.4. Identify folder/subfolder and **file attributes**  
3.5. Move folders/subfolders and files using cut and paste, and drag and drop techniques  
3.6. Save folders/subfolders and files to **appropriate media** where necessary  
3.7. Search for folders/subfolders and files using appropriate software tools  
3.8. Restore deleted folder/subfolders and files as necessary |
| 4. Print information | 4.1. Print information from installed printer  
4.2. View progress of print jobs and delete as required  
4.3. Change default printer if installed and required |
| 5. Shut down computer | 5.1. Close all open applications  
5.2. Shut-down computer according to user procedures |
Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- literacy skills to identify work requirements, to comprehend basic workplace documents, to interpret basic user manuals and to proofread simple documents
- communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback
- problem-solving skills to solve routine problems in the workplace, while under direct supervision
- technology skills to use equipment safely while under direction, basic keyboard and mouse skills and procedures relating to logging on and accessing a computer
- basic typing techniques and strategies.

**Required knowledge**

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - OHS
  - basic ergonomics of computer use
  - main types and parts of computers, and basic features of different operating systems
  - suitable file naming conventions.
### Evidence Guide

#### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td></td>
<td>- navigation and manipulation of the desktop environment within the range of assigned workplace tasks</td>
</tr>
<tr>
<td></td>
<td>- knowledge of organisational requirements for simple documents and filing conventions</td>
</tr>
<tr>
<td></td>
<td>- application of simple keyboard functions to produce documents with a degree of speed and accuracy relevant to the level of responsibility required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Method of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
<td>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</td>
</tr>
<tr>
<td>- access to an actual workplace or simulated environment</td>
<td>- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>- access to office equipment and resources</td>
<td>- demonstration of techniques</td>
</tr>
<tr>
<td>- examples of workplace documentation.</td>
<td>- oral or written questioning to assess knowledge of computer operations and functions</td>
</tr>
<tr>
<td></td>
<td>- review of shortcuts created</td>
</tr>
<tr>
<td></td>
<td>- review of folders/subfolders created.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- BSBITU102A Develop keyboard skills</td>
</tr>
<tr>
<td></td>
<td>- other general administration units.</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Ergonomic requirements** may include: | • avoiding radiation from computer screens  
• chair height, seat and back adjustment  
• document holder  
• footrest  
• keyboard and mouse position  
• lighting  
• noise minimisation  
• posture  
• screen position  
• workstation height and layout |
| **Work organisation** may include: | • exercise breaks  
• mix of repetitive and other activities  
• rest periods  
• visual display unit (VDU) eye testing |
| **Occupational health and safety requirements** may include: | • OHS guidelines related to the use of the screen equipment, computing equipment and peripherals, ergonomic work stations, security procedures, customisation requirements  
• statutory requirements |
| **Desktop icons** include: | • directories/folders  
• files  
• network devices  
• recycle bin and waste basket |
| **File attributes** include: | • dates  
• size |
| **Appropriate media** may include: | • CDs  
• diskettes  
• local hard drive  
• other locations on a network  
• USB/Flash/Thumb drives  
• zip disks |
### Unit Sector(s)

| Unit sector |

### Competency field

| Competency field | Information and Communications Technology - IT Use |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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<tbody>
<tr>
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</tbody>
</table>
BSBITU102A Develop keyboard skills

Modification History
Not applicable.

Unit Descriptor
| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to develop basic keyboard skills using touch typing techniques. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit
| Application of the unit | This unit applies to individuals developing skills and knowledge of basic keyboarding techniques in preparation for working in a broad range of settings. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
<table>
<thead>
<tr>
<th>Prerequisite units</th>
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Transport & Logistics Industry Skills Council
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.  Use safe work practices</td>
<td>1.1. Adjust workspace, furniture and equipment to suit user ergonomic requirements</td>
</tr>
<tr>
<td></td>
<td>1.2. Ensure work organisation meets organisational and occupational health and safety (OHS) requirements for computer operation</td>
</tr>
<tr>
<td>2.  Identify and develop keyboard skills</td>
<td>2.1. Identify and apply keyboard functions for both alpha and numeric keyboard functions</td>
</tr>
<tr>
<td></td>
<td>2.2. Apply touch typing technique to complete a task</td>
</tr>
<tr>
<td></td>
<td>2.3. Develop speed and accuracy in accordance with workplace requirements for level of responsibility</td>
</tr>
<tr>
<td>3.  Check accuracy</td>
<td>3.1. Proofread document carefully to identify errors</td>
</tr>
<tr>
<td></td>
<td>3.2. Amend document, correct errors and complete a final accuracy check</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback
- literacy skills to identify work requirements, to comprehend basic workplace documents, and to produce and proofread simple documents
- problem-solving skills to solve routine problems in the workplace, while under direct supervision
- technology skills to use equipment safely while under direction, and to use basic keyboard, touch typing and mouse skills to produce simple documents.

**Required knowledge**

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as OHS
- organisational benchmarks for keyboarding.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applying touch typing technique to enter alphanumeric characters
- safely using keyboard.

#### Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- access to examples of workplace documentation.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- demonstration of techniques
- oral or written questioning to assess knowledge of keyboard operations and functions
- review of completed documents.

### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBITU101A Operate a personal computer
- other general administration units.
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Ergonomic requirements** may include: | - avoiding radiation from computer screens  
- chair height, seat and back adjustment  
- document holder  
- footrest  
- keyboard and mouse position  
- lighting  
- noise minimisation  
- posture  
- screen position  
- workstation height and layout |
|--------------------------------------|
| **Work organisation** may include:   | - exercise breaks  
- mix of repetitive and other activities  
- rest periods  
- visual display unit (VDU) eye testing |
|--------------------------------------|
| **Touch typing technique** may vary according to: | - level of competency of operator  
- workplace requirements |
|--------------------------------------|
| **Speed and accuracy** must be:      | - consistent with degree of experience of operator  
- relevant to level of responsibility |

**Unit Sector(s)**

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>
## Competency field

| Competency field | Information and Communications Technology - IT Use |

## Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</table>
BSBMGT401A Show leadership in the workplace

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | Frontline management provides the first level of leadership within the organisation. This unit applies to people who are making the transition from being a team member, to taking responsibility for the work and performance of others. Frontline managers have a strong influence on the work culture, values and ethics of the teams they supervise. As such it is important that frontline managers model good practice, professionalism and confidently represent their organisation. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

Prerequisite units

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Employability Skills Information

Employability skills  This unit contains employability skills.

<table>
<thead>
<tr>
<th>Employability skills</th>
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<tbody>
<tr>
<td></td>
<td>This unit contains employability skills.</td>
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</tbody>
</table>

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
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<tbody>
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</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Model high standards of management performance and behaviour** | 1.1. Ensure management performance and behaviour meets the organisation's requirements  
|                                              | 1.2. Ensure management performance and behaviour serves as a positive role model for others  
|                                              | 1.3. Develop and implement performance plans in accordance with organisation's goals and objectives  
|                                              | 1.4. Establish and use key performance indicators to meet organisation's goals and objectives  |
| **2. Enhance organisation's image**          | 2.1. Use *organisation's standards and values* in conducting business  
|                                              | 2.2. Question, through established communication channels, standards and values considered to be damaging to the organisation  
|                                              | 2.3. Ensure personal performance contributes to developing an organisation which has integrity and credibility  |
| **3. Make informed decisions**                | 3.1. Gather and organise information relevant to the issue/s under consideration  
|                                              | 3.2. Facilitate individuals and teams active participation in decision making processes  
|                                              | 3.3. Examine options and assess associated risks to determine preferred course/s of action  
|                                              | 3.4. Ensure decisions are timely and communicate them clearly to individuals and teams  
|                                              | 3.5. Prepare plans to implement decisions and ensure they are agreed by relevant individuals and teams  
|                                              | 3.6. Use *feedback processes* effectively to monitor the implementation and impact of decisions  |
## Required Skills and Knowledge

<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section describes the skills and knowledge required for this unit.</td>
</tr>
</tbody>
</table>

### Required skills

- communication and presentation skills to represent the organisation, to explain its work to others and to model professionalism
- decision making skills to demonstrate good judgement and follow through.

### Required knowledge

- basic theory of group behaviour
- leadership styles and concepts.
Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
</table>

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>• articulation of organisational values and expectations of behaviour</td>
</tr>
<tr>
<td>• instances where leadership and decision making have been demonstrated and which have led to positive changes in the workplace</td>
</tr>
<tr>
<td>• knowledge of leadership styles and concepts.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• analysis of responses to case studies and scenarios</td>
</tr>
<tr>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>• observation of performance in role plays</td>
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<tr>
<td>• observation of presentations</td>
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<tr>
<td>• review of performance plans</td>
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<tr>
<td>• oral or written questioning to assess knowledge of leadership styles</td>
</tr>
<tr>
<td>• evaluation of communication of expectations, roles and responsibilities</td>
</tr>
<tr>
<td>• review of documentation examining options and assessing associated risks to determine preferred course/s of action.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• other units from the Certificate IV in Frontline Management.</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Organisation's standards and values will be: | • stated or implied by the way the organisation conducts its business |
| Feedback processes may be: | • formal or informal |
| | • from internal or external sources |

Unit Sector(s)

| Unit sector |

Competency field

| Competency field | Management and Leadership - Management |

Co-requisite units

| Co-requisite units |

| |

| |
BSBMGT403A Implement continuous improvement

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | Frontline managers have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they have an important role in influencing the ongoing development of the organisation. At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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Employability Skills Information

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<tr>
<th>Employability skills</th>
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</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Implement continuous improvement systems and processes | 1.1. Implement systems to ensure that individuals and teams are actively encouraged and supported to participate in decision making processes, assume responsibility and exercise initiative  
1.2. Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback  
1.3. Ensure effective mentoring and coaching allows individuals and teams to implement the organisation's continuous improvement processes |
| 2. Monitor and review performance | 2.1. Use the organisation's systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved  
2.2. Improve customer service through continuous improvement techniques and processes  
2.3. Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation |
| 3. Provide opportunities for further improvement | 3.1. Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan  
3.2. Document work performance to aid the identification of further opportunities for improvement  
3.3. Manage records, reports and recommendations for improvement within the organisation's systems and processes |
### Required Skills and Knowledge

#### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- communication skills to:
  - coach and mentor team members
  - gain the commitment of individuals and teams to continuously improve
- innovation skills to design better ways of performing work.

#### Required knowledge

- principles and techniques associated with:
  - benchmarking
  - best practice
  - change management
  - continuous improvement systems and processes
  - quality systems.
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• taking active steps to implement, monitor and adjust plans, processes and procedures to improve performance</td>
</tr>
<tr>
<td></td>
<td>• supporting others to implement the continuous improvement system/processes, and to identify and report opportunities for further improvement</td>
</tr>
<tr>
<td></td>
<td>• knowledge of principles and techniques associated with continuous improvement systems and processes.</td>
</tr>
</tbody>
</table>

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- assessment of written reports
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of presentations
- oral or written questioning to assess knowledge of principles and techniques associated with change management
- review of how the organisation's continuous improvement processes was communicated to individuals and teams
- review of documentation of work performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Certificate IV in Frontline Management.
**Range Statement**

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Systems may refer to:                                | • forums, meetings  
|                                                      | • newsletters and reports  
|                                                      | • organisational policies and procedures  
|                                                      | • web-based communication devices  
| **Participation in decision making processes may include:** | • feedback in relation to outcomes of the consultative process  
|                                                      | • processes which ensures all employees have the opportunity to contribute to organisational issues  
| **Continuous improvement processes may include:**    | • cyclical audits and reviews of workplace, team and individual performance  
|                                                      | • evaluations and monitoring of effectiveness  
|                                                      | • implementation of quality systems, such as International Standardization for Organization (ISO)  
|                                                      | • modifications and improvements to systems, processes, services and products  
|                                                      | • policies and procedures which allow the organisation to systematically review and improve the quality of its products, services and procedures  
|                                                      | • seeking and considering feedback from a range of stakeholders  
| **Mentoring and coaching may refer to:**              | • providing assistance with problem-solving  
|                                                      | • providing feedback, support and encouragement  
|                                                      | • teaching another member of the team, usually focusing on a specific work task or skill  
| **Technology may include:**                          | • computerised systems and software such as databases, project management and word processing  
|                                                      | • telecommunications devices  
|                                                      | • any other technology used to carry out work roles and responsibilities  

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Transport & Logistics Industry Skills Council
## RANGE STATEMENT

**Customer service** may be:
- internal or external
- to existing, new or potential clients

**Processes to ensure that team members are informed of savings and productivity/service improvements** may refer to:
- email/intranet, newsletters or other communication devices
- newsletters and bulletins
- staff reward mechanisms
- team meetings

## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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## Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Management and Leadership - Management</th>
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## Co-requisite units

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</table>
BSBMGT502B Manage people performance

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.
The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.
This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
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<tr>
<th>Prerequisite units</th>
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Employability Skills Information

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Elements and Performance Criteria Pre-Content

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<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
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</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Allocate work</td>
<td>1.1. Consult relevant groups and individuals on work to be allocated and resources available&lt;br&gt;&lt;br&gt;1.2. Develop work plans in accordance with operational plans&lt;br&gt;&lt;br&gt;1.3. Allocate work in a way that is efficient, cost effective and outcome focussed&lt;br&gt;&lt;br&gt;1.4. Confirm <em>performance standards, Code of Conduct</em> and work outputs with relevant teams and individuals&lt;br&gt;&lt;br&gt;1.5. Develop and agree <em>performance indicators</em> with relevant staff prior to commencement of work&lt;br&gt;&lt;br&gt;1.6. Conduct <em>risk analysis</em> in accordance with the organisational risk management plan and legal requirements</td>
</tr>
<tr>
<td>2. Assess performance</td>
<td>2.1. Design <em>performance management</em> and review processes to ensure consistency with organisational objectives and policies&lt;br&gt;&lt;br&gt;2.2. Train participants in the performance management and review process&lt;br&gt;&lt;br&gt;2.3. Conduct performance management in accordance with organisational protocols and time lines&lt;br&gt;&lt;br&gt;2.4. Monitor and evaluate performance on a continuous basis</td>
</tr>
<tr>
<td>3. Provide feedback</td>
<td>3.1. Provide informal feedback to staff on a regular basis&lt;br&gt;&lt;br&gt;3.2. Advise relevant people where there is poor performance and take necessary actions&lt;br&gt;&lt;br&gt;3.3. Provide on-the-job coaching when necessary to improve performance and to confirm <em>excellence in performance</em>&lt;br&gt;&lt;br&gt;3.4. Document performance in accordance with the organisational performance management system&lt;br&gt;&lt;br&gt;3.5. Conduct formal structured feedback sessions as necessary and in accordance with organisational policy</td>
</tr>
<tr>
<td>4. Manage follow up</td>
<td>4.1. Write and agree performance improvement and development plans in accordance with organisational policies&lt;br&gt;&lt;br&gt;4.2. Seek assistance from human resources specialists where appropriate&lt;br&gt;&lt;br&gt;4.3. Reinforce excellence in performance through recognition and continuous feedback</td>
</tr>
</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
--- | ---
4.4. Monitor and coach individuals with poor performance
4.5. Provide support services where necessary
4.6. Counsel individuals who continue to perform below expectations and implement the disciplinary process if necessary
4.7. *Terminate* staff in accordance with legal and organisational requirements where serious misconduct occurs or ongoing poor-performance continues

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to articulate expected standards of performance, to provide effective feedback and to coach staff who need development
- risk management skills to analyse, identify and develop mitigation strategies for identified risks
- planning and organisation skills to ensure a planned and objective approach to the performance management system.

**Required knowledge**

- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant awards and certified agreements
- performance measurement systems utilised within the organisation
- unlawful dismissal rules and due process
- staff development options and information.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| *documented performance indicators and a critical description and analysis of performance management system from the workplace*
| *techniques in providing feedback and coaching for improvement in performance*
| *knowledge of relevant awards and certified agreements.* |

### Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- assessment of written reports
- demonstration of techniques in providing feedback and coaching
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other management units.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th><strong>Performance standards</strong> mean:</th>
<th>• level of performance sought from an individual or group which may be expressed either quantitatively or qualitatively</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Code of Conduct</strong> means:</td>
<td>• agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or an agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or customers</td>
</tr>
<tr>
<td><strong>Performance indicators</strong> mean:</td>
<td>• measures against which performance outcomes are gauged</td>
</tr>
<tr>
<td><strong>Risk analysis</strong> means:</td>
<td>• determination of the likelihood of a negative event preventing the organisation meeting its objectives and the likely consequences of such an event on organisational performance</td>
</tr>
</tbody>
</table>
| **Performance management** means: | • in accordance with relevant industrial agreements  
• process or set of processes for establishing a shared understanding of what an individual or group is to achieve, and managing and developing individuals in a way which increases the probability it will be achieved in both the short- and long-term |
| **Excellence in performance** means: | • regularly and consistently exceeding the performance targets established while meeting the organisation’s performance standards |
| **Termination** means:        | • cessation of the contract of employment between an employer and an employee, at the initiative of the employer within relevant industrial agreements |

Unit Sector(s)
### Unit sector

| Competency field | Management and Leadership - Management |

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</tbody>
</table>
BSBMGT515A Manage operational plan

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to people who manage the work of others and operate within the parameters of a broader strategic and/or business plan. The task of the manager at this level is to develop and implement an operational plan to ensure that the objectives and strategies outlined in the strategic and/or business plan are met by work teams. However in some larger organisations operational plans may be developed by a strategic planning unit. At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
<thead>
<tr>
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Employability Skills Information

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Elements and Performance Criteria Pre-Content

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<th>Elements describe the essential outcomes of a unit of competency.</th>
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</table>
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop operational plan | 1.1. Research, analyse and document **resource requirements** and develop an operational plan in consultation with relevant personnel, colleagues and specialist resource managers  
1.2. Develop and/or implement **consultation processes** as an integral part of the operational planning process  
1.3. Ensure details of the operational plan include the development of **key performance indicators** to measure organisational performance  
1.4. Develop and implement **contingency plans** at appropriate stages of operational planning  
1.5. Ensure the development and presentation of proposals for resource requirements is supported by a variety of information sources and seek specialist advice as required  
1.6. Obtain approval for plan from relevant parties and ensure understanding among work teams involved |
| 2. Plan and manage resource acquisition | 2.1. Develop and implement strategies to ensure that employees are recruited and/or inducted within the organisation’s human resources management policies and practices  
2.2. Develop and implement strategies to ensure that physical resources and services are acquired in accordance with the organisation’s policies, **practices and procedures** |
| 3. Monitor and review operational performance | 3.1. Develop, monitor and review performance systems and processes to assess progress in achieving profit and productivity plans and targets  
3.2. Analyse and interpret budget and actual financial information to monitor and review profit and productivity performance  
3.3. Identify areas of under performance, recommend solutions, and take prompt action to rectify the situation  
3.4. Plan and implement systems to ensure that mentoring and coaching are provided to support individuals and teams to effectively, economically and safely use resources  
3.5. Negotiate recommendations for variations to operational plans and gain approval from designated persons/groups |
### ELEMENT  | PERFORMANCE CRITERIA
--- | ---
 | 3.6. Develop and implement systems to ensure that procedures and records associated with documenting performance are managed in accordance with organisational requirements

### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

#### Required skills

- literacy skills to access and use workplace information and to write a succinct and practical plan
- technology skills to use software to produce and monitor the plan against performance indicators
- planning and organisational skills
- coaching skills to work with people with poor performance
- numeracy skills to allocate and manage financial resources.

#### Required knowledge

- models and methods for operational plans
- budgeting processes
- alternative approaches to improving resource usage and eliminating resource inefficiencies and waste.
## Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
</tr>
</tbody>
</table>

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>• development of an operational plan with details of how it will be implemented and monitored</td>
</tr>
<tr>
<td>• knowledge of models and methods for operational plans.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
</tr>
<tr>
<td>• access to appropriate documentation and resources normally used in the workplace.</td>
</tr>
</tbody>
</table>

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning to assess knowledge of budgeting processes
- review of operational plan, key performance indicators and contingency plans
- evaluation of employee recruitment and induction strategies
- evaluation of processes implemented to acquire physical resources and services.

### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Diploma of Management.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### Resource requirements

- goods and services to be purchased and ordered
- human, physical and financial resources - both current and projected
- stock requirements and requisitions

### Relevant personnel, colleagues and specialist resource managers

- employees at the same level or more senior managers
- managers
- occupational health and safety committee/s and other people with specialist responsibilities
- supervisors
- union or employee representatives

### Consultation processes

- email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual operational plans
- mechanisms used to provide feedback to the work team in relation to outcomes of consultation
- meetings, interviews, brainstorming sessions

### Operational plans

- action plans
- annual plans
- management plans
- tactical plans

### Key performance indicators

- measures for monitoring or evaluating the efficiency or effectiveness of a system which may be used to demonstrate accountability and to identify areas for improvements

### Contingency plans

- contracting out or outsourcing human resources and other functions or tasks
- diversification of outcomes
- finding cheaper or lower quality raw materials
**RANGE STATEMENT**

<table>
<thead>
<tr>
<th>and consumables</th>
<th>increasing sales or production</th>
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<tbody>
<tr>
<td></td>
<td>recycling and re-using</td>
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<tr>
<td></td>
<td>rental, hire purchase or alternative means of procurement of required materials, equipment and stock</td>
</tr>
<tr>
<td></td>
<td>restructuring of organisation to reduce labour costs</td>
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<tr>
<td></td>
<td>risk identification, assessment and management processes</td>
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<td></td>
<td>seeking further funding</td>
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<tr>
<td></td>
<td>strategies for reducing costs, wastage, stock or consumables</td>
</tr>
<tr>
<td></td>
<td>succession planning</td>
</tr>
</tbody>
</table>

**Organisation's policies, practices and procedures** may include:

- organisational culture
- organisational guidelines which govern and prescribe operational functions, such as the acquisition and management of human and physical resources
- Standard Operating Procedures
- undocumented practices in line with organisational operations

**Designated persons/groups** may include:

- groups designated in workplace policies and procedures
- managers or supervisors whose roles and responsibilities include decision making on operations
- other stakeholders such as Board members
- other work groups or teams whose work will be affected by recommendations for variations

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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</thead>
</table>
### Competency field

| Competency field | Management and Leadership - Management |

### Co-requisite units

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<tr>
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</table>
BSBMGT516C Facilitate continuous improvement

Modification History

Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to managers who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. Where managers are closely associated with the creation and delivery of products and services, they play an important part in influencing the ongoing development of the organisation. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies. |

Licensing/Regulatory Information

Not applicable.
### Pre-Requisites

<table>
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<tr>
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### Employability Skills Information

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<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Lead continuous improvement systems and processes | 1. Develop *strategies* to ensure that team members are actively encouraged and supported to participate in decision-making processes, assume responsibility and exercise initiative as appropriate  
1.2. Establish *systems* to ensure that the organisation's *continuous improvement processes* are communicated to *stakeholders*  
1.3. Ensure that change and improvement processes meet *sustainability requirements*  
1.4. Develop effective mentoring and coaching processes to ensure that individuals and teams are able to implement and support the organisation's continuous improvement processes  
1.5. Ensure that insights and experiences from business activities are captured and accessible through *knowledge management systems* |
| 2. Monitor and adjust performance strategies | 2.1. Develop strategies to ensure that systems and processes are used to monitor *operational progress* and to identify ways in which planning and operations could be improved  
2.2. Adjust and communicate strategies to stakeholders according to organisational procedures |
| 3. Manage opportunities for further improvement | 3.1. Establish processes to ensure that team members are informed of outcomes of continuous improvement efforts  
3.2. Ensure processes include *recording of work team performance* to assist in identifying further opportunities for improvement  
3.3. Consider areas identified for further improvement when undertaking future planning |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

<table>
<thead>
<tr>
<th>Required skills</th>
<th>Required knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>• communication skills to communicate opportunities for improvement</td>
<td>• continuous improvement models</td>
</tr>
<tr>
<td>• learning skills to coach and mentor staff, using a range of methods to cater</td>
<td>• knowledge management systems</td>
</tr>
<tr>
<td>for different learning styles</td>
<td>• quality systems</td>
</tr>
<tr>
<td>• innovation and lateral thinking skills to design better ways for achieving</td>
<td>• sustainability principles</td>
</tr>
<tr>
<td>work outcomes</td>
<td></td>
</tr>
<tr>
<td>• planning skills to establish and monitor systems and process for continuous</td>
<td></td>
</tr>
<tr>
<td>improvement</td>
<td></td>
</tr>
<tr>
<td>• teamwork and leadership skills to gain the confidence and trust of others</td>
<td></td>
</tr>
</tbody>
</table>

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Transport & Logistics Industry Skills Council
## Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
</tr>
</tbody>
</table>

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• development and use of a range of strategies and approaches that improve work outcomes or organisational functioning, using continuous improvement models</td>
<td></td>
</tr>
<tr>
<td>• monitoring performance and customer service.</td>
<td></td>
</tr>
</tbody>
</table>

| Context of and specific resources for assessment | Assessment must ensure access to appropriate documentation and resources normally used in the workplace. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>The following assessment methods are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• analysis of responses to case studies and scenarios</td>
<td></td>
</tr>
<tr>
<td>• assessment of reports</td>
<td></td>
</tr>
<tr>
<td>• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate</td>
<td></td>
</tr>
<tr>
<td>• observation of presentations</td>
<td></td>
</tr>
<tr>
<td>• oral or written questioning to assess knowledge of quality systems</td>
<td></td>
</tr>
<tr>
<td>• review of strategies developed to ensure that team members are actively encouraged and supported to participate in decision-making processes, assume responsibility and exercise initiative</td>
<td></td>
</tr>
<tr>
<td>• evaluation of how customer-service strategies were communicated to stakeholders</td>
<td></td>
</tr>
<tr>
<td>• review of documentation outlining work team performance.</td>
<td></td>
</tr>
</tbody>
</table>

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
## Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Strategies** may refer to:
- clarification of roles and expectations
- communication devices and processes, such as intranet and email communication systems, to facilitate input into workplace decisions
- long-term or short-term plans that factor in opportunities for team input
- mentoring and 'buddy' systems to support team members to participate in decision making
- performance plans
- reward and recognition programs for high performing staff
- training and development activities.

**Systems** may refer to:
- forums and meetings
- newsletters and reports
- policies and procedures
- electronic communication devices.

**Continuous improvement processes** may include:
- cyclical audits and reviews of workplace, team and individual performance
- evaluations and monitoring of effectiveness
- modifications and improvements to systems, processes, services and products
- policies and procedures that allow an organisation to systematically review and improve the quality of its products, services and procedures
- seeking and considering feedback from a range of stakeholders.

**Stakeholders** may include:
- business or government contacts
- funding bodies
- individuals within the work team
- internal and external contacts
- organisation’s clients and customers
- professional associations
- senior management and board members.
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>Committees</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>unions and employee groups.</td>
<td></td>
</tr>
</tbody>
</table>

**Sustainability requirements** may include:

- addressing environmental and resource sustainability initiatives, such as environmental management systems, action plans, green office programs, surveys and audits
- applying the waste management hierarchy in the workplace
- complying with regulations and corporate social responsibility considerations for sustainability to enhance the organisation's standing in business and community environments
- determining organisation's most appropriate waste treatment, including waste to landfill, recycling, re-use, recoverable resources and wastewater treatment
- implementing ecological footprinting
- implementing environmental management systems, e.g. ISO 14001:1996 Environmental management systems life cycle analyses
- implementing government initiatives, e.g. Australian government's Greenhouse Challenge Plus
- improving resource and energy efficiency
- initiating and maintaining appropriate organisational procedures for operational energy consumption
- introducing a green office program (a cultural change program)
- introducing green purchasing
- introducing national and international reporting initiatives, e.g. Global Reporting Initiative
- introducing product stewardship
- reducing emissions of greenhouse gases
- reducing use of non-renewable resources
- referencing standards, guidelines and approaches, such as sustainability covenants and compacts or triple bottom line reporting
- supporting sustainable supply chain.

**Knowledge management systems** may include:

- best practice transfer
- communities of practice
- cross-project learning
- expert directories
- knowledge brokers’ knowledge mapping
- knowledge repositories
- measuring and reporting intellectual capital
- mentoring
**RANGE STATEMENT**

- performance management
- post-project reviews
- proximity and architecture
- social software
- storytelling.

**Operational progress**

- customer service indicators
- OHS indicators
- productivity gains
- success in meeting agreed goals and performance indicators.

**Recording of work team performance**

- annotated performance plans
- quantitative data, such as production figures
- recommendations for improvement
- records and reports.

---

**Unit Sector(s)**

Unit sector

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**Competency field**

Competency field | Management and leadership - management

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**Co-requisite units**

Co-requisite units

<p>| | |</p>
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</tbody>
</table>
BSBMGT605B Provide leadership across the organisation

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to demonstrate senior leadership behaviour, and personal and professional competence. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to senior managers who have a role in inspiring and motivating others to achieve organisational goals and to model professionalism in their organisation and industry. Leadership is seen in the context of the organisational mission. Business ethics are also addressed in this unit. The unit may relate equally to leadership of a small to medium sized organisation or to a business unit or area in a large organisation. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
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</table>
## Employability Skills Information

<table>
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## Elements and Performance Criteria Pre-Content

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## Elements and Performance Criteria

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Communicate organisational mission and goals | 1.1. Clarify objectives, values and standards in accordance with organisation's strategic direction  
1.2. Establish linkages between organisational objectives, values and standards and the responsibilities of relevant groups and individuals  
1.3. Ensure media and language used is appropriate to individuals and group circumstances  
1.4. State clear expectations of internal groups and individuals and explain in a manner which builds commitment to the organisation  
1.5. Address expectations of the organisation  
1.6. Investigate incidents promptly and communicate results clearly to relevant groups and individuals |
| 2. Influence groups and individuals | 2.1. Build trust, confidence and respect of diverse groups and individuals, through positive role modelling, and effective communication and consultation  
2.2. Embrace, resource and effectively implement improvements to organisational and workplace culture  
2.3. Demonstrate understanding of the global environment and new technology in work activities  
2.4. Ensure actions convey flexibility and adaptability to change and accessibility  
2.5. Ensure consultation and participation in decision making occurs with relevant groups and individuals where appropriate  
2.6. Ensure decision making takes into account needs and expectations of both internal and external groups  
2.7. Ensure decision making occurs in accordance with risk management plans for all options, and within appropriate timeframes  
2.8. Ensure that the organisation is represented positively in the media and community |
| 3. Build and support teams | 3.1. Assign accountabilities and responsibilities to teams consistent with their competencies and operational plans  
3.2. Ensure teams are resourced to allow them to achieve their objectives |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.3. Empower teams and individuals through effective delegation and support for their initiatives</td>
</tr>
<tr>
<td></td>
<td>3.4. Create and maintain <em>a positive work environment</em></td>
</tr>
<tr>
<td></td>
<td>3.5. Encourage teams and individuals to develop innovative approaches to the performance of work</td>
</tr>
<tr>
<td>4. Demonstrate personal and professional competence</td>
<td>4.1. Model ethical conduct in all areas of work and encourage others to adopt business ethics</td>
</tr>
<tr>
<td></td>
<td>4.2. Adapt appropriate interpersonal and leadership styles to meet particular circumstances and situations</td>
</tr>
<tr>
<td></td>
<td>4.3. Set and achieve personal objectives and work program outcomes</td>
</tr>
<tr>
<td></td>
<td>4.4. Ensure self performance and professional competence is continuously improved through engagement in a range of professional development activities</td>
</tr>
<tr>
<td></td>
<td>4.5. Participate regularly in industry/professional networks and groups</td>
</tr>
</tbody>
</table>
### Required Skills and Knowledge

#### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- interpersonal skills to communicate and inspire trust and confidence of others and to ensure their cooperation and support
- networking skills to ensure support from key groups and individuals for concepts/ideas/products/services
- risk management skills to analyse, identify and develop mitigation strategies for identified risks.

#### Required knowledge

- business ethics and their application
- leadership styles and their application
- legislation, codes and by-laws relevant to the organisation's operations
- organisation mission, purpose and values
- organisation objectives, plans and strategies
- organisational change processes.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

## Overview of assessment

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:
- input from a wide range of sources providing evidence in respect to a broad range of activities and application of business ethics
- demonstration of personal competence that links to the organisation's requirements for managers
- effective communication skills and an ability to win commitment to the organisation and its activities
- knowledge of leadership styles and their application
- knowledge of legislation, codes and by-laws relevant to the organisation's operations.

### Context of and specific resources for assessment

Assessment must ensure:
- access to appropriate documentation and resources normally used in the workplace.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- analysis of responses to case studies and scenarios
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of demonstrated leadership techniques
- observation of presentations
- review of media and language used when communicating with individuals and groups
- evaluation of accountabilities and responsibilities assigned to teams
- review of documentation outlining personal objectives and work program outcomes
- review of professional development activities undertaken to improve self performance and professional competence.

### Guidance information for

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,
## EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>assessment</th>
<th>for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• other units from the Advanced Diploma of Management.</td>
</tr>
</tbody>
</table>
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Expectations of the organisation include:**
- environmental management
- occupational health and safety
- product safety
- service
- values and ethics
- other relevant factors

**Incidents may include:**
- emergency response
- environmental event (emissions, noise, etc.)
- product failure
- workplace accident

**Risk management means:**
- process of identification of potential negative events and the development of plans to mitigate or minimise the likelihood of the negative event occurring and/or the consequences in the event it does occur

**Accountabilities and responsibilities means:**
- clarification of who is to be accountable for a decision or action prior to its execution, and identification of groups, individuals and activities for which a person is responsible for managing

**Positive work environment means:**
- environment where employees identify with the organisation and its purpose and where communication is free-flowing, decisions are transparent and conflict is positive and constructive

**Unit Sector(s)**

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>
### Competency field

| Competency field | Management and Leadership - Management |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
BSBMGT616A Develop and implement strategic plans

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to establish the strategic direction of the organisation, and to sustain competitive advantage and enhance competitiveness. It requires analysis and interpretation of relevant markets, capability assessment of the organisation, and its existing and potential competitors and allies. It also covers implementation of the strategic plan.

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

Application of the Unit

| Application of the unit | This unit applies to individuals working in senior roles in the organisation, who have responsibility for ensuring that the organisation is positioned to ensure its long term viability and success. The unit covers the requirements for analysing the organisation's present position, and for developing specific actions and initiatives that will be undertaken by people working in various roles. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

| Prerequisite units |  |
### Employability Skills Information

| Employability skills | This unit contains employability skills. |

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Confirm organisational vision and mission | 1.1. Check with *stakeholders* that organisational vision and mission are still held to be current and are supported  
1.2. Make any changes or refinements to vision or mission statement as required  
1.3. Review or develop organisational values to support the vision and mission statement  
1.4. Gain support for strategic planning process from all relevant stakeholders |
| 2. Analyse the internal and external environment | 2.1. Determine information requirements and undertake or commission *research* to deliver relevant information  
2.2. Analyse political, economic, social, and technological developments in a *global context*  
2.3. Seek advice from appropriate experts wherever necessary  
2.4. Identify and consider strengths and weaknesses of existing and potential competitors and allies  
2.5. Analyse organisation's strengths, weaknesses, opportunities and threats  
2.6. Consider co-operative ventures that are supported by risk and cost-benefit analyses, are consistent with the organisational vision, mission and values, and provide for *due diligence*  
2.7. Check that analysis of internal and external environment is consistent with the perspectives of other informed people |
| 3. Write strategic plan | 3.1. Document relevant research and background for inclusion in the strategic plan  
3.2. Formulate strategic objectives and strategies needed for the future  
3.3. Detail each strategy with an assigned priority, a timeframe, responsible parties and measurable performance indicators  
3.4. Circulate strategic plan for comment, support and endorsement |
| 4. Implement strategic plan | 4.1. Communicate strategic plan to all relevant parties  
4.2. Brief people with a specific role in relation to strategies  
4.3. Use performance indicators to monitor progress in |
ELEMENT | PERFORMANCE CRITERIA
---------|---------------------
         | implementing plan   
         | 4.4. Make necessary refinements to plan  
         | 4.5. Evaluate achievement of objectives at agreed milestones  
         | 4.6. Review effectiveness of plan and consider methods for improving strategic planning processes  

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- analytical skills to undertake value chain analysis, to review strengths and weaknesses, and to collate and interpret statistical data including trend analysis
- financial skills to consider resource implications of proposed strategies
- research skills to ensure accurate, up-to-date information is available for the environmental analysis
- risk management skills to plan and undertake appropriate due diligence.

**Required knowledge**

- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- strategic planning methodologies including political, economic, social and technological (PEST) analysis and strengths, weaknesses, opportunities and threats analysis (SWOT)
- competitor knowledge
- codes and by-laws relevant to the organisation’s operations.
Evidence Guide

<table>
<thead>
<tr>
<th>OVERVIEW OF ASSESSMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVIDENCE GUIDE</strong></td>
</tr>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CRITICAL ASPECTS FOR ASSESSMENT AND EVIDENCE REQUIRED TO DEMONSTRATE COMPETENCY IN THIS UNIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>• thorough analysis of the organisation's own capabilities, those of their existing potential competitors and allies, and the external environment</td>
</tr>
<tr>
<td>• strategic plan which includes objectives, strategies, timeframes, performance indicators and methods for monitoring the implementation of the plan</td>
</tr>
<tr>
<td>• knowledge of relevant legislation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTEXT OF AND SPECIFIC RESOURCES FOR ASSESSMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
</tr>
<tr>
<td>• access to appropriate documentation and resources normally used in the workplace.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>METHOD OF ASSESSMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</td>
</tr>
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<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
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<td>• observation of presentations</td>
</tr>
<tr>
<td>• oral or written questioning to assess knowledge of strategic planning methodologies</td>
</tr>
<tr>
<td>• review of documentation outlining strengths and weaknesses of existing and potential competitors and allies</td>
</tr>
<tr>
<td>• review of strategies and their assigned priority, timeframe, responsible parties and performance indicators.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GUIDANCE INFORMATION FOR ASSESSMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
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<td>• other units from the Advanced Diploma of Management.</td>
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</tbody>
</table>
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Stakeholders may include: | • Board  
• customers  
• employees  
• government agencies  
• owners  
• shareholders  
• technical advisers |
|---------------------------|--------------------------------------------------|
| Research may include:     | • commissioned research  
• demographics  
• economics  
• internal research  
• market segmentation  
• political  
• product  
• social  
• technological |
| Global context means:     | • examination on a world-wide basis of factors which may impact on the long-term strategic direction of the business |
| Due diligence means:      | • process by which an investor, lawyer, auditor, or other qualified person, verifies the accuracy of data provided by another organisation |

**Unit Sector(s)**

| Unit sector |
## Competency field

| Competency field | Management and Leadership - Management |

## Co-requisite units

<table>
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</table>
BSBMGT617A Develop and implement a business plan

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals who are running an organisation or who take a senior role in determining the effective functioning and success of the organisation. As such, they may oversee the work of a number of teams and other managers. Business plans are critical tools for business growth and development. They will vary depending on the needs of the organisation. This unit covers the typical elements of a business plan and the standard approaches to be used in implementing a business plan. The business plan should be supported by a strategic plan, and may also be supported by a marketing plan and cash flow forecasts. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
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<th>Prerequisite units</th>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop business plan | 1.1. Review and evaluate pre-existing *strategic, business and operational plan*, if available  
1.2. Analyse and interpret business vision, mission, values and objectives  
1.3. Consult with *key stakeholders*  
1.4. Review market requirements for the product or service, profile customer needs and research pricing options  
1.5. Develop *performance objectives and measures* through consultation with key stakeholders  
1.6. Identify financial, human and physical resource requirements for the business  
1.7. Consider any permits or licences that may be required for new activity  
1.8. Write *business plan* |
| 2. Monitor performance | 2.1. Communicate business plan to all relevant parties and ensure understanding of performance requirements and timeframes  
2.2. Ensure skilled labour is available to implement plan  
2.3. Test performance measurement systems and refine, if necessary  
2.4. Ensure timely reports on all key aspects of the business are available, user-friendly and balanced in terms of financial and non-financial performance  
2.5. Report system failures, product failures and variances to the business plan as they occur |
| 3. Respond to performance data | 3.1. Analyse performance reports against planned objectives  
3.2. Review performance indicators and refine if necessary  
3.3. Ensure groups and individuals contributing to under-performance are *coached*, and provide training where appropriate  
3.4. Review system processes and work methods regularly as part of continuous improvement |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- analytical and research skills to review the market, to research competitors and to review pricing structures
- coaching and communication skills to remediate any under-performance in the work group or individuals
- planning and organising skills to sequence activities and to develop a logical structure.

#### Required knowledge

- performance measurement approaches and benchmarking
- options for developing business plans.
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
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<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
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</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
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<tbody>
<tr>
<td>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</td>
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<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
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</thead>
<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
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<td></td>
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</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Strategic, business and operational plan** may include: | • previously formulated:  
• action plan  
• business goals  
• competitor analysis  
• financing arrangements or financial targets  
• management arrangements and/or personnel requirements  
• marketing approaches  
• product or service research or analysis |
|---|---|
| **Key stakeholders** may include: | • business partners or financiers  
• customers  
• shareholders  
• staff  
• technical experts or advisers |
| **Performance objectives and measures** may relate to: | • efficiency measures  
• input measures such as staff time or dollars allocated  
• outcomes measures  
• qualitative indicators such as feedback from customers, effect on the wider market or competitors, staff reports  
• quantitative indicators, such as numbers produced and sold, turnover, customer satisfaction ranking, lower staff turnover |
| **Business plan** includes: | • description of the business  
• business products and services  
• marketing activity  
• financial indicators  
• productivity and performance targets for key result areas such as:  
  • community awareness or branding  
  • environmental impact |
### RANGE STATEMENT

| | • governance or management  
| | • quality  
| | • sales  
| | • triple bottom line  
| | • workforce  

**Coaching** refers to:  
- informal on-the-job and off-the-job advice and training to improve performance

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Management and Leadership - Management</th>
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</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
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</tbody>
</table>
BSBMKG513A Promote products and services to international markets

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to promote products and/or services of the business within specified international markets. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals with managerial responsibility for promoting products and/or services to international markets. This includes planning, coordinating, reviewing and reporting on promotional activities. Management of promotional activities may involve geographic separation from these activities. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan promotional activities | 1.1. Access marketing plan for international business activity to inform planning of promotional activities  
1.2. Access relevant information sources to support planning of promotional activities  
1.3. Identify and assess promotional activities to ensure compatibility with organisational requirements and cultural appropriateness  
1.4. Plan and schedule promotional activities according to the marketing needs of the organisation  
1.5. Determine overall promotional objectives in consultation with designated individuals and groups both in international and domestic settings  
1.6. Ensure time lines and costs for promotion of activities are realistic and consistent with budget resources  
1.7. Develop action plans to provide details of products and/or services being promoted |
| 2. Coordinate promotional activities | 2.1. Identify and prepare personnel and resources to support promotional activities, both in international and domestic settings, to facilitate the achievement of promotional goals  
2.2. Identify, agree upon and allocate roles and responsibilities of overseas and domestic personnel for delivery of promotional activities  
2.3. Establish and conduct relationships with targeted groups in overseas settings in a manner which enhances the positive image of the organisation  
2.4. Supervise and support roles and responsibilities of overseas personnel involved in promotional activities  
2.5. Use international business networks to assist in the implementation of promotional activities |
| 3. Review and report on promotional activities | 3.1. Analyse audience feedback and data to determine the impact of the promotional activity on the delivery of products and/or services  
3.2. Assess the effectiveness of planning processes to identify possible improvements in future international promotional activities  
3.3. Collect and provide feedback to personnel and agencies involved in the promotional activity both in international and domestic settings  
3.4. Analyse costs and time lines to evaluate the benefits |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
 | accruing from the internationally based promotional activities
3.5. Prepare conclusions and recommendations from verifiable evidence and provide constructive advice on future directions of internationally based promotional activities

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- interpersonal skills to establish rapport and build relationships with clients
- organisational and time management skills to sequence tasks and meet time lines
- research, data collection, assessment and evaluation skills to determine appropriate promotional activities for international markets
- technology skills to record and use information gathered about promotional activities.

Required knowledge

- available overseas media
- cultural characteristics of groups within target market
- international business networks
- marketing strategies and promotional activities
- identification and overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:
  - bilateral or regional trade agreements
  - occupational health and safety (OHS)
  - Trade Practices Act
  - World Trade Organisation rules.
### Evidence Guide

#### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- demonstration of planning, coordinating and reviewing of promotional activities to align with marketing plans and market research undertaken for the international markets selected
- report detailing promotional activities undertaken and recommendations to inform and guide future promotional activities in international settings
- knowledge of relevant Australian, international and local legislation.

#### Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to workplace documents including completed reports
- access to feedback on activity from overseas personnel/clients.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- assessment of written reports on promotional activities
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of presentations promoting goods, services or organisation to international clients or business associations/networks
- observation of techniques used when undertaking promotional activities
- oral or written questioning to assess knowledge of cultural characteristics of groups within target market
- review of action plans developed to provide details of
## EVIDENCE GUIDE

| **products and/or services being promoted** | • analysis of audience feedback and data  
• assessment of conclusions and recommendations  
prepared and advice on future directions of  
internationally based promotional activities. |
| **Guidance information for assessment** | Holistic assessment with other units relevant to the  
industry sector, workplace and job role is recommended,  
for example:  
• international business units  
• other marketing units. |
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Information sources** may include:
- academics and training providers
- Austrade and other Australian, state/territory government departments and agencies
- overseas embassies, consulates, government departments and agencies within Australia and overseas
- trade and industry publications

**Promotional activities** may include:
- advertisements
- client functions
- demonstration activities
- distribution of free samples
- employee functions
- media announcements
- product launches
- web pages

**Organisational requirements** may include:
- access and equity principles and practice
- allocation of responsibilities for products and/or services
- confidentiality and security requirements
- consideration of cultural issues
- defined resource parameters
- ethical standards
- filing and documentation storage processes
- goals, objectives, plans, systems and processes
- legal and organisational policy/guidelines and requirements
- OHS policies, procedures and programs
- payment and delivery options
- pricing and discount policies
- quality and continuous improvement processes and standards
- quality assurances and/or procedures manuals
- replacement and refund policy and procedures
### RANGE STATEMENT

**Cultural appropriateness** refers to:
- appropriateness of activity related to the culture of countries selected for promotion of products and/or services

**Designated individuals and groups** may refer to:
- colleagues
- committees
- customers
- external organisations such as Austrade, state/territory government departments and agencies, chambers of commerce
- line management
- supervisor

**Personnel and resources** may refer to:
- contractors engaged for specific purposes within promotional activity
- management
- marketing funds
- organisational personnel both in international and domestic settings
- promotional products
- samples
- technology
- time
- venue

**Roles and responsibilities** may include:
- codes of conduct
- considerations of cultural issues
- contractual arrangements with consultants or specialists hired for promotional activity
- job description and employment arrangements
- marketing plans
- organisation's policy relevant to work role
- skills, training and competencies
- supervision and accountability requirements including OHS
- team structures

**International business networks** may refer to:
- formal or informal networks
- government sponsored networks through Austrade or state/territory government agencies, chambers of commerce
- individuals, groups, organisations
- personal or business networks
- professional or trade networks
### RANGE STATEMENT

*Feedback* may be collected from:

- customer/client response data
- employee data
- focus groups
- market share data
- sales orders
- word-of-mouth reports

### Unit Sector(s)

**Unit sector**

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<th>Unit sector</th>
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### Competency field

**Competency field**

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Business Development - Marketing</th>
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</table>

### Co-requisite units

**Co-requisite units**

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<tr>
<th>Co-requisite units</th>
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</table>
BSBOHS407A Monitor a safe workplace

Modification History

Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
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</thead>
<tbody>
<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.</td>
</tr>
<tr>
<td>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</td>
</tr>
</tbody>
</table>

Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
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</thead>
<tbody>
<tr>
<td>This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area.</td>
</tr>
<tr>
<td>This unit applies to individuals with a broad knowledge of OHS policies who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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</table>
### Prerequisite units

<table>
<thead>
<tr>
<th>Employability Skills Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employability skills</strong></td>
</tr>
</tbody>
</table>

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide information to the workgroup about OHS policies and procedures</td>
<td>1.1. Accurately explain relevant provisions of <strong>OHS legislation and codes of practice</strong> to the workgroup&lt;br&gt;1.2. Provide information to the workgroup on the organisation's <strong>OHS policies, procedures and programs</strong>, ensuring it is readily accessible by the workgroup&lt;br&gt;1.3. Regularly provide and clearly explain information about <strong>identified hazards and the outcomes of risk assessment</strong> and control to the workgroup</td>
</tr>
<tr>
<td>2. Implement and monitor participative arrangements for the management of OHS</td>
<td>2.1. Explain the importance of effective consultative mechanisms in managing health and safety risks&lt;br&gt;2.2. Implement and monitor consultative procedures to facilitate participation of workgroup in management of work area hazards&lt;br&gt;2.3. Promptly deal with issues raised through consultation, in accordance with <strong>organisational consultation procedures</strong>&lt;br&gt;2.4. Promptly record and communicate to the workgroup the outcomes of consultation over OHS issues</td>
</tr>
<tr>
<td>3. Implement and monitor the organisation's procedures for providing OHS training</td>
<td>3.1. Systematically identify OHS training needs in line with organisational requirements&lt;br&gt;3.2. Make arrangements to meet OHS training needs of team members in consultation with relevant individuals&lt;br&gt;3.3. Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate team and individual achievement of identified training needs&lt;br&gt;3.4. Identify and report to management the costs associated with providing training for work team, for inclusion in financial plans</td>
</tr>
<tr>
<td>4. Implement and monitor procedures for identifying hazards and assessing risks</td>
<td>4.1. Identify and report on hazards in work area in accordance with OHS policies and procedures&lt;br&gt;4.2. Promptly action team member hazard reports in accordance with organisational procedures</td>
</tr>
<tr>
<td>5. Implement and monitor the organisation's procedures for</td>
<td>5.1. Implement <strong>procedures to control risks</strong> using the hierarchy of controls and organisational requirements&lt;br&gt;5.2. Identify and report inadequacies in existing risk control measures in accordance with the hierarchy of <strong>procedures to control risks</strong></td>
</tr>
</tbody>
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**BSBOHS407A Monitor a safe workplace**  
Date this document was generated: 16 August 2014
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td>controlling risks</td>
<td>controls</td>
</tr>
<tr>
<td>5.3. Monitor outcomes of reported inadequacies, where appropriate, to ensure a prompt organisational response</td>
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</tr>
<tr>
<td>6. Implement and monitor the organisation’s procedures for maintaining OHS records for the team</td>
<td>6.1. Accurately complete and maintain <em>OHS records</em> of incidents of occupational injury and disease in work area in accordance with OHS legal requirements</td>
</tr>
<tr>
<td></td>
<td>6.2. Use aggregate information and data from work area records to identify hazards and monitor risk control procedures in work area</td>
</tr>
</tbody>
</table>

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- analytical skills to identify hazards, to assess risks in the work area and to review data relating to monitoring and evaluating incidents (accidents), environmental issues and the effectiveness of risk control measures
- literacy skills to comprehend documentation and to interpret OHS requirements
- coaching and mentoring skills to provide support to colleagues.

**Required knowledge**

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - OHS
- legal responsibilities of employers, supervisors and employees in the workplace
- hazards and associated risks which exist in the workplace
- organisational policies and procedures relating to hazard management, fire, emergency, evacuation, incident (accident) investigating and reporting
- relevance of consultation as a key mechanism for improving workplace culture.
Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• applying organisational management systems and procedures to OHS within workgroup area</td>
</tr>
<tr>
<td></td>
<td>• applying procedures for assessing and controlling risks to health and safety associated with those hazards, in accordance with the hierarchy of controls</td>
</tr>
<tr>
<td></td>
<td>• providing specific, clear and accurate information and advice on workplace hazards to workgroup</td>
</tr>
<tr>
<td></td>
<td>• knowledge of legal responsibilities of employers, supervisors and employees in the workplace.</td>
</tr>
</tbody>
</table>

### Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of documentation relating to hazards in the worklace
- examples of documents relating to workplace safety, hazard identification and risk assessment.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of records communicating the outcomes of consultation over OHS issues to the workgroup
- analysis of responses to case studies and scenarios
- demonstration of techniques
- review of reports to management on the costs associated with providing training for the work team
- oral or written questioning to assess knowledge of workplace safety and hazards
- examples of risk assessments
- evaluation of actioning of team member hazard
## EVIDENCE GUIDE

| reports | review of OHS records of occupational injury and disease incidents in work area. |

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- management units
- other OHS units.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **OHS legislation and codes of practice** may include: | • common law duties to meet the general duty of care requirements  
• health and safety representatives and health and safety committees  
• prompt resolution of health and safety issues  
• provision of information, induction and training  
• regulations and approved codes of practice relating to hazards present in work area  
• relevant state/territory legislation  
• requirements for the maintenance and confidentiality of records of occupational injury and disease |
| --- | --- |
| **Organisation's OHS policies, procedures and programs** may include: | • consultative arrangements for employees in work area  
• dangerous goods transport and storage  
• emergency and evacuation procedures  
• first aid provision/medical practitioner contact and attention  
• hazard reporting procedures  
• hazardous substances use and storage  
• incident (accident) investigation  
• OHS arrangements for on site contractors, visitors and members of public  
• OHS audits and safety inspections  
• plant and equipment maintenance and use  
• procedures for hazard identification  
• procedures for risk assessment, selection and implementation of risk control measures  
• purchasing policy and procedures  
• safe operating procedures/instructions  
• site access  
• use and care of personal protective equipment |
### RANGE STATEMENT

**Identified hazards and the outcomes of risk assessment** may include:

- checking equipment before and during work
- consulting work team members
- daily informal employee consultation and regular formal employee meetings
- housekeeping
- OHS audits and review of audit reports
- review of health and safety records including hazard reports, hazardous substances and dangerous goods registers, injury records
- workplace inspections in area of responsibility

**Organisational consultation procedures** may include:

- attendance of health and safety representatives at management and OHS planning meetings
- counselling/disciplinary processes
- early response to employee suggestions, requests, reports and concerns put forward to management
- election of health and safety representatives in accordance with legislative requirements
- formal and informal meetings
- health and safety committees
- other committees, for example, planning and purchasing

**Procedures to control risks** may include:

- consultation with employees and their representatives
- job/process/workplace re-design e.g. introduce mechanical handling equipment, re-arrange material flow/timing/scheduling, raise/lower work platforms
- removing the cause of a risk at its source (eliminating the hazard) e.g. removing stored goods permanently from emergency exit passageways
- selecting control measures in accordance with the hierarchy i.e. work through hierarchy from most effective to least effective control

**OHS records** may include:

- audit and inspection reports
- consultation e.g. meetings of health & safety committees, workgroup meeting agendas including OHS items and actions
- first aid/medical post records
- hazardous substances registers
- induction, instruction and training
RANGE STATEMENT

- manufacturer's and supplier's information including dangerous goods storage lists
- plant and equipment maintenance and testing reports
- workers compensation and rehabilitation records
- workplace environmental monitoring records

Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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</table>

Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Regulation, Licensing and Risk - Occupational Health and Safety</th>
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Co-requisite units

<table>
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<th>Co-requisite units</th>
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</table>
BSBOHS509A Ensure a safe workplace

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area in accordance with OHS legal requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | Managers play an important role in ensuring the safety of the workplace and the wellbeing of their staff. This unit applies to managers working in a range of contexts. It takes a systems approach and ensures compliance with relevant legislative requirements. All those who have, or are likely to have, a management responsibility for OHS should undertake this unit. It is relevant for those with managerial responsibilities, either as an owner or employee-manager of a business. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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### Prerequisite units

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<tr>
<th>Prerequisite units</th>
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</table>

### Employability Skills Information

| Employability skills | This unit contains employability skills. |

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Establish and maintain an OHS system | 1.1. Locate and communicate OHS policies which clearly express the organisation's commitment to implement relevant OHS legislation in the enterprise  
1.2. Define OHS responsibilities for all workplace personnel in accordance with OHS policies, procedures and programs  
1.3. Identify and approve financial and human resources for the effective operation of the OHS system |
| 2. Establish and maintain participative arrangements for the management of OHS | 2.1. Establish and maintain participative arrangements with employees and their representatives in accordance with relevant OHS legislation  
2.2. Appropriately resolve issues raised through participative arrangements and consultation  
2.3. Promptly provide information about the outcomes of participation and consultation in a manner accessible to employees |
| 3. Establish and maintain procedures for identifying hazards, and assessing and controlling risks | 3.1. Develop procedures for ongoing hazard identification, and assessment and control of associated risks  
3.2. Include hazard identification at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards are not created by the proposed changes  
3.3. Develop and maintain procedures for selection and implementation of risk control measures in accordance with the hierarchy of control  
3.4. Identify inadequacies in existing risk control measures in accordance with the hierarchy of control and promptly provide resources to enable implementation of new measures  
3.5. Identify intervention points for expert OHS advice |
| 4. Establish and maintain a quality OHS management system | 4.1. Develop and provide an OHS induction and training program for all employees as part of the organisation's training program  
4.2. Utilise system for OHS record keeping to allow identification of patterns of occupational injury and disease in the organisation  
4.3. Measure and evaluate the OHS system in line with the organisation's quality systems framework  
4.4. Develop and implement improvements to the OHS system |
ELEMENT | PERFORMANCE CRITERIA
---|---
| system to achieve organisational OHS objectives
| 4.5. Ensure compliance with the OHS legislative framework so that legal OHS standards are maintained as a minimum

Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- analytic skills to analyse relevant workplace data in order to identify hazards, and to assess and control risks
- communication skills to consult with staff and to promote a safe workplace
- problem-solving skills to deal with complex and non-routine difficulties
- technology skills to store and retrieve relevant workplace data.

**Required knowledge**

- application of the hierarchy of control (the preferred order of risk control measures from most to least preferred, that is, elimination, engineering controls, administrative controls, personal protective equipment)
- hazard identification and risk management
- relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
- reporting requirements.
## Evidence Guide

**Overview of assessment**

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:
- detailed knowledge and application of all relevant OHS legislative frameworks
- establishment and maintenance of arrangements for managing OHS within the organisations' business systems and practices
- identification of intervention points for expert OHS advice
- principles and practice of effective OHS management in a small, medium or large business.

### Context of and specific resources for assessment

Assessment must ensure:
- access to appropriate documentation and resources normally used in the workplace.

### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- analysis of responses to case studies and scenarios
- assessment of written reports
- demonstration of techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of OHS policies, information provided on the OHS system, information about the outcomes of participation and consultation provided to employees
- oral or written questioning to assess knowledge of OHS and OHS legislation
- evaluation of OHS induction and training
- review of OHS record keeping system.

### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
- other OHS units
<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• units from the Diploma of Management.</td>
</tr>
</tbody>
</table>
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**OHS legislation** will depend on state/territory legislation and requirements, and will include:

- common law duties to meet general duty of care requirements
- regulations and approved codes of practice relating to hazards in the work area
- requirements for establishment of consultative arrangements including those for health and safety representatives, and health and safety committees
- requirements for effective management of hazards
- requirements for provision of information and training including training in safe operating procedures, procedures for workplace hazards, hazard identification, risk assessment and risk control, and emergency and evacuation procedures
- requirements for the maintenance and confidentiality of records of occupational injury and disease

**Control of associated risks** may include:

- administrative
- counselling/disciplinary processes
- elimination
- engineering
- housekeeping and storage
- issue resolution
- OHS records maintenance and analysis
- personal protective equipment
- purchasing of supplies and equipment
- workplace inspections including plant and equipment

**Organisational health and safety record keeping** may relate to:

- audit and inspection reports
- workplace environmental monitoring records
- consultation e.g. meetings of health & safety committees, work group meeting agendas
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>including OHS items and actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>induction, instruction and training</td>
</tr>
<tr>
<td>manufacturers’ and suppliers’ information including dangerous goods storage lists</td>
</tr>
<tr>
<td>hazardous substances registers</td>
</tr>
<tr>
<td>plant and equipment maintenance and testing reports</td>
</tr>
<tr>
<td>workers compensation and rehabilitation records</td>
</tr>
<tr>
<td>first aid/medical post records</td>
</tr>
</tbody>
</table>

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Management and Leadership - Management</th>
</tr>
</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
BSBPMG401A Apply project scope management techniques

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to contribute to the control of a project's scope by assisting with the identification of objectives, deliverables, constraints, assumptions and outcomes; and by applying controls once the project has commenced.</td>
</tr>
</tbody>
</table>

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Application of the Unit

This unit applies to a project team member working under the direction of a project manager with other project team members. The individual may be operating within an organisation or as a consultant. The skills should be applied in the context of multiple complex projects, with the individual operating as part of a specialist project management team.

In the context of this unit a complex project is defined as a project which involves:

- a comprehensive and multi faceted project plan
- a formal internal or external communications strategy
- a dedicated and diverse project budget
- multiple administrative components
- multiple operational components
- a wide range of stakeholders
- a project operations team.

The functions performed by a worker managing a straightforward project or a section of a larger project where project management is not the main focus of the job role are covered by BSBPMG510A Manage Projects.

The functions performed by a project manager to manage the scope of the whole project are addressed in BSBPMG502A Manage Project Scope.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Contribute to scope definition | 1.1. Contribute to the identification of project deliverables  
1.2. Contribute to the identification of measurable outcomes to enable evaluation of project performance  
1.3. Contribute to the development of the scope management plan |
| 2. Apply project scope controls | 2.1. Undertake work in accordance with agreed project management plan and by using established change control procedures and performance measurement procedures  
2.2. Monitor and control aspects of project scope and communicate instances of non-compliance with overall scope to the project manager and other team members  
2.3. Measure progress to determine potential, perceived and actual scope changes  
2.4. Appropriately report scope changes  
2.5. Provide assistance in the review of project outcomes to determine the effectiveness of initial and subsequent scope management approaches |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills sufficient to interpret potentially complex project plans and documentation
- planning and organisational skills to monitor and respond to compliance issues and to measure progress against agreed objectives
- teamwork and communication skills to liaise with other members of the project team on a range of project scope management issues and challenges.

Required knowledge

- elements which make up a project scope management plan
- methods for measuring work outcomes and progress against plans
- factors likely to impact on project scope
- methods for segmenting and documenting the work of a project.
Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• knowledge of project scope management methodologies</td>
</tr>
<tr>
<td></td>
<td>• participation in the definition and management of scope in relation to multiple complex projects.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of the following is essential:</td>
<td>Assessment must ensure:</td>
</tr>
<tr>
<td>• knowledge of project scope management methodologies</td>
<td>• access to project documentation which includes information about project scope and project team involvement.</td>
</tr>
<tr>
<td>• participation in the definition and management of scope in relation to multiple complex projects.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td></td>
<td>• analysis of responses addressing different project scope management scenarios</td>
</tr>
<tr>
<td></td>
<td>• oral or written questioning to assess knowledge of strategies for managing project scope and their application to different situations</td>
</tr>
<tr>
<td></td>
<td>• assessment of contribution to the development of the scope management plan</td>
</tr>
<tr>
<td></td>
<td>• evaluation of progress measured to determine potential, perceived and actual scope changes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• other units from the Certificate IV in Project Management.</td>
</tr>
</tbody>
</table>

Table:
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th><strong>Project deliverables</strong> may include:</th>
<th>• products, outputs and services defined within the project scope</th>
</tr>
</thead>
</table>
| **Scope management plan** may include: | • constraints, assumptions and exclusions  
                    • deliverables, activities and tasks  
                    • project benefits and outcomes  
                    • project objectives  
                    • work organisation and/or product breakdown structures |
| **Change control procedures** may include: | • adjusting designated project documentation, for example plans, schedules, directives, guidelines and instructions which include change instructions, change request procedures and nominated change authorities  
                    • identifying designated elements of the project liable to change, for example finance and duration of tasks |
| **Performance measurement procedures** may include: | • using tools and techniques to manage and measure project progress in terms of time and resources |

Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

Competency field

| Competency field | Management and Leadership - Project Management |
Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
BSBPMG503A Manage project time

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to manage time within projects. It covers determining and implementing the project schedule, and assessing time management outcomes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to an individual who is clearly and solely responsible for the management and leadership of a complex project, either as an employee of an organisation or as an external consultant. In the context of this unit a complex project is defined as a project which involves: the need for a comprehensive and multi faceted project plan the need for a formal internal or external communications strategy a dedicated and diverse project budget multiple administrative components multiple operational components a wide range of stakeholders a project operations team. The functions performed by a program manager to manage time within multiple projects are addressed in BSBPMG603A Direct time management of a project program. |
**Licensing/Regulatory Information**
Not applicable.

**Pre-Requisites**

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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</thead>
<tbody>
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</tbody>
</table>

**Employability Skills Information**

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

**Elements and Performance Criteria Pre-Content**

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Determine project schedule | 1.1. Determine the duration, effort, sequence and dependencies of tasks from the scope definition as the basis for the project schedule  
1.2. Obtain input and approval for the project schedule from stakeholders  
1.3. Select and use *methods, techniques and tools*, within delegated authority, to determine preferred schedule, *time management plan/s*, resource allocation and financial requirements  
1.4. Obtain agreement to the schedule from relevant project authority and communicate this agreement to stakeholders to provide the basis for measurement of progress |
| 2. Implement project schedule | 2.1. Implement mechanisms to measure, record and report progress of activities in relation to the agreed schedule and plans  
2.2. Conduct ongoing analysis of options to identify variances and to forecast the impact of changes to the schedule  
2.3. Review progress throughout the project life cycle and implement agreed schedule changes to ensure consistency with changing scope, objectives and constraints related to time and resource availability  
2.4. Develop responses to perceived, potential or actual schedule changes, ensure agreement by a higher project authority, and implement to maintain project objectives |
| 3. Assess time management outcomes | 3.1. Review project outcomes from available *records* and information to determine the effectiveness of time management activities  
3.2. Identify and document time management issues and recommended improvements, and pass on to relevant project authority for application in future projects |
Required Skills and Knowledge

REQUERED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to read, develop and interpret project schedules
- self management skills to ensure vision and priorities are clear
- organisational skills to sequence tasks and see that objectives are met
- communication skills to convey expectations and to advise others of progress
- technology skills to use appropriate software to develop project schedules
- analytical skills to review and evaluate process.

Required knowledge

- techniques and tools for project schedules
- project life cycle
- time management methodologies, their capabilities, limitations, application and outcomes.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| **Critical aspects for assessment and evidence required to demonstrate competency in this unit** | - demonstrated successful application of time management tools and techniques to ensure objectives are met on multiple complex projects  
- knowledge of time management methodologies, their capabilities, limitations, application and outcomes. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
</table>
| **Method of assessment** | - access to workplace documentation, schedules, reports from project team  
- consideration of feedback from project stakeholders regarding the management of project time. |

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Guidance for assessment</strong></td>
<td>- other units from the Diploma of Project Management.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Methods, techniques and tools may include: | • conducting or supervising qualitative and/or quantitative time analysis, such as schedule simulation, decision analysis, contingency planning and alternative strategy development  
• using personal experience and/or subject matter experts  
• using specialist time analysis tools to assist in the decision making process |
| --- | --- |
| Time management plan/s may include: | • lists of milestones  
• project schedule and sub-schedules  
• schedule management strategies and actions, standardised formal arrangements, responsibility assignment, contingency plans and assigned schedule management responsibilities |
| Records may include: | • diaries, incident logs, occurrence reports and other such records  
• gantt, PERT and other scheduling charts  
• lists of variances and forecasts of potential schedule events  
• project and/or organisation files and records  
• records of analysis, evaluation of options, recommended and approved courses of action |

### Unit Sector(s)

| Unit sector |  |
## Competency field

| Competency field | Management and Leadership - Project Management |

## Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</tbody>
</table>

© Commonwealth of Australia, 2014
BSBPMG504A Manage project costs

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to identify, analyse and refine project costs to produce a budget, and to use this budget as the principal mechanism to control project cost. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

|
Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
<th>This unit applies to an individual who is clearly and solely responsible for the management and leadership of a complex project, either as an employee of an organisation or an external consultant.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In the context of this unit a complex project is defined as a project which involves:</td>
</tr>
<tr>
<td></td>
<td>the need for a comprehensive and multi-faceted project plan</td>
</tr>
<tr>
<td></td>
<td>the need for a formal internal or external communications strategy</td>
</tr>
<tr>
<td></td>
<td>a dedicated and diverse project budget</td>
</tr>
<tr>
<td></td>
<td>multiple administrative components</td>
</tr>
<tr>
<td></td>
<td>multiple operational components</td>
</tr>
<tr>
<td></td>
<td>a wide range of stakeholders</td>
</tr>
<tr>
<td></td>
<td>a project operations team.</td>
</tr>
<tr>
<td></td>
<td>The functions performed by a program manager to manage costs within multiple projects are addressed in BSBPMG604A Direct cost management of a project program.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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<tbody>
<tr>
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</tbody>
</table>
Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Determine project costs | 1.1. Determine resource requirements for individual tasks, with input from stakeholders and guidance of others  
1.2. Estimate **project costs** to enable budgets to be developed and implement agreed cost management processes  
1.3. Develop and implement a cost management plan, within **delegated authority**, to ensure clarity of understanding and ongoing management of project finances |
| 2. Monitor and control project costs | 2.1. Implement agreed **financial management processes and procedures** to monitor actual expenditure and to control costs  
2.2. Select and use cost analysis methods and tools to identify cost variations, evaluate options and recommend actions to a higher project authority  
2.3. Implement, monitor and modify agreed actions to maintain financial and overall project objectives throughout the project lifecycle |
| 3. Conduct financial completion activities | 3.1. Conduct appropriate activities to signify financial completion  
3.2. **Review** project outcomes using available **records** and information to determine the effectiveness of cost management processes and procedures  
3.3. Review cost management issues and identify improvements |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- numeracy and budgeting skills to monitor expenditure and manage costs
- technology skills to use software for recording expenditure and reporting on finances
- analytical skills to evaluate processes and recommend improvements.

### Required knowledge

- budgeting processes, tools and techniques
- methods and tools for costing and cost analysis.
### Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
</tr>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>• demonstrated evidence of monitoring project costs across the project life cycle for multiple complex projects</td>
</tr>
<tr>
<td>• knowledge of budgeting processes, tools and techniques.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
</tr>
<tr>
<td>• access to workplace documentation including budgets, financial documents</td>
</tr>
<tr>
<td>• consideration of feedback from project stakeholders on how costs were managed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:</td>
</tr>
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<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>• oral or written questioning to assess knowledge of strategies for managing project costs and their application to different situations.</td>
</tr>
<tr>
<td>• analysis of responses addressing case studies and scenarios which present project cost management issues and problems</td>
</tr>
<tr>
<td>• review of developed and implemented cost management plan</td>
</tr>
<tr>
<td>• review of documentation about project outcomes, cost management issues and identified improvements.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td>• other units from the Diploma of Project Management.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Others may include: | • relevant project authority  
|                     | • program manager  
|                     | • project specialists or other personnel  
|                     | • team members |

| Project costs are estimated to a level of accuracy available considering: | • availability of information at the time  
| | • contingencies to allow for identified risks and uncertainty  
| | • organisational requirements, for example overhead and profit margin  
| | • stage of the project life cycle |

| Delegated authority means that activities will: | • be conducted routinely or as changing circumstances dictate  
| | • be done independently within broad guidance or by taking the lead of a team  
| | • involve consultation with other project members, teams and internal stakeholders  
| | • involve the selection, use and supervision of appropriate time management methods, tools and techniques  
| | • take into account internal organisational change and external environmental change |

| Financial management processes and procedures may include: | • approval processes  
| | • communication and reporting processes  
| | • financial authorisations/delegations  
| | • invoice procedures |

| Reviewing may include evaluations of: | • agreed major milestones, for example phases and sub-contracts  
| | • change of key personnel  
| | • delivery of major deliverables  
| | • finalisation of project and other agreed milestones |

| Records may include: | • budgets, commitment and expenditure  
| | • cost management lessons learned |
### RANGE STATEMENT

- cost management plans
- invoice and payment summaries
- lists of potential costs
- project and/or organisation files and records
- recommended and approved courses of action
- reports to relevant stakeholders

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Management and Leadership - Project Management</th>
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</thead>
</table>

### Co-requisite units

<table>
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</tbody>
</table>
BSBPMG506A Manage project human resources

Modification History

Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to undertake human resource management (HRM) within projects. It involves planning for human resources, implementing staff training and development, and managing the project team and stakeholders. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to an individual who is clearly and solely responsible for the management and leadership of a complex project, either as an employee of an organisation or an external consultant. In the context of this unit a complex project is defined as a project which involves:

- the need for a comprehensive and multi faceted project plan
- the need for a formal internal or external communications strategy
- a dedicated and diverse project budget
- multiple administrative components
- multiple operational components
- a wide range of stakeholders
- a project operations team.

The functions performed by a program manager to manage human resources within multiple projects are addressed in BSBPMG606A Direct human resources management of a project program. |
Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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<tbody>
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</table>

Employability Skills Information

<table>
<thead>
<tr>
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</thead>
</table>

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
</tbody>
</table>
| 1. Implement human resource and stakeholder planning activities | 1.1. Identify project stakeholders and verify their expectations in order to quantify project outcomes  
1.2. Determine resource requirements for individual tasks, with input from stakeholders and guidance from a higher project authority, to determine project staffing levels and required competencies  
1.3. Establish *project organisation and structure* to align individual and group competencies with project tasks  
1.4. Allocate *staff* to the project with the approval of a higher project authority, to meet work requirements throughout the project life cycle  
1.5. Develop and use **HRM methods, techniques and tools** to implement procedures and plans to ensure clarity of understanding and ongoing HRM |
| 2. Implement staff training and development | 2.1. Communicate designated staff responsibilities, authority and individual performance measurement criteria to the project team and other relevant stakeholders, to ensure clarity of understanding of the work and to provide a basis for ongoing assessment  
2.2. Identify, plan and implement ongoing development and training of project team members to achieve HRM and overall project objectives, with agreement of a higher project authority  
2.3. Measure individuals’ performance against agreed criteria and initiate actions to overcome shortfalls in performance and to encourage career progression |
| 3. Manage the project team and stakeholders | 3.1. Implement processes to promote continuous improvement of staff, and take actions to improve staff and overall project effectiveness  
3.2. Monitor and report internal and external influences on individual and project team member performance and morale to a higher project authority, if necessary, for remedial action  
3.3. Implement established procedures for interpersonal communication, counselling and conflict resolution to maintain a positive working environment  
3.4. Continually review stakeholder expectations to resolve expectation variance and to ensure project is on track to deliver expected outcomes  
3.5. Identify and manage inter-project and intra-project |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>conflict to minimise impact on achievement of project objectives</td>
</tr>
<tr>
<td>3.6.</td>
<td>Identify and document human resource and stakeholder management issues, and recommended improvements, and pass on to higher project authority for application in future projects</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

#### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- planning skills to identify skills required and to allocate project responsibilities to staff
- communication and leadership skills to motivate staff, convey expectations and ensure outcomes are met
- interpersonal skills to resolve conflict
- coaching and mentoring skills to boost performance
- analytical skills to review project and to identify improvements.

#### Required knowledge

- roles and responsibilities in project management
- methods for managing and improving performance
- HRM legislation, methods, techniques and tools.
## Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- demonstrated evidence of successfully managing project staff so that outcomes were achieved on multiple complex projects
- knowledge of HRM legislation, methods, techniques

### Context of and specific resources for assessment

Assessment must ensure:

- access to workplace documentation
- consideration of feedback from project team and other stakeholders on how human resources were managed.

### Method of assessment

A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning to assess knowledge of strategies for managing project human resources and their application to different situations
- analysis of responses addressing case studies and scenarios which present project human resource management issues and problems
- assessment of staff allocated to the project
- evaluation of processes used to measure individuals' performance against agreed criteria and to overcome shortfalls in performance
- evaluation of how procedures for interpersonal communication, counselling and conflict resolution were implemented.

### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Diploma of Project Management.
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Project organisation and structure** may be affected by established organisational responses to external influences such as:

- accepted work practices
- relevant legislation, such as anti-discrimination, equal employment opportunity, affirmative action and occupational health and safety
- workplace bargaining

**Staff** may be:

- external to the organisation, such as consultants, auditors and quality assurance specialists
- from within the organisation, such as staff on loan from other projects

**HRM methods, techniques and tools** may include established organisational responses to:

- conflict resolution
- HRM forecasts, staffing plans and job descriptions
- individual and group competency identification and development
- performance monitoring, assessment and reporting
- staff recruitment and reallocation

**Unit Sector(s)**

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>
### Competency field

| Competency field | Management and Leadership - Project Management |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>
BSBPMG507A Manage project communications

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to link people, ideas and information at all stages in the project life cycle. Project communications management ensures the timely and appropriate generation, collection, dissemination, storage and disposal of project information through formal structures and processes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

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Transport & Logistics Industry Skills Council
### Application of the Unit

| Application of the unit | This unit applies to an individual who is clearly and solely responsible for the management and leadership of a complex project, either as an employee of an organisation or an external consultant. In the context of this unit a complex project is defined as a project which involves:  
- the need for a comprehensive and multi faceted project plan  
- the need for a formal internal or external communications strategy  
- a dedicated and diverse project budget  
- multiple administrative components  
- multiple operational components  
- a wide range of stakeholders  
- a project operations team.  
The functions performed by a program manager to manage communications within multiple projects are addressed in BSBPMG607A Direct communications management of a project program. |

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tbody>
</table>

### Employability Skills Information

| Employability skills | This unit contains employability skills. |
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>

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## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan communications processes | 1.1. Identify, document and analyse information requirements, with input from stakeholders and guidance from a higher project authority, as the basis for communications planning  
1.2. Develop, within delegated authority, an agreed communications management plan to ensure clarity of understanding and achievement of project objectives throughout the project life cycle  
1.3. Establish and maintain designated project management information system (PMIS) to ensure the quality, validity, timeliness and integrity of information and communication |
| 2. Manage project information | 2.1. Manage the generation, gathering, storage, retrieval, analysis and dissemination of information by project staff and stakeholders within established systems and procedures to aid decision making processes throughout the project life cycle  
2.2. Implement, modify, monitor and control designated information validation processes to optimise quality and accuracy of data  
2.3. Implement and maintain agreed communication networks between project staff, client and other stakeholders to ensure effective communications at appropriate levels throughout the project life cycle  
2.4. Identify communication and information management system problems and report them to a higher project authority |
| 3. Assess communications management outcomes | 3.1. Conduct finalisation activities to ensure agreed ownership of, and responsibility for, information collected  
3.2. Review project outcomes to determine the effectiveness of management information and communications processes and procedures  
3.3. Identify and document lessons learned and recommended improvements, and pass on to higher project authority for application in future projects |
### Required Skills and Knowledge

#### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- literacy skills to write reports and communicate key issues
- technology skills to facilitate effective communication
- organisational skills to manage information
- analytical skills to review project outcomes.

#### Required knowledge

- project life cycle and the place of communications within it
- project management information systems and their various applications.
### Evidence Guide

#### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td></td>
<td>• development and implementation of a range of project communications that facilitate effective outcomes for multiple complex projects</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the place of communications within the project life cycle.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• access to project communication documentation</td>
</tr>
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<td></td>
<td>• consideration of feedback from project team members and other stakeholders as to how effectively communication was managed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th></th>
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<tbody>
<tr>
<td>A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td></td>
<td>• oral or written questioning to assess knowledge of strategies for managing project communications and their application to different situations</td>
</tr>
<tr>
<td></td>
<td>• analysis of responses in addressing case studies and scenarios which present project communication management issues and problems</td>
</tr>
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<td></td>
<td>• observation of performance in role plays which demonstrate communication skills</td>
</tr>
<tr>
<td></td>
<td>• evaluation of communications management plan</td>
</tr>
<tr>
<td></td>
<td>• review of identification and reporting of communication and information management system problems.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th></th>
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<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• other units from the Diploma of Project Management.</td>
</tr>
</tbody>
</table>
Range Statement

<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
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</thead>
<tbody>
<tr>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</td>
</tr>
</tbody>
</table>

**Delegated authority** means that activities may:
- be conducted routinely or as changing circumstances dictate
- be done independently within broad guidance or by taking the lead of a team
- involve consultation with other project members, teams and internal stakeholders
- involve the selection, use and supervision of appropriate communications management methods and tools
- take into account internal organisational change and external environmental change

**Project management information system** is a means for communicating knowledge about the project and provides a systematic approach to the storing, searching and retrieval of information relevant to the project and may include:
- complex computer-based systems
- modified systems to cater for unique project requirements
- simple manual systems

**Communication networks** may include:
- client organisation and end users
- formal networks
- informal networks
- organisation's communication networks
- specific networks

<table>
<thead>
<tr>
<th>Unit Sector(s)</th>
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<tbody>
<tr>
<td>Unit sector</td>
</tr>
</tbody>
</table>
### Competency field

| Competency field | Management and Leadership - Project Management |

### Co-requisite units

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</tbody>
</table>
BSBPMG509A Manage project procurement

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
<th>This unit describes the performance outcomes, skills and knowledge required to undertake procurement and contract management within projects. It covers determining procurement requirements, establishing agreed procurement processes, conducting contracting and procurement activities, and managing finalisation processes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</th>
</tr>
</thead>
</table>
Application of the Unit

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>This unit applies to an individual who is clearly and solely responsible for the management and leadership of a complex project, either as an employee of an organisation or an external consultant.</td>
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</tbody>
</table>

In the context of this unit a complex project is defined as a project which involves:

- the need for a comprehensive and multi faceted project plan
- the need for a formal internal or external communications strategy
- a dedicated and diverse project budget
- multiple administrative components
- multiple operational components
- a wide range of stakeholders
- a project operations team.

The functions performed by a program manager to manage procurement within multiple projects are addressed in BSBPMG609A Direct procurement and contracting for a project program.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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Employability Skills Information

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## Elements and Performance Criteria Pre-Content

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## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Determine procurement requirements | 1.1. Identify procurement requirements with input from stakeholders as the basis for procurement planning and contracts  
1.2. Establish and maintain, within delegated authority, an agreed procurement management plan and strategies to ensure clarity of understanding between stakeholders and achievement of project objectives |
| 2. Establish agreed procurement processes | 2.1. Obtain information from established sources capable of fulfilling procurement requirements to determine how project objectives can be met  
2.2. Adopt established selection processes and selection criteria, including occupational health and safety (OHS) requirements, and communicate to stakeholders and prospective contractors or suppliers to ensure fair competition  
2.3. Obtain approvals for procurement processes to be used for the project from higher project authority to enable formal discussions to be conducted |
| 3. Conduct contracting and procurement activities | 3.1. Communicate agreed proposals and/or specifications to prospective contractors or suppliers to ensure clarity of understanding of project objectives  
3.2. Evaluate responses and select preferred contractors or suppliers in accordance with current legal requirements and agreed selection processes  
3.3. Conduct negotiations with preferred contractor or supplier, with guidance of higher project authority if necessary, to agree on contract terms and conditions, establish common goals and minimise uncertainty |
| 4. Implement contract and/or procurement | 4.1. Implement established procurement management plan and make modifications with higher project authority approval, to ensure a common approach to achievement of objectives  
4.2. Review progress and manage agreed changes to ensure timely completion of tasks, resolution of conflicts and achievement of project objectives within the legal framework of the contract  
4.3. Identify and report procurement management problems to higher project authority and implement agreed remedial actions to ensure project objectives are met |
| 5. Manage contract and | 5.1. Conduct finalisation activities to ensure contract |
### ELEMENT | PERFORMANCE CRITERIA
--- | ---
procurement finalisation procedures | deliverables meet contractual requirements 5.2. Review project outcomes using available *procurement records and information* to determine effectiveness of contracting and procurement processes and procedures 5.3. Document lessons learned and recommended improvements, and pass on to higher project authority for application in future projects

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### Required Skills and Knowledge

#### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- problem-solving skills to resolve contractual and logistic issues
- negotiation skills to obtain required agreement in procurement and contracting discussions
- planning and organisational skills to identify procurement and contract requirements and to adjust and sequence these appropriately
- literacy and numeracy skills to produce and work with a range of procurement and contract documentation
- technology skills to use procurement and financial management software.

#### Required knowledge

- contracts and legal obligations as they relate to project management
- procurement options, procedures and documentation
- relevant legislation, codes and national standards relevant.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- demonstrated experience in managing procurement and contracting processes in multiple complex projects
- knowledge of contracts and legal obligations as they relate to project management.

**Context of and specific resources for assessment**

Assessment must ensure:

- access to workplace documentation in the area of procurement and contracts
- consideration of evidence from stakeholders as to how procurement was managed.

**Method of assessment**

A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning to assess knowledge of strategies for managing project procurement and their application to different situations
- analysis of responses in addressing case studies and scenarios which present project procurement and contract management issues and problems
- review of procurement management plan
- review of communication of agreed proposals and/or specifications to prospective contractors or suppliers
- assessment of evaluation of responses and selection processes for preferred contractors or suppliers
- review of identification and reporting of procurement management problems.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
EVIDENCE GUIDE

- other units in the Diploma of Project Management.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Delegated authority** refers to planning and activities that may:

- be conducted routinely or as changing circumstances dictate
- be done independently within broad guidance or by taking the lead of a team
- involve consultation with other project members, teams and internal stakeholders
- involve the selection, use and supervision of appropriate procurement management methods, tools and techniques
- take into account internal organisational change and external environmental change

**Procurement management plan** identifies and outlines:

- how procurement arrangements are communicated to stakeholders
- processes to be used for procurement of resources
- process for monitoring and evaluating procurement related to the project
- procurement objectives, strategies and time lines
- resources to be obtained against a time line and budget
- responsibilities for staff/team members

**Modifications** may be made:

- in consultation with project team members, section heads, project manager and stakeholders
- independently or with higher project authority endorsement if necessary
- regularly throughout the project life cycle
- taking into account internal organisational change and external environmental change

**Procurement records and information** may include:

- contract change proposals and approvals
- contract discharge and asset disposal register
- contract documentation
- contract negotiation documentation
### RANGE STATEMENT

- contractor selection criteria, processes and recommendations
- procurement management plan
- product specifications
- test and acceptance procedures and documentation

### Unit Sector(s)

**Unit sector**

### Competency field

**Competency field** | Management and Leadership - Project Management

### Co-requisite units

**Co-requisite units**


BSBPMG510A Manage projects

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | The unit focuses on the application of project management skills and the requirement to meet time lines, quality standards, budgetary limits and other requirements set for the project. The unit does not apply to specialist project managers. For specialist project managers, the units of competency in the Project Management competency field will be applicable. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
</table>
## Employability Skills Information

| Employability skills | This unit contains employability skills. |

## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Define project        | 1.1. Access *project scope and other relevant documentation*  
|                          | 1.2. Define project *stakeholders*  
|                          | 1.3. Seek clarification from *delegating authority* of any issues related to project and *project parameters*  
|                          | 1.4. Identify limits of own responsibility and reporting requirements  
|                          | 1.5. Clarify relationship of project to other projects and to the organisation's objectives  
|                          | 1.6. Determine and access available resources to undertake project  
| 2. Develop project plan  | 2.1. Develop *project plan* including timelines, work breakdown structure, role and responsibilities and other details of how the project will be managed in relation to the project parameters  
|                          | 2.2. Identify and access appropriate *project management tools*  
|                          | 2.3. Formulate risk management plan for project, including occupational health and safety (OHS)  
|                          | 2.4. Develop and approve project budget  
|                          | 2.5. Consult team members and take their views into account in planning the project  
|                          | 2.6. Finalise project plan and gain any necessary approvals to commence project according to documented plan  
| 3. Administer and monitor project | 3.1. Take action to ensure project team members are clear about their responsibilities and the project requirements  
|                          | 3.2. Provide *support for project team members*, especially with regard to specific needs, to ensure that the quality of the expected outcomes of the project and documented time lines are met  
|                          | 3.3. Establish and maintain *required record keeping systems* throughout the project  
|                          | 3.4. Implement and monitor plans for managing project finances, resources (human, physical and technical) and quality  
|                          | 3.5. Complete and forward project reports as required to stakeholders  
|                          | 3.6. Undertake *risk management* as required to ensure
### ELEMENT | PERFORMANCE CRITERIA
--- | ---

| | project outcomes are met  
3.7. Achieve project deliverables |

4. **Finalise project** | 4.1. Complete financial record keeping associated with project and check for accuracy  
4.2. Assign staff involved in project to new roles or reassign to previous roles  
4.3. Complete project documentation and obtain any necessary sign offs for concluding project |

5. **Review project** | 5.1. Review project outcomes and processes against the project scope and plan  
5.2. Involve team members in the project review  
5.3. Document lessons learnt from the project and report within the organisation |
**Required Skills and Knowledge**

<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section describes the skills and knowledge required for this unit.</td>
</tr>
</tbody>
</table>

**Required skills**

- communication and negotiation skills to work with team members and other stakeholders to maintain project schedules
- literacy skills to read, write and review a range of documentation
- planning and organising skills to develop, monitor and maintain implementation schedules
- numeracy skills to analyse data, and to compare time lines and promotional costs against budgets
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities.

**Required knowledge**

- relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - OHS
- organisational structure, and lines of authority and communication within the organisation
- how the project relates to organisation's overall mission, goals, objectives and operations.
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- development of a project plan
- details of monitoring arrangement/s and evaluation of the project plan's efficacy to address time lines and budgets of project
- knowledge of relevant legislation.

**Context of and specific resources for assessment**

Assessment must ensure:

- access to workplace project documentation.

**Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of presentations
- oral or written questioning to assess knowledge of how the project relates to the organisation's overall mission, goals, objectives and operations
- review of project risk management plan and project plan
- evaluation of project reports forwarded to stakeholders
- analysis of documentation reviewing project outcomes and processes against the project scope and plan
- evaluation of documentation outlining lessons learnt from the project.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other project management units.
## RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### Project scope and other relevant documentation

- contract or other agreement
- project brief
- project plan or summary
- other documents outlining expected outcomes of the project, inclusions and exclusions from project, timeframes for project, quality standards for project, project resources

### Stakeholders

- clients or customers (internal and external)
- funding bodies
- management, employees and relevant key personnel (internal and external) with special responsibilities
- project sponsor

### Delegating authority

- customer or client
- funding body
- manager or management representative
- project sponsor

### Project parameters

- finances for project
- integration of project within organisation
- legislative and quality standards
- physical, human and technical resources available or required for project
- procurement requirements associated with project
- reporting requirements
- risks associated with project, including OHS
- scope of project
- time lines

### Project management tools

- cost schedule control system
- Critical Path Method
- Gantt and bar charts
- life cycle cost analysis
- logistics support analysis
### RANGE STATEMENT

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</table>
| | • PERT charts  
| | • project management software  
| | • spreadsheets  
| | • technical resources required for the project, for example OHS management system tools  

**Support for project team members** may include:  
• additional physical, human and technical resources (within allocated budget) if and as required  
• encouragement  
• feedback  
• learning and development  
• regular project team meetings  
• supervision, mentoring and coaching  

**Required record keeping systems** may include systems for:  
• correspondence  
• financial data including costs, expenditure, income generated, purchases  
• project outcomes  
• quality data including any test results  
• recording of time spent on project and progress in completing project  
• samples, prototypes, models  

**Risk management** may include:  
• changing roles and responsibilities within project team  
• negotiating an extension of deadline, or redefining completion or quantities or quality of outcomes  
• outsourcing some aspects of the project  
• reducing costs  
• researching and applying more efficient methods for completing project tasks  
• seeking further resources to meet deadline  
• sharing of ideas to gain improvements to work undertaken within the project  

**Necessary sign offs** may be required by:  
• clients, customers  
• funding body  
• management  
• project sponsor
### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Management and Leadership - Management</th>
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</table>

### Co-requisite units

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<tr>
<th>Co-requisite units</th>
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<tbody>
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</table>
BSBPMG604A Direct cost management of a project program

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to analyse, coordinate, and refine the budgets of multiple projects that contribute to an overall program budget. It covers directing project budget development, managing program costs and directing the financial completion of projects. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | A program is defined as a set of interrelated projects, each of which has a project manager. Multiple projects (sometimes called a portfolio of projects) refers to a number of projects related in some way and managed by the same person as a program to achieve a common organisational objective/s. For the purposes of this unit someone who manages a suite of projects (a program) will be referred to as a program manager. The functions performed by a project manager to manage costs within individual projects are addressed in BSBPMG504A Manage project costs. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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</table>

Employability Skills Information

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<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Direct project budget development | 1.1. Direct project managers to determine resource requirements for individual tasks, in consultation with appropriate stakeholders, to develop a project budget which contributes to the program budget  
1.2. Direct project cost estimation to enable budgets and cost management processes to be developed for the project life cycles  
1.3. Direct and authorise cost strategies and cost management plans to ensure clarity of understanding and ongoing management of project finances and the program budget overall |
| 2. Manage program costs | 2.1. Develop and maintain cost management systems to direct monitoring of actual expenditure and to control costs throughout multiple project life cycles and for the program overall  
2.2. Conduct analysis, evaluate options and implement responses to project cost variations to maintain control over changing financial and overall program objectives  
2.3. Monitor internal and external influences on program costs and, where necessary, seek approval from business management for changes to the approved program budget |
| 3. Direct financial completion | 3.1. Provide direction for project finalisation activities to achieve integrated financial and physical project completion within program and therefore client and organisational expectations  
3.2. Review project outcomes from available records at the finalisation of each project, and analyse information to determine the effectiveness of cost management systems  
3.3. File program lessons learned as a resource for future reference and, where necessary, refer to higher project authority for application in planning strategic direction changes and business outcomes for future projects |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- technology skills to oversee project financial performance
- numeracy skills to develop and interpret project budgets and to provide financial information
- literacy skills to communicate decisions and to write quality reports
- leadership skills to inspire trust and confidence in teams, managers and stakeholders
- communication and interpersonal skills to convey expectations, resolve conflict and motivate performance
- planning skills to review project resource requirements and to cost estimates
- problem-solving skills to resolve costing issues.

### Required knowledge

- regulatory and legislative financial reporting requirements
- methods for costing and estimating project resources
- methods for monitoring and controlling project expenditure.
### Evidence Guide

#### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
</tr>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>- demonstrated experience in directing cost management approaches across a range of concurrent projects</td>
</tr>
<tr>
<td>- knowledge of regulatory and legislative financial reporting requirements.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
</tr>
<tr>
<td>- access to financial documentation and files</td>
</tr>
<tr>
<td>- consideration of feedback from project team and other stakeholders as to how program costs were managed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:</td>
</tr>
<tr>
<td>- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance of scope management techniques by the candidate</td>
</tr>
<tr>
<td>- analysis of responses addressing different project cost management case studies and scenarios</td>
</tr>
<tr>
<td>- oral or written questioning to assess knowledge of strategies for managing project costs and their application to different situations</td>
</tr>
<tr>
<td>- review of written reports on financial outcomes of projects</td>
</tr>
<tr>
<td>- review of how cost management systems were developed and maintained.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td>- other units in the Advanced Diploma of Project Management.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### Cost estimation may take account of:
- availability of information at the time
- contingencies to allow for identified risks and uncertainty
- government regulations, industry codes of practice and organisational influences
- overhead and profit margin
- stage in each project's life cycle

### Cost management plans and activities throughout program management may:
- be conducted non-routinely to meet complex and changing circumstances
- be done independently or by taking the lead in a team environment
- involve consultation with, and selective involvement of, appropriate project stakeholders
- involve the selection, modification and supervision of the use of appropriate cost management methods, processes, procedures, tools and techniques
- take into account the impact of organisational and environmental change on the project/program and vice versa

### Management of project finances may include:
- approval processes
- audit and review
- communication, reports and briefs
- financial authorisations/delegations
- invoice procedures

### Development of cost management systems may involve:
- application of personal judgement
- authorising and revising financial delegations
- cost modelling and estimating
- financial analysis, for example benefit-cost analysis, cash flow analysis, earned value analysis
- modification of program methodologies and procedures
## RANGE STATEMENT

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</table>
|   | • program obligation, expenditure forecasting and long-term planning  
|   | • progress and financial change management  
| **Finalisation activities** may include: | • comparison of one project’s cost management outcomes with success rates of other projects and with overall (organisation) budgetary expectations  
|   | • direction of project team managers in their:  
|   | • final audit/reconciliation  
|   | • close-out of account codes and other financial documentation  
|   | • settling of financial liabilities  
|   | • transfer of assets to the client or originating owner  
|   | • transition of responsibility/ownership of project deliverables/products  
|   | • warranty requirements resolution  
| **Records** may take the form of: | • budgets, commitment and expenditure  
|   | • cost management lessons learned  
|   | • cost management plans  
|   | • financial charts and graphs  
|   | • financial summaries  
|   | • program and/or organisation files and records  
|   | • records of potential and actual costs  
|   | • reports to higher authority |

## Unit Sector(s)

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>Unit sector</td>
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## Competency field

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Competency field</td>
<td>Management and Leadership - Project Management</td>
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</table>
Co-requisite units

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</table>
BSBPMG606A Direct human resources management of a project program

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to direct human resource organisation and staffing across the program, to direct project managers in relation to staff performance and to provide leadership within the program.</td>
</tr>
<tr>
<td>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</td>
</tr>
</tbody>
</table>

Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
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<tbody>
<tr>
<td>A program is defined as a set of interrelated projects, each of which has a project manager. Multiple projects (sometimes called a portfolio of projects) refers to a number of projects related in some way and managed by the same person as a program to achieve a common organisational objective/s.</td>
</tr>
<tr>
<td>For the purposes of this unit someone who manages a suite of projects (a program) will be referred to as a program manager.</td>
</tr>
<tr>
<td>The functions performed by a project manager to manage human resources within individual projects are addressed in BSBPMG506A Manage project human resources.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
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<tr>
<th>Prerequisite units</th>
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Employability Skills Information

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<tr>
<th>Employability skills</th>
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</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Direct human resources management planning | 1.1. Direct human resource requirement analysis for projects to determine numbers and skill levels required for the overall program  
1.2. Direct stakeholder assessment to establish a basis for stakeholder management within projects and the overall program  
1.3. Direct responsibility assignment for project activities and tasks, and establish authorisation protocols |
| 2. Manage program organisation and staffing | 2.1. Determine resource requirements for projects in consultation with project managers and appropriate stakeholders, to establish program staffing levels, allocation to projects and required competencies  
2.2. Direct project organisation and structure to optimise alignment of individual and group competencies within projects  
2.3. Direct recruitment of staff for allocation to projects or reallocation within the organisation, within agreed delegated authority, to meet competency requirements throughout the program  
2.4. Direct project managers' use of *human resources management (HRM) methods, techniques and tools*, and modify for program requirements  
2.5. Utilise organisational HRM system and HRM processes across projects |
| 3. Direct project staff performance management | 3.1. Obtain agreement of performance measurement criteria for clarity of roles and responsibilities and ongoing assessment  
3.2. Ensure systems for ongoing *development and training* of personnel across the program are established and implemented by project managers  
3.3. Measure individuals' performance against agreed criteria and authorise actions to overcome shortfalls in performance and encourage career progression |
| 4. Provide overall leadership to project teams | 4.1. Manage a system of continuous improvement of staff to enhance program effectiveness  
4.2. Analyse individual and team performance and morale levels and take action where necessary  
4.3. Direct procedures for interpersonal communication, counselling and conflict resolution by project managers, and review results to maintain and promote a positive working environment |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
4.4. Identify and positively manage intra-organisational and intra-project conflict to maximise achievement of program objectives
4.5. Aggregate HRM lessons learned for application in planning and, where appropriate, pass on information to others for consideration in strategic planning and direction

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- planning skills to identify human resource requirements across the program
- literacy skills to communicate decisions and to write quality reports
- high level leadership skills to inspire trust and confidence in teams, managers and stakeholders
- communication and interpersonal skills to convey expectations, negotiate, resolve conflict and motivate performance
- problem-solving skills to address HRM issues across the program
- coaching and mentoring skills.

**Required knowledge**

- human resource management methods, techniques and tools
- relevant legislation
- models of performance management and performance development.
# Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
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</thead>
<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
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</tbody>
</table>

## Overview of assessment

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:
- demonstrated experience in directing human resources across a range of concurrent projects so that project objectives are achieved
- knowledge of relevant legislation.

## Context of and specific resources for assessment

Assessment must ensure:
- access to workplace HRM documentation
- consideration of feedback from project teams and stakeholders as to how human resource management was handled.

## Method of assessment

A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance of scope management techniques by the candidate
- analysis of responses addressing different project scope management case studies and scenarios
- oral or written questioning to assess knowledge of strategies for managing project human resources and their application to different situations
- observation of demonstrated techniques in performance feedback and/or conflict resolution
- observation of performance in role plays
- review of the measurement of individuals' performance against agreed criteria
- evaluation of how the staff continuous improvement system was managed
- assessment of analysis of individual and team performance and morale levels.

## Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,
for example:

- other units in the Advanced Diploma of Project Management.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Project organisation and structure may be affected by external influences such as: | • accepted work practices  
• legislation, including anti-discrimination, equal employment opportunity, affirmative action and occupational health and safety  
• workplace bargaining |
|---|---|
| Staff may: | • be external to the organisation, such as consultants, collaborative or alliance agencies and external authorities  
• come from within the organisation, such as staff on loan from other programs/projects |
| Human resources management methods, techniques and tools may include: | • conflict resolution  
• HRM forecasts, staffing plans and job descriptions  
• individual and group competency identification and development  
• performance monitoring, assessment and reporting  
• staff recruitment and reallocation |
| Development and training may be formal or informal, and may include: | • general management  
• interpersonal communications  
• project administration, for example computer applications, filing systems  
• project management  
• specialist/professional skills and career progression  
• team building and group activities |

Unit Sector(s)

Unit sector
### Competency field

| Competency field | Management and Leadership - Project Management |

### Co-requisite units

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<tr>
<th>Co-requisite units</th>
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</table>
BSBPMG609A Direct procurement and contracting for a project program

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to direct the management of contracting and procurement activities across projects and programs. It covers setting up the contracting process, directing the management of contract and procurement processes and finalising contracts for projects across the program. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | A program is defined as a set of interrelated projects, each of which has a project manager. Multiple projects (sometimes called a portfolio of projects) refers to a number of projects related in some way and managed by the same person as a program to achieve a common organisational objective/s. For the purposes of this unit someone who manages a suite of projects (a program) will be referred to as a program manager. The functions performed by a project manager to manage procurement within individual projects are addressed in BSBPMG509A Manage project procurement. It should be noted that conflicting priorities between projects are managed with higher project authority support, in this case project governance committees or senior management. |
Licensing/Regulatory Information

Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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Employability Skills Information

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<th>Employability skills</th>
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Elements and Performance Criteria Pre-Content

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</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Direct planning for project contracting and procurement | 1.1. Direct product specifications and procurement requirements for procurement and contract planning, in consultation with appropriate stakeholders  
1.2. Direct development of procurement strategies, methods and management plans in line with project objectives across the program |
| 2. Direct set up of contract and procurement process | 2.1. Direct project managers to source organisations that meet procurement requirements  
2.2. Establish selection processes and selection criteria, in consultation with stakeholders, and arrange for communication to prospective contractors  
2.3. Ensure contract and procurement actions accord with organisation and program objectives |
| 3. Direct management of contract and procurement process | 3.1. Provide direction for requirements of proposals and arrange communication to prospective contractors  
3.2. Ensure responses are evaluated and preferred contractors are selected in accordance with agreed selection processes  
3.3. Direct negotiation of contract terms and conditions between client and preferred contractor |
| 4. Direct management of contracts | 4.1. Direct management of contract and procurement activities in accordance with program contract and procurement management guidelines  
4.2. Provide direction for regular reviews from available records and information, and ensure variances are analysed and changes are agreed for implementation  
4.3. Ensure project managers work within the legal and organisational framework for contracts  
4.4. Identify potential, perceived and actual contractual conflicts and approve remedial actions to minimise disruption |
| 5. Direct finalisation of contracts | 5.1. Direct finalisation activities for management of contract deliverables in accordance with contractual project and program requirements  
5.2. Direct review and analysis of project outcomes to determine the effectiveness of contract and procurement processes and procedures  
5.3. Aggregate and use lessons learned for application in planning and implementation of later projects within the program and, where appropriate, pass on to |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>organisational management for use in strategic planning</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

#### Required skills

- literacy skills to communicate decisions, to comprehend complex contractual provisions and to write quality reports
- negotiation skills to set up contracts, to agree prices and terms, and to resolve disputes
- planning and organising skills to ensure procurement processes are properly established and sequenced
- analytical skills to review program performance and to recommend improvements.

#### Required knowledge

- contract management and legal obligations of both parties
- procurement processes and options.
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
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</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>• demonstrated experience in successfully directing procurement and contract management processes across a range of concurrent projects</td>
</tr>
<tr>
<td></td>
<td>• knowledge of contract management and legal obligations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• access to workplace contractual and procurement documentation</td>
</tr>
<tr>
<td></td>
<td>• consideration of feedback from project team and stakeholders as to how procurement and contractual processes were handled.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance of scope management techniques by the candidate</td>
</tr>
<tr>
<td></td>
<td>• analysis of responses addressing different project scope management case studies and scenarios</td>
</tr>
<tr>
<td></td>
<td>• oral or written questioning to assess knowledge of strategies for managing project procurement and contracts, and their application to different situations</td>
</tr>
<tr>
<td></td>
<td>• review of established selection processes and selection criteria and how they were communicated to prospective contractors</td>
</tr>
<tr>
<td></td>
<td>• assessment of identified potential, perceived and actual contractual conflicts and remedial actions taken to minimise disruption.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• other units in the Advanced Diploma of Project</td>
</tr>
</tbody>
</table>
## EVIDENCE GUIDE

| Management |  |
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Procurement strategies, methods and management plans** may include:

- conflict resolution processes
- contract performance plans and an associated performance monitoring processes
- contractor and sub-contractor responsibilities, controls and reporting relationships
- explanatory information (for example background, restrictions or expectations) relating to special terms and conditions, planning for long lead-time items and critical program components, and transition plans
- procurement, test and acceptance procedures and payment schedules

**Proposals** may take the form of:

- expressions of interest
- quotations
- submissions
- tenders

**Records** may take the form of:

- contract analysis, evaluation of options and strategy development
- contract discharge procedures and outcomes
- contract negotiation documentation, for example contract negotiation strategies, plans, team and individual directives
- contractor identification, evaluation and selection records
- development and management of contract change procedures
- procurement management lessons learned
- procurement management plans
- product specifications
- progress measurement and conflict resolution process records
- test and acceptance procedures
### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th></th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Management and Leadership - Project Management</th>
</tr>
</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
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</thead>
<tbody>
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<td></td>
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</tr>
</tbody>
</table>
BSBPUR301B Purchase goods and services

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit specifies the outcomes required to determine purchasing requirements, and make and receive purchases. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</td>
</tr>
</tbody>
</table>

Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit applies to individuals who conduct low risk, low expenditure purchasing for an organisation using established and documented purchasing strategies. The unit may be undertaken by someone working in a small organisation who has general responsibility for conducting purchasing within an organisation, or by a purchasing specialist working in a large organisation. Some judgement may be required to make decisions in the implementation of purchasing strategies and work is generally conducted under the supervision of others.</td>
</tr>
</tbody>
</table>

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
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</tbody>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Understand purchasing and own requirements | 1.1. Read, understand and clarify organisation's purchasing strategies as required  
1.2. Determine own role and limits of authority in consultation with relevant personnel |
| 2. Make purchases | 2.1. Receive purchase specifications from relevant personnel and clarify as required  
2.2. Select purchasing methods most appropriate to particular purchases within limits of own role  
2.3. Obtain approvals for purchases as required  
2.4. Obtain quotations from suppliers as required  
2.5. Select suppliers, place orders and make purchases |
| 3. Receive purchases | 3.1. Receive goods or make arrangements to receive services  
3.2. Advise relevant personnel of receipt of purchase  
3.3. Ensure goods received are checked for compliance with specifications  
3.4. Take action to resolve non-compliance with specifications  
3.5. Facilitate registration of new assets  
3.6. File and store purchase records |
# Required Skills and Knowledge

<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section describes the skills and knowledge required for this unit.</td>
</tr>
</tbody>
</table>

## Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- communication skills to liaise with suppliers and end users of purchases
- literacy skills to document purchases and write reports on purchasing activities
- information management and research skills to analyse and assess purchasing options and offers
- technology skills to use of software to keep records of purchases made
- data collection skills to keep records related to purchasing.

## Required knowledge

- codes of ethics and conduct
- identification and overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:
  - consumer protection legislation
  - contract law
  - import of goods and services, where relevant
  - sale of goods legislation
  - Trade Practices Act
- organisation policy and procedures relating to:
  - purchasing strategies
  - record-keeping systems related to purchasing and assets
  - standard contracting arrangements
- product knowledge about the goods and services being supplied
- purchasing and procurement principles for:
  - accountability
  - probity and transparency
  - risk management
  - value for money.
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview of assessment</strong></td>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td></td>
<td>- obtaining quotes from prospective suppliers for a low risk, low expenditure good to be purchased</td>
</tr>
<tr>
<td></td>
<td>- selection of appropriate purchasing methods for a low risk, low expenditure purchase</td>
</tr>
<tr>
<td></td>
<td>- receipt, checking and documentation of a low risk, low expenditure purchase.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th><strong>Context of and specific resources for assessment</strong></th>
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</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
<td><strong>Context of and specific resources for assessment</strong></td>
</tr>
<tr>
<td>- access to an actual workplace or simulated environment</td>
<td><strong>Context of and specific resources for assessment</strong></td>
</tr>
<tr>
<td>- access to office equipment and resources</td>
<td></td>
</tr>
<tr>
<td>- organisation's purchasing strategies and relevant purchasing records.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
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<tr>
<td>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</td>
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</tr>
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<tr>
<td>- assessment of written reports documenting purchasing requirements and records of purchases made</td>
<td></td>
</tr>
<tr>
<td>- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
<td></td>
</tr>
<tr>
<td>- observation of obtaining quotes form suppliers</td>
<td></td>
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<tr>
<td>- oral or written questioning to assess knowledge</td>
<td></td>
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<tr>
<td>- review testimony from team members, colleagues, supervisors or managers.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th><strong>Guidance information for assessment</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
<td><strong>Guidance information for assessment</strong></td>
</tr>
<tr>
<td>- other purchasing units.</td>
<td><strong>Guidance information for assessment</strong></td>
</tr>
</tbody>
</table>
**Range Statement**

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

#### Purchasing strategies may include:
- criteria for making purchasing decisions
- legal requirements and policies and procedures that underpin strategies and that are relevant to role
- policies, procedures, guidelines and documentation formats for purchasing from suppliers including entities owned by the organisation, partners, alliance members and local and distant suppliers

#### Limits may include:
- approval processes for purchases
- expenditure approval limits

#### Relevant personnel may include:
- CEOs
- managers
- leaders
- coordinators
- supervisors
- other persons authorised to commit the organisation to purchases
- internal users of purchased goods and services
- owner
- Board members
- specialist personnel involved in purchasing, asset maintenance and finance

#### Purchasing methods may include:
- credit card purchases
- direct purchases from retail outlets
- online purchases
- petty cash
- purchases using standing agreements or accounts with suppliers
- written and/or verbal quotations
- written and/or verbal supply agreements

#### Purchase records may include:
- corporate credit card transaction documentation
### RANGE STATEMENT

- invoices, statements and payment requests
- petty cash vouchers
- purchase requests and orders
- receipt advices for goods and services
- records of supplier performance

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
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</table>

### Competency field

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Administration - Purchasing and Contracting</td>
</tr>
</tbody>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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<tbody>
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</tbody>
</table>
BSBREL401A Establish networks

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals with a broad knowledge of networking and negotiation who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of tasks to others. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop and maintain business networks | 1.1. Use appropriate *network strategies* to establish and maintain relationships that promote the development of business opportunities  
1.2. Identify and pursue network opportunities to maximise a range of contacts  
1.3. Communicate information regarding new networks to inform individuals, colleagues and clients of potential benefits  
1.4. Participate in *professional networks and associations* to obtain and maintain personal knowledge and skills |
| 2. Establish and maintain business relationships | 2.1. Develop and maintain relationships to promote benefits consistent with *organisational/client requirements*  
2.2. Gain and maintain trust and confidence of contacts through demonstration of high standards of business practices  
2.3. Use a high level of *negotiation skills* to encourage positive outcomes  
2.4. Identify difficult situations and negotiate solutions using collaborative problem-solving techniques  
2.5. Seek specialist advice in the development of contacts where appropriate |
| 3. Promote the relationship | 3.1. Develop strategies to represent and promote the interests and requirements of the relationship  
3.2. Use appropriate presentation skills to communicate the goals and objectives of the relationship  
3.3. Effectively communicate issues, policies and practices of the relationship to a range of audiences, in writing and verbally  
3.4. Obtain *feedback* to identify and develop ways to improve promotional activities within available opportunities |
Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to receive and report on feedback, to maintain effective relationships and to manage conflict
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- leadership skills to gain trust and confidence of clients and colleagues
- negotiation skills to achieve mutually acceptable outcomes
- technology skills to support effective communication and presentation.

**Required knowledge**

- client or organisational policies, plans and procedures
- related organisations, agencies and networks
- trends and forecasts for relevant industries, services and products.
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:
- establishing contacts and participating in networks
- identifying opportunities for networking
- knowledge of related organisations, agencies and networks
- maintaining records of relevant contacts.

#### Context of and specific resources for assessment

Assessment must ensure:
- access to an actual workplace or simulated environment
- access to office equipment and resources
- access to examples of networking strategies and documentation.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of documentation communicating issues, policies and practices of the relationship to a range of audiences
- evaluation of promotional strategies
- observation of negotiation of solutions between groups and individuals
- observation of promotional presentations.

#### Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
- interpersonal communication units
- other relationship management units.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Network strategies** may include:
- association memberships
- conference participation
- distributing materials
- individual marketing
- maintaining regular contact
- seminar attendance

**Professional networks and associations** may include:
- advisory committees
- colleagues
- committees
- government agencies
- internal/external customers
- lobby groups
- local inter-agency groups
- other organisations
- professional/occupational associations
- project specific ad hoc consultative/reference groups
- specific interest or support groups
- suppliers
- work team

**Organisational/client requirements** may be included in:
- access and equity principles and practices
- defined resource parameters
- ethical standards
- goals, objectives, plans, systems and processes
- legal and organisational policies, guidelines and requirements
- marketing plan
- occupational health and safety policies, procedures and programs
- quality and continuous improvement processes and standards
- quality assurance and/or procedures manuals
## RANGE STATEMENT

**Negotiation skills** may include:
- assertiveness
- bargaining
- collaboration
- confidence building
- conflict reduction
- empathising
- offers and counter offers
- solution designing
- stress management

**Feedback** may include:
- accuracy and sufficiency of information
- appropriateness of audience
- benefits to organisation
- impact of message
- liaison with networks
- participation of competitors
- use of media

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Stakeholder Relations - Relationship Management</th>
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</thead>
</table>

### Co-requisite units

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<tr>
<th>Co-requisite units</th>
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</tbody>
</table>
BSBRKG304B Maintain business records

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to maintain the records of a business or records system in good order on a day to day basis. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals requiring some understanding of relevant theoretical knowledge relating to recordkeeping functions. It is not assumed that individuals at this level would have responsibility for supervising the work of others; however it is assumed that as a recordkeeping practitioner their work will support effective recordkeeping and governance practices across the organisation.

The application is in relation to the maintenance of records from an existing business or records system that has guidelines and processes to assist in the process. Work carried out in the interest of system maintenance will be performed under supervision or in consultation with more senior staff or users of the system. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

Prerequisite units

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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Employability Skills Information

Employability skills

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
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</table>

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>Elements and Performance Criteria Pre-Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
<tr>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
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</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Collate business records</td>
<td>1.1. Identify individual records or information which should be incorporated into business or records system according to organisational criteria</td>
</tr>
<tr>
<td></td>
<td>1.2. Sort records in accordance with workplace requirements</td>
</tr>
<tr>
<td></td>
<td>1.3. Adhere to security and access requirements in accordance with organisational procedures</td>
</tr>
<tr>
<td>2. Update business or records system</td>
<td>2.1. Identify and record control information for describing new records to be incorporated into business or records system</td>
</tr>
<tr>
<td></td>
<td>2.2. Update control information describing movement or use of records within business or records system</td>
</tr>
<tr>
<td></td>
<td>2.3. Accurately record and update control information in business or records system</td>
</tr>
<tr>
<td></td>
<td>2.4. Identify and remove records of completed business activities from current system for disposal</td>
</tr>
<tr>
<td>3. Prepare reports from the business or records system</td>
<td>3.1. Interpret requests for reports and clarify the content and frequency sought, where necessary</td>
</tr>
<tr>
<td></td>
<td>3.2. Prepare reports from business or records system in accordance with instructions or request</td>
</tr>
<tr>
<td></td>
<td>3.3. Prepare reports in accordance with organisational security and access procedures</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to explain and clarify procedures, and to interview users to identify their records/information needs
- literacy skills to read and interpret nature of record content, functions and problems
- problem-solving and analysis skills to identify and manage records.

### Required knowledge

- key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:
  - AS 5044.1:2002 AGLS Metadata element set
  - AS 5090:2003 Work process analysis for recordkeeping
  - AS ISO 15489:2004 Records management
  - AS ISO 23081.1:2006 Information and documentation - Records management processes - Metadata for records - Principles
  - Australian Stock Exchange(ASX) Principles of Good Corporate Governance
  - ethical principles
  - codes of practice
  - privacy and freedom of information
  - archives and records legislation
  - occupational health and safety
- general principles and processes of records management and records management systems, such as:
  - systems of control
  - records continuum theory
  - mandate and ownership of business process
  - environmental context
  - records characteristics.
Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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</thead>
<tbody>
<tr>
<td>Evidence of the following is essential:</td>
<td></td>
</tr>
<tr>
<td>- complying with organisational procedures and workplace requirements</td>
<td></td>
</tr>
<tr>
<td>- knowledge and understanding of business or records systems</td>
<td></td>
</tr>
<tr>
<td>- accurately recording information.</td>
<td></td>
</tr>
</tbody>
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<table>
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<td>Assessment must ensure:</td>
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</tr>
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</tr>
<tr>
<td>- access to office equipment and resources</td>
<td></td>
</tr>
<tr>
<td>- access to examples of records, recordkeeping systems and policies</td>
<td></td>
</tr>
<tr>
<td>- access to workplace reference materials such as procedural manuals and company policies.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
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</tr>
<tr>
<td>- demonstration of techniques</td>
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</tr>
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<td>- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
<td></td>
</tr>
<tr>
<td>- review of authenticated documents from the workplace or training environment</td>
<td></td>
</tr>
<tr>
<td>- oral or written questioning to assess knowledge of general principles and processes of business or records systems.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
<td></td>
</tr>
<tr>
<td>- administration units</td>
<td></td>
</tr>
<tr>
<td>- other knowledge management units.</td>
<td></td>
</tr>
</tbody>
</table>
# Range Statement

## RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Records** may be:                           | • at different stages of use:            |
|                                               |   • active                                |
|                                               |   • archival                              |
|                                               | • digital:                                |
|                                               |   • remote drives                         |
|                                               |   • servers                               |
|                                               |   • CDs                                   |
|                                               |   • DVDs                                  |
|                                               |   • imaging systems                       |
|                                               |   • PC-based applications                 |
|                                               |   • mainframe                             |
|                                               | • physical:                               |
|                                               |   • audio-visual or multimedia            |
|                                               |   • graphic                               |
|                                               |   • microform                             |
|                                               |   • paper-based (acid free or multiple copies |
|                                               | • from a variety of sources:             |
|                                               |   • already in the custody of the organisation |
|                                               |   • in the process of being transferred between organisations |

| **Information** may include:                  | • customer relationship management      |
|                                               | • expenditure                            |
|                                               | • human resources management             |
|                                               | • invoicing/sales                        |
|                                               | • legislative/regulatory/licensing compliance |
|                                               | • risk management                        |
|                                               | • stock control                          |
|                                               | • taxation, asset management             |

| **Business or records systems** may be:       | • archival control systems               |
|                                               | • business systems                       |
|                                               | • cash register-based systems            |
## RANGE STATEMENT

- characteristics relating to:
  - aggregations
  - context
  - entities
  - metadata
  - current business or records systems
  - electronic records and document management system (ERDMS)
  - informal
  - paper-based accumulation and card systems
  - PC-based accounting systems, employee and tax records systems
  - proprietary recordkeeping package
  - storage facilities systems
  - systems unique to individual workplaces and organisations

### Security and access requirements
may relate to:

- individuals or positions of individuals
- protection of privacy
- security restrictions
- trade secrets or commercial-in-confidence information

### Reports
may be:

- ad hoc
- computer generated
- hand prepared
- part of a management solution for another support/operational function
- regular records management reports
- system management reports

## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>
### Competency field

| Competency field | Knowledge Management - Recordkeeping |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
BSBRSK401A Identify risk and apply risk management processes

Modification History

Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of these tasks to others. In this unit, risks applicable within own work responsibilities and area of operation, may include projects being undertaken individually or by a team, or operations within a section of the organisation. |

Licensing/Regulatory Information

Not applicable.
**Pre-Requisites**

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Employability Skills Information**

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

**Elements and Performance Criteria Pre-Content**

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Identify risks | 1.1. Identify the *context* for risk management  
1.2. Identify *risks* using *tools*, ensuring all reasonable steps have been taken to identify all risks  
1.3. Document identified risks in accordance with relevant policies, procedures and legislation |
| 2. Analyse and evaluate risks | 2.1. Analyse and document risks in consultation with relevant *stakeholders*  
2.2. Undertake *risk categorisation* and determine *level of risk*  
2.3. Document analysis processes and outcomes |
| 3. Treat risks | 3.1. Determine appropriate *control measures* for risks and assess for strengths and weaknesses  
3.2. Identify control measures for all risks  
3.3. Refer risks relevant to whole of organisation or having an impact beyond own work responsibilities and area of operation to others as per established policies and procedures  
3.4. Choose and implement control measures for own area of operation and/or responsibilities  
3.5. Prepare and implement treatment plans |
| 4. Monitor and review effectiveness of risk treatment/s | 4.1. Regularly review implemented treatment/s against *measures of success*  
4.2. Use review results to improve the treatment of risks  
4.3. Provide assistance to auditing risk in own area of operation  
4.4. Monitor and review management of risk in own area of operation |
Required Skills and Knowledge

<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section describes the skills and knowledge required for this unit.</td>
</tr>
</tbody>
</table>

**Required skills**

- literacy skills sufficient to read and understand a variety of texts; and to write, edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- research and data collection skills to monitor and evaluate risks
- problem-solving skills to appropriately address identified risks.

**Required knowledge**

- Australian and international standards for risk management
- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - occupational health and safety
- organisational policies and procedures relating to risk management processes and strategies
- auditing requirements relating to risk management.
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- identification, analysis and evaluation of risks</td>
<td></td>
</tr>
<tr>
<td>- demonstrated understanding of personal role in relation to wider organisational or project context</td>
<td></td>
</tr>
<tr>
<td>- demonstrated understanding of risk management processes and procedures.</td>
<td></td>
</tr>
</tbody>
</table>

Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- access to workplace documentation relating to risk management</td>
</tr>
<tr>
<td>- access to risk management tools and frameworks.</td>
</tr>
</tbody>
</table>

Method of assessment

<table>
<thead>
<tr>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>- review of documentation outlining risk analysis processes and outcomes</td>
</tr>
<tr>
<td>- analysis of responses to case studies and scenarios</td>
</tr>
<tr>
<td>- oral or written questioning to assess knowledge of Australian and international standards for risk management</td>
</tr>
<tr>
<td>- review of implementation of treatment plans.</td>
</tr>
</tbody>
</table>

Guidance information for assessment

<table>
<thead>
<tr>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- general administration units</td>
</tr>
<tr>
<td>- other risk management units.</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Context may include: | • any related projects or organisations  
• any resources, including physical assets, which are vital to operations  
• key operational elements and service of the organisation  
• organisation or project, how it is organised and its capabilities  
• own role and responsibilities in relation to overall project or organisation design |
|---|---|
| Risks may include: | • commercial and legal relationships  
• economic circumstances and scenarios  
• human behaviour  
• individual activities  
• management activities and controls  
• natural events  
• political circumstances  
• positive risk  
• technology - technological issues |
| Tools may include: | • documentation to assist in process of identifying risk, and assessing impact and likelihood of occurrence  
• standard instruments developed for the organisation and contextualised for sections of the workplace's operations, such as checklists and testing procedures  
• tools to prioritise risks, including where relevant, numerical scoring systems for risks |
| Stakeholders may include: | • contractors  
• employees  
• financial managers  
• insurance agents  
• managers  
• public |
## RANGE STATEMENT

| **RANGE STATEMENT** |  
|---------------------|---|
| • service providers |  
| • suppliers |  
| • unions |  
| • volunteers |  

### Risk categorisation may include:

- likelihood of risks:
  - almost certain
  - likely
  - possible
  - unlikely
  - rare
- consequences of risks:
  - insignificant
  - minor
  - moderate
  - major
  - catastrophic
  - current control measures

### Level of risk may include:

- low, treated with routine procedures
- moderate, with specific responsibility allocated for the risk, and monitoring and response procedures implemented
- high, requiring action, as it has potential to be damaging to the organisation or project
- extreme, requiring immediate action, as it has potential to be devastating to the organisation or project

### Control measures may include:

- hierarchy of controls:
  - reduction in likelihood of risks
  - reduction of consequences of risks
  - retention of risks
  - risk aversion
  - transfer of responsibility of risks

### Measures of success may include:

- costs
- reductions in impact
- reductions in likelihood
- reductions in occurrence
## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

## Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Regulation, Licensing and Risk - Risk Management</th>
</tr>
</thead>
</table>

## Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
</table>
BSBRSK501B Manage risk

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 1</td>
<td>This version first released with <em>BSB07 Business Training Package version 6.0.</em></td>
</tr>
<tr>
<td></td>
<td>Revised unit. Required knowledge updated to incorporate current Australian Standards.</td>
</tr>
<tr>
<td></td>
<td>Replaces BSBRSK501A Manage risk</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage risks in a range of contexts across the organisation or for a specific business unit or area.

Application of the Unit

This unit addresses the management of the risk across the organisation or within a business unit or area. It does not assume any given industry setting.
This unit applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Elements describe the essential outcomes of a unit of competency.</strong></td>
<td><strong>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</strong></td>
</tr>
</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Elements</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Establish risk context</td>
<td>1.1 Review organisational processes, procedures and requirements for undertaking risk management</td>
</tr>
<tr>
<td></td>
<td>1.2 Determine scope for risk management process</td>
</tr>
<tr>
<td></td>
<td>1.3 Identify internal and external stakeholders and their issues</td>
</tr>
<tr>
<td></td>
<td>1.4 Review political, economic, social, legal, technological and policy context</td>
</tr>
<tr>
<td></td>
<td>1.5 Review strengths and weaknesses of existing arrangements</td>
</tr>
<tr>
<td></td>
<td>1.6 Document critical success factors, goals or objectives for area included in scope</td>
</tr>
<tr>
<td></td>
<td>1.7 Obtain support for risk management activities</td>
</tr>
<tr>
<td></td>
<td>1.8 Communicate with relevant parties about the risk management process and invite participation</td>
</tr>
<tr>
<td>2. Identify risks</td>
<td>2.1 Invite relevant parties to assist in the identification of risks</td>
</tr>
<tr>
<td></td>
<td>2.2 Research risks that may apply to scope</td>
</tr>
<tr>
<td></td>
<td>2.3 Use tools and techniques to generate a list of risks that apply to the scope, in consultation with relevant parties</td>
</tr>
<tr>
<td>3. Analyse risks</td>
<td>3.1 Assess likelihood of risks occurring</td>
</tr>
<tr>
<td></td>
<td>3.2 Assess impact or consequence if risks occur</td>
</tr>
<tr>
<td></td>
<td>3.3 Evaluate and prioritise risks for treatment</td>
</tr>
<tr>
<td>4. Select and implement treatments</td>
<td>4.1 Determine and select most appropriate options for treating risks</td>
</tr>
<tr>
<td></td>
<td>4.2 Develop an action plan for implementing risk treatment</td>
</tr>
<tr>
<td></td>
<td>4.3 Communicate risk management processes to relevant parties</td>
</tr>
<tr>
<td></td>
<td>4.4 Ensure all documentation is in order and appropriately stored</td>
</tr>
<tr>
<td></td>
<td>4.5 Implement and monitor action plan</td>
</tr>
<tr>
<td></td>
<td>4.6 Evaluate risk management process</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication and literacy skills to consult and negotiate, to prepare communications about risk management, and to encourage stakeholder involvement
- organisational and management skills to plan and implement risk management processes
- problem-solving and innovation skills to find practical ways to manage identified risks.

Required knowledge

- legislation, codes of practice and national standards, for example:
  - duty of care
  - company law
  - contract law
  - environmental law
  - freedom of information
  - industrial relations law
  - privacy and confidentiality
  - legislation relevant to organisation’s operations
  - legislation relevant to operation as a business entity
- organisational policies and procedures, including:
  - risk management strategy
  - policies and procedures for risk management
  - overall operations of organisation
  - reasonable adjustment in the workplace for people with a disability
  - types of available insurance and insurance providers.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • risk management plan which includes a detailed stakeholder analysis, explanation of the risk context, critical success factors, identified and analysed risks, and treatments for prioritised risks  
• details of monitoring arrangements for risk management plan and an evaluation of the risk management plan’s efficacy in treating risks  
• knowledge of relevant legislation, codes of practice and national standards. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Method of assessment</td>
<td>• access to workplace documentation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
|                      | • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
• observation of presentations  
• oral or written questioning to assess knowledge of risk management policies and procedures  
• review of documented critical success factors, and goals or objectives for area  
• review of risks prioritised for treatment  
• evaluation of action plan for implementing risk treatment  
• evaluation of documentation communicating risk management processes to relevant parties. |

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• financial management units, governance units, human resource management units, or technology units.</td>
</tr>
</tbody>
</table>
### Range Statement

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.*

| **Risks** may include those relating to: | • commercial relationships  
| | • economic circumstances and scenarios  
| | • human behaviour  
| | • individual activities  
| | • legislation  
| | • management activities and controls  
| | • natural events  
| | • political circumstances  
| | • technology.  

| **Scope** may apply to: | • given project  
| | • specific business unit or area  
| | • specific functional such as:  
| | • financial management  
| | • OHS  
| | • governance  
| | • external environment  
| | • internal environment  
| | • whole organisation.  

| **Relevant parties** may include: | • all staff  
| | • internal and external stakeholders  
| | • senior management  
| | • specific teams or business units  
| | • technical experts.  

| **Research** may include: | • data or statistical information  
| | • information from other business areas  
| | • lessons learned from other projects or activities  
| | • market research  
| | • previous experience  
| | • public consultation  
| | • review of literature and other information sources.  

| **Tools and techniques** may include: | • brainstorm  
| | • checklists  
| | • fishbone diagrams  

---

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Transport & Logistics Industry Skills Council
Flowcharts and scenario analysis may be used in the evaluation of risks.

**Likelihood** may refer to:
- probability of a given risk occurring, such as:
  - very likely
  - likely
  - possible
  - unlikely
  - rare.

**Impact or consequence** may refer to:
- significance of outcomes if the risk occurs, such as:
  - disastrous
  - severe
  - moderate impact
  - minimal impact.

**Evaluation** of risks includes:
- considering the likelihood of the risk occurring
- considering the impact of the risk
- determining which risks are most significant and are therefore priorities for treatment.

**Options** may include:
- avoiding the risk
- changing the consequences
- changing the likelihood
- retaining the risk
- sharing the risk with a third party.

**Action plans** should include:
- what actions are required
- who is taking responsibility
- time lines
- monitoring processes.

**Unit Sector(s)**
Management and Leadership – Management

**Custom Content Section**
Not applicable.
BSBSUS501A Develop workplace policy and procedures for sustainability

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace sustainability policy, including the modification of the policy to suit changed circumstances.</td>
</tr>
<tr>
<td>This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines.</td>
</tr>
<tr>
<td>While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.</td>
</tr>
</tbody>
</table>
Application of the Unit

This unit addresses the knowledge, processes and techniques necessary to develop approaches to sustainability within workplaces, including the development and implementation of policy.

This unit applies to people with managerial responsibility who undertake work developing approaches to create strategies within workplaces, including the development and implementation of policy and includes:

- communicating with relevant stakeholders
- developing and monitoring policies
- reviewing and improving policies.

A person who demonstrates competence in this unit must be able to provide evidence of the ability to develop and implement integrated sustainability policies and procedures within an enterprise. The review of the policy after implementation will also need to be evidenced.

The context of the unit applies to all sectors of the business industry; it may be applied to all sections of an organisation, including the office, the factory floor, or work area. With such a broad application, the unit will need to be contextualised as it is applied across an organisation and across different industry sectors.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop workplace sustainability policy | 1.1. Define *scope* of sustainability policy  
1.2. Gather information from a range of *sources* to plan and develop policy  
1.3. Identify and consult *stakeholders* as a key component of the policy development process  
1.4. Include appropriate *strategies* in policy at all stages of work for minimising resource use, reducing toxic material and hazardous chemical use, and employing life cycle management approaches  
1.5. Make recommendations for policy options based on likely effectiveness, timeframes and cost  
1.6. Develop policy that reflects the organisation's commitment to sustainability as an integral part of business planning and as a business opportunity  
1.7. Agree to appropriate methods of implementation |
| 2. Communicate workplace sustainability policy | 2.1. Promote workplace sustainability policy, including its expected outcome to key stakeholders  
2.2. Inform those involved in implementing the policy as to outcomes expected, activities to be undertaken and responsibilities assigned |
| 3. Implement workplace sustainability policy | 3.1. Develop and communicate procedures to help implement workplace sustainability policy  
3.2. Implement strategies for continuous improvement in resource efficiency  
3.3. Establish and assign responsibility to use recording systems for tracking continuous improvements in sustainability approaches |
| 4. Review workplace sustainability policy implementation | 4.1. Document outcomes and provide feedback to key personnel and stakeholders  
4.2. Investigate successes or otherwise of policy  
4.3. Monitor records to identify trends that may require remedial action and use to promote continuous improvement of performance  
4.4. Modify policy and or procedures as required to ensure improvements are made |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- communication skills to adjust communication to suit different audiences; to respond effectively to diversity; to work as a member of a team to consult on and validate policy
- literacy skills to read and evaluate complex and formal documents such as policy and legislation
- problem skills to effectively manage different points of view and dissenting stakeholders
- research, analytical and writing skills to research, analyse and present information; to prepare written reports requiring precision of expression and language and structures suited to the intended audience

#### Required knowledge

- best practice approaches relevant to own work area
- environmental or sustainability legislation, regulations and codes of practice applicable to industry and organisation
- equal employment opportunity, equity and diversity principles and occupational health and safety implications of policy being developed
- policy development processes and practices
- principles, practices and available tools and techniques of sustainability management relevant to the particular industry context
- quality assurance systems relevant to own organisation
- relevant industry competency
- relevant organisational polices, procedures and protocols
- relevant systems and procedures to aid in the achievement of workplace sustainability
## Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
</tr>
</tbody>
</table>

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>- candidate's involvement as a key person in planning, developing and implementing organisational policy and that the developed policy complies with legislative requirements</td>
</tr>
<tr>
<td>- implementation strategy, as part of the policy, that has been devised, implemented and reviewed showing a measurable improvement utilising the chosen benchmark indicators</td>
</tr>
<tr>
<td>- communicating with stakeholders to discuss possible approaches to policy development and implementation, and contributing to the resolution of disputes among stakeholders</td>
</tr>
<tr>
<td>- developing and monitoring policies for analysing data on enterprise resource consumption</td>
</tr>
<tr>
<td>- using software systems for recording and filing documentation for measurement of current usage and using word processing and other basic software for interpreting charts, flowcharts, graphs and other visual data and information</td>
</tr>
<tr>
<td>- reviewing and improving policies by identifying improvements and benchmarking against industry best practice and attempting new approaches continuously over time.</td>
</tr>
</tbody>
</table>

### Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- access to an actual workplace or simulated environment</td>
</tr>
<tr>
<td>- access to relevant legislation/standards/guidelines</td>
</tr>
<tr>
<td>- access to a range of workplace documentation and personnel, information and resources (such as compliance obligations, organisational plans, work responsibilities)</td>
</tr>
<tr>
<td>- access to reports from other parties involved in the development and implementation of policy</td>
</tr>
<tr>
<td>- evidence is collected over time, involving both</td>
</tr>
</tbody>
</table>
### EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>Formative and summative assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Evidence is relevant to the particular workplace role, including work area, equipment, systems, and documentation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- BSBATSIM419A Contribute to the development and implementation of organisational policies</td>
</tr>
<tr>
<td></td>
<td>- BSBHRM506A Manage recruitment, selection and induction processes</td>
</tr>
<tr>
<td></td>
<td>- BSBHRM602B Manage human resources strategic planning</td>
</tr>
<tr>
<td></td>
<td>- BSBINN502A Build and sustain an innovative work environment</td>
</tr>
<tr>
<td></td>
<td>- BSBMGT515A Manage operational plan</td>
</tr>
<tr>
<td></td>
<td>- BSBMGT516C Facilitate continuous improvement</td>
</tr>
<tr>
<td></td>
<td>- BSBMGT608C Manage innovation and continuous improvement</td>
</tr>
<tr>
<td></td>
<td>- BSBMGT616A Develop and implement strategic guidance information for assessment methods.</td>
</tr>
</tbody>
</table>

**Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- Direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate
- Response to case studies
- Review of policy developed and procedural documentation outlining the approach taken
- Review of implementation strategy, plans and work plans
- Analysis of methods used to involve stakeholders in policy development, implementation and review
- Analysis of inefficiencies or opportunities for improvements identified in the workplace
- Evaluation of participation in sustainability work practices and programs such as an environmental management framework
- Observation over time in relation to review of work area relating to policy and procedures being developed to assess measurement of resources used, hazards and compliance.
### EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>- BSBMGT617A Develop and implement a business plan</td>
</tr>
<tr>
<td>- BSBRSK501A Manage risk.</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Scope of workplace sustainability policy may include:

- addressing sustainability initiatives through reference to standards, guidelines and approaches such as:
  - ecological footprinting
  - Energy Efficiency Opportunities Bill 2005
  - Global Reporting Initiative
  - green office program
  - green purchasing
  - Greenhouse Challenge Plus (Australian government initiative)
  - ISO 14001:1996 Environmental management systems life cycle analyses
  - life cycle analyses
  - product stewardship
  - supply chain management
  - sustainability covenants/compacts
  - triple bottom line reporting
  - integrated approach to sustainability which includes environmental, economic and social aspects, or a specific approach that focuses on each aspect individually
  - investigating particular business and market context of the industry/organisation
  - meeting relevant laws, by laws and regulations or best practice to support compliance in environmental performance and sustainability at each level as required (such as Environmental Protection or Biodiversity Conservation Act):
    - international
    - commonwealth
    - state/territory
    - industry
## RANGE STATEMENT

<table>
<thead>
<tr>
<th><strong>organisation</strong></th>
<th>parts of the organisation to which it is to apply, including whether it is for the whole organisation, one site, one work area or a combination of these.</th>
</tr>
</thead>
</table>
| **Sources** may include: | regulatory sources  
relevant personnel  
organisational specifications. |
| **Stakeholders** may include: | individuals and groups both inside and outside the organisation who have some direct interest in the organisation's conduct, actions, products and services, including:  
customers  
employees at all levels of the organisation  
government  
investors  
local community  
other organisations  
regulators  
suppliers  
key personnel within the organisation and specialists outside the organisation who may have particular technical expertise. |
| **Strategies** may include: | promotional activities  
raising awareness among stakeholders  
training staff in sustainability principles and techniques. |

### Unit Sector(s)

<p>| Unit sector |  |</p>
<table>
<thead>
<tr>
<th>Competency field</th>
<th>Industry Capability - Sustainability</th>
</tr>
</thead>
</table>

**Co-requisite units**

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
BSBWOR201A Manage personal stress in the workplace

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 2 | New release of this Qualification released with *version 6 of BSB07 Business Services Training Package*.  
Outdated advice removed |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage personal stress in a customer contact environment.

Application of the Unit

This unit requires an awareness of sources of personal stress, the development of strategies to effectively manage stress, time management and recovery from stressful contacts or situations. This particularly applies in a contact centre environment due to the very measured, structured, high volume and potentially repetitive nature of the work but could apply in any work environment.

Competence in this unit requires resilience and self management of the stress that can be encountered in a customer contact environment.

This work is undertaken with some guidance and supervision.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable
Employability Skills Information
This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop personal awareness of stress | 1.1. Recognise *signs and sources of stress*  
1.2. Acknowledge stress and *difficult situations*  
1.3. Analyse and understand potential areas of stress in the work environment |
| 2. Develop stress management techniques | 2.1. Develop an effective understanding of a range of *stress management techniques*  
2.2. Use appropriate techniques effectively to manage stressful situations  
2.3. Focus on areas of stress within personal control  
2.4. Adopt strategies to effectively reduce, manage and deal with stress |
| 3. Manage time | 3.1. Develop and understand job role priorities  
3.2. Develop techniques to support the achievement of *key performance indicators (KPIs)* and priorities  
3.3. Use appropriate *time management tools and techniques*  
3.4. Regularly evaluate tools and techniques  
3.5. Promptly identify and inform relevant personnel of any variations and difficulties affecting work requirements, through regular reviews |
| 4. Recover from a stressful contact | 4.1. Review the contact or situation  
4.2. Analyse the root cause/s of stressful contact or situation  
4.3. Depersonalise the context of contact or situation  
4.4. Discuss outcomes with appropriate staff members  
4.5. Prepare for next contact or situation in a positive manner  
4.6. Follow-up or take action where needed |
| 5. Maintain personal stamina and resilience | 5.1. Identify *sources of fatigue* in contact centre role  
5.2. Adopt work routine and procedural strategies to minimise stress and fatigue  
5.3. Monitor personal performance against performance requirements  
5.4. Adapt *stamina management strategies* to maximise performance  
5.5. Seek assistance from team members and management in managing stamina |
| 6. Maintain work/life | 6.1. Identify work/life priorities |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
balance | 6.2. Adopt strategies to support work/life priorities  
6.3. Give high priority to health and wellbeing  
6.4. Monitor work/life balance  
6.5. Develop the ability to effectively leave work behind at the end of the day

**Required Skills and Knowledge**

*This section describes the skills and knowledge required for this unit.*

**Required skills**

- analytical skills to understand the needs of internal and external customers  
- communication skills to relate to people from diverse backgrounds and people with diverse abilities  
- customer service skills to handle customer contacts confidently and effectively  
- interpersonal skills to establish rapport and to build relationships with customers, team members and stakeholders  
- literacy skills to communicate and articulate clearly and effectively  
- negotiation skills to effectively deal with customers and work colleagues  
- organisational skills to manage own tasks within timeframes  
- problem-solving skills to solve problems creatively, independently and confidently  
- self-confidence skills to confidently introduce own ideas and abilities  
- self management skills to evaluate and monitor own performance and wellbeing  
- teamwork skills to participate positively within the team and to be supported by the team.

**Required knowledge**

- escalation pathways  
- job role priorities and KPIs  
- internal and external sources of assistance  
- occupational health and safety guidelines and policies  
- signs and sources of existing and potential stress or difficult situations  
- stress management and reduction techniques  
- time management tools and techniques  
- workplace policies and procedures.
## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • understanding of signs and sources of stress  
• understanding of job role priorities and KPIs  
• knowledge of occupational health and safety guidelines and policies. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
</table>
| Assessment must ensure:                          | • access to workplace information and data  
• access to KPI and performance management documentation  
• access to relevant legislation, standards and guidelines. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
|                     | • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
• oral and/or written questioning to assess knowledge of signs and sources of stress  
• direct observation of the candidate effectively managing time and work priorities  
• oral and/or written questioning to assess knowledge of time management tools and techniques  
• oral and/or written questioning to assess knowledge of process to work through and recover from a stressful situation  
• oral and/or written questioning to assess knowledge of signs of work/life balance. |

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Signs of stress may include: | • absence from work  
• conflict  
• fatigue  
• lack of self-esteem and confidence  
• poor work performance  
• sickness |
|---|---|
| Sources of stress may include: | • challenging KPIs and/or priorities  
• complex tasks  
• difficult customer contact  
• external factors  
• inadequate physical environment  
• interpersonal relationships |
| Difficult situations may include: | • changing regulations and legislation  
• customer abuse  
• customer complaint  
• high number of customer contacts  
• sensitive customer situations  
• unreliable technology |
| Stress management techniques may include: | • debriefing with peers and/or line manager  
• relaxation methods  
• specific training  
• stretching and exercises  
• taking breaks |
| KPIs may include: | • call rates  
• compliance with schedules (adherence)  
• customer satisfaction results  
• performance measures  
• quality assurance ratings  
• sales targets  
• targets |
| Time management tools and techniques may include: | • diary and/or schedule  
• organising information  
• prioritisation of tasks  
• self-management of training requirements |
**Sources of fatigue** may include:
- ergonomic factors
- excessive overtime
- external issues
- overload of information
- repetitive tasks and/or contacts
- shift rostering and hours of work

**Stamina management strategies** may include:
- management of personal wellbeing, for example:
  - breaks
  - hydration
  - life balance
  - meals
  - recognising fatigue
- management of the environment, for example:
  - ergonomics
  - climate
  - noise
- management of work, for example:
  - minimising re-working
  - sequencing tasks

**Unit Sector(s)**
Industry Capability - Workplace Effectiveness
BSBWOR301B Organise personal work priorities and development

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Release 1 | This version first released with *BSB07 Business Training Package version 6.0*  
Revised unit. Performance criteria and required skills updated to focus on learning and development practices, KPIs and compliance with policy and procedures.  
Replaces BSBWOR301A Organise personal work priorities and development |

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence. Operators may exercise discretion and judgement using appropriate theoretical knowledge of work scheduling and performance improvement to provide technical advice and support to a team.

Application of the Unit
This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts.

Licensing/Regulatory Information
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1. Organise and complete own work schedule</th>
<th>1. Ensure that work goals, objectives or KPIs are understood, negotiated and agreed in accordance with organisational requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Assess and prioritise workload to ensure tasks are completed within identified timeframes</td>
</tr>
<tr>
<td></td>
<td>1.3 Identify factors affecting the achievement of work objectives and incorporate contingencies into work plans</td>
</tr>
<tr>
<td></td>
<td>1.4 Use business technology efficiently and effectively to manage and monitor scheduling and completion of tasks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Monitor own work performance</th>
<th>2.1 Accurately monitor and adjust personal work performance through self-assessment to ensure achievement of tasks and compliance with legislation and work processes or KPIs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.2 Ensure that feedback on performance is actively sought and evaluated from colleagues and clients in the context of individual and group requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 Routinely identify and report on variations in the quality of and products and services according to organisational requirements</td>
</tr>
<tr>
<td></td>
<td>2.4 Identify signs of stress and effects on personal wellbeing</td>
</tr>
<tr>
<td></td>
<td>2.5 Identify sources of stress and access appropriate supports and resolution strategies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Coordinate personal skill development and learning</th>
<th>3.1 Identify personal learning and professional development needs and skill gaps using self-assessment and advice from colleagues and clients in relation to role and organisational requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.2 Identify, prioritise and plan opportunities for undertaking personal skill development activities in liaison with work groups and relevant personnel</td>
</tr>
<tr>
<td></td>
<td>3.3 Access, complete and record professional development opportunities to facilitate continuous learning and career development</td>
</tr>
<tr>
<td></td>
<td>3.4 Incorporate formal and informal feedback into review of further learning needs</td>
</tr>
</tbody>
</table>
**Required Skills and Knowledge**

*This section describes the skills and knowledge required for this unit.*

**Required skills**

- communication skills to give and receive constructive feedback relating to development needs
- literacy skills to read and understand the organisation’s procedures
- planning skills to organise work priorities according to work goals and objectives
- problem-solving skills to solve routine problems
- self-management skills to:
  - comply with policies and procedures
  - consistently evaluate and monitor own performance
  - seek learning opportunities.

**Required knowledge**

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
- organisational policies, plans and procedures
- methods to elicit, analyse and interpret feedback
- principles and techniques of goal setting, measuring performance, time management and personal assessment
- competency standards and how to interpret them in relation to self
- methods to identify and prioritise personal learning needs.
### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
</table>
| **Evidence of the following is essential:** | • preparing work plans  
• scheduling and prioritising work objectives and tasks  
• knowledge of the principles and techniques of goal setting, measuring performance, time management and personal assessment. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
</table>
| **• access to an actual workplace or simulated environment** | • access to office equipment and resources  
• examples of work schedules and performance improvement plans. |

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
| **• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate** | • review of self-assessment documentation outlining learning and development needs  
• analysis of responses to case studies and scenarios  
• demonstration of techniques  
• oral or written questioning to assess knowledge of methods to identify and prioritise personal learning needs  
• evaluation of planning for personal skill development activities and professional development opportunities. |

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |
**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Work goals and objectives may include: | • budgetary targets  
| | • production targets  
| | • reporting deadlines  
| | • sales targets  
| | • team and individual learning goals  
| | • team participation. |

| KPIs may include: | • key performance indicators on customer satisfaction  
| | • key performance indicators on customer effort  
| | • monitoring time taken to answer calls  
| | • operating within reporting protocols  
| | • score tools such as net promoter  
| | • understanding metrics. |

| Organisational requirements may include: | • access and equity principles and practice  
| | • business and performance plans  
| | • defined resource parameters  
| | • ethical standards  
| | • goals, objectives, plans, systems and processes  
| | • legal and organisational policies, guidelines and requirements  
| | • OHS policies, procedures and programs  
| | • quality and continuous improvement processes and standards  
| | • quality assurance and/or procedures manuals. |

| Factors affecting the achievement of work objectives may include: | • budget constraints  
| | • competing work demands  
| | • environmental factors such as time, weather  
| | • resource and materials availability  
| | • technology/equipment breakdowns  
| | • unforeseen incidents  
| | • workplace hazards, risks and controls. |

| Business technology may include: | • computer applications  
| | • computers  
| | • email  
| | • facsimile machines |
| **Feedback on performance** may include: | • formal/informal performance appraisals  
| | • obtaining feedback from clients  
| | • obtaining feedback from supervisors and colleagues  
| | • personal, reflective behaviour strategies  
| | • routine organisational methods for monitoring service delivery. |
| **Products and services** may include: | • either products or services  
| | • goods  
| | • ideas  
| | • infrastructure  
| | • private or public sets of benefits. |
| **Signs of stress** may include: | • absence from work  
| | • alcohol or other substance abuse  
| | • conflict  
| | • poor work performance. |
| **Personal wellbeing** may include: | • cultural  
| | • emotional  
| | • social  
| | • spiritual. |
| **Sources of stress** may include: | • complex tasks  
| | • cultural issues  
| | • work and family conflict  
| | • workloads. |
| **Supports and resolution strategies** may include: | • awareness raising  
| | • counselling  
| | • employee assistance programs (EAP)  
| | • family support  
| | • group activities  
| | • job design  
| | • mediation  
| | • sharing load  
| | • time off  
| | • training. |
| **Professional development opportunities** may include: | • career planning/development  
| | • coaching, mentoring and/or supervision |
| • formal/informal learning programs  
| • internal/external training provision  
| • performance appraisals  
| • personal study  
| • quality assurance assessments and recommendations  
| • recognition of current competence/skills recognition  
| • work experience/exchange/opportunities  
| • workplace skills assessment. |

**Unit Sector(s)**  
Industry Capability – Workplace Effectiveness

**Custom Content Section**  
Not applicable.
BSBWOR402A Promote team effectiveness

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | Frontline managers have an important leadership role in the development of efficient and effective work teams. They play a prominent part in team planning, supervising the performance of the team and developing team cohesion. They provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
Prerequisite units

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Plan to achieve team outcomes</td>
<td>1.1. Identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members 1.2. Support team members in meeting expected outcomes</td>
</tr>
<tr>
<td>2. Develop team cohesion</td>
<td>2.1. Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2. Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions 2.4. Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required</td>
</tr>
<tr>
<td>3. Participate in and facilitate work team</td>
<td>3.1. Actively encourage team members to participate in and take responsibility for team activities and communication processes 3.2. Give the team support to identify and resolve problems which impede its performance 3.3. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers</td>
</tr>
<tr>
<td>4. Liaise with management</td>
<td>4.1. Maintain open communication with line manager/management at all times 4.2. Communicate information from line manager/management to the team 4.3. Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken 4.4. Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken</td>
</tr>
</tbody>
</table>
### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

#### Required skills

- Communication skills to:
  - boost team morale
  - deal with team conflict
  - deliver messages from management
  - facilitate discussion
  - mentor and coach
- Leadership skills
- Planning and organising skills.

#### Required knowledge

- Organisational goals, objectives and plans
- Organisational policy and procedures framework
- Organisational structure, including organisational chart
- Principles and techniques associated with:
  - Delegation and work allocation
  - Goal setting
  - Group dynamics and processes
  - Individual behaviour and difference
  - Leadership
  - Motivation
  - Negotiation
  - Planning.
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• teamwork plan with details of how it was generated and how it will be monitored so that team goals can be met</td>
</tr>
<tr>
<td></td>
<td>• techniques in communicating information, dealing with team conflict and resolving issues</td>
</tr>
<tr>
<td></td>
<td>• knowledge of organisational goals, objectives and plans.</td>
</tr>
</tbody>
</table>

### Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• access to appropriate documentation and resources normally used in the workplace.</td>
</tr>
</tbody>
</table>

### Method of assessment

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• analysis of responses to case studies and scenarios</td>
</tr>
<tr>
<td></td>
<td>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td></td>
<td>• observation of demonstrated techniques in working with team dynamics</td>
</tr>
<tr>
<td></td>
<td>• observation of performance in role plays</td>
</tr>
<tr>
<td></td>
<td>• oral or written questioning to assess knowledge of principles and techniques associated with group dynamics and processes</td>
</tr>
<tr>
<td></td>
<td>• evaluation of opportunities provided for input of team members into planning, decision making and operational aspects of work team</td>
</tr>
<tr>
<td></td>
<td>• review of feedback provided to team members</td>
</tr>
<tr>
<td></td>
<td>• review of teamwork plan.</td>
</tr>
</tbody>
</table>

### Guidance information for assessment

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• other units from the Certificate IV in Frontline</td>
</tr>
<tr>
<td>EVIDENCE GUIDE</td>
<td>Management</td>
</tr>
</tbody>
</table>
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Team purpose, roles, responsibilities, goals, plans and objectives may include: | • action plans, business plans and operational plans linked to strategic plans  
• expected outcomes and outputs  
• goals for individuals and the work team  
• individual and team performance plans and key performance indicators  
• occupational health and safety (OHS) responsibilities |
| --- | --- |
| Consultation may include: | • attending meetings, interviews, brainstorming sessions  
• using email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual effectiveness  
• using mechanisms to provide feedback to the work team in relation to consultation outcomes |
| Responsibility for own work may involve: | • individual and joint actions  
• individuals and teams |
| Feedback may refer to: | • formal/informal gatherings between team members where there is communication on work related matters  
• informal communication of ideas and thoughts on specific tasks, outcomes, decisions, issues or behaviours |
| Relevant persons may include: | • colleagues  
• direct superior or other management representatives  
• OHS committees and other people with specialist responsibilities |
| Communication may include: | • face-to-face  
• formal/informal interaction |
**RANGE STATEMENT**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• verbal, written or electronic communication</td>
</tr>
<tr>
<td><strong>Line manager/management may refer to:</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Unit Sector(s)**

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

**Competency field**

| Competency field | Management and Leadership - Management |

**Co-requisite units**

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
BSBWOR501A Manage personal work priorities and professional development

Modification History
Not Applicable

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to manage own performance and professional development. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit
This unit applies to managers and focuses on the need for managers to be organised, focussed and skilled, in order to effectively manage the work of others. As such it is an important unit for most managers, particularly as managers serve as role models and have a significant influence on the work culture and patterns of behaviour.

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Not Applicable

Employability Skills Information
This unit contains employability skills.
**Elements and Performance Criteria Pre-Content**

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>

---
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Establish personal work goals | 1.1. Serve as a positive role model in the workplace through personal work planning and organisation  
1.2. Ensure personal work goals, plans and activities reflect the organisation's plans, and own responsibilities and accountabilities  
1.3. Measure and maintain personal performance in varying work conditions, work contexts and contingencies |
| 2. Set and meet own work priorities | 2.1. Take initiative to prioritise and facilitate competing demands to achieve personal, team and organisational goals and objectives  
2.2. Use technology efficiently and effectively to manage work priorities and commitments  
2.3. Maintain appropriate work-life balance, and ensure stress is effectively managed and health is attended to |
| 3. Develop and maintain professional competence | 3.1. Assess personal knowledge and skills against competency standards to determine development needs, priorities and plans  
3.2. Seek feedback from employees, clients and colleagues and use this feedback to identify and develop ways to improve competence  
3.3. Identify, evaluate, select and use development opportunities suitable to personal learning style/s to develop competence  
3.4. Undertake participation in networks to enhance personal knowledge, skills and work relationships  
3.5. Identify and develop new skills to achieve and maintain a competitive edge |
## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to receive, analyse and report on feedback
- literacy skills to interpret written and verbal information about workplace requirements
- organisational skills to set and achieve priorities.

### Required knowledge

- principles and techniques involved in the management and organisation of:
  - performance measurement
  - personal behaviour, self-awareness and personality traits identification
  - personal development plan
  - personal goal setting
  - time management
- management development opportunities and options for self
- organisation's policies, plans and procedures
- types of learning style/s and how they relate to the individual
- types of work methods and practices that can improve personal performance.
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • systems and processes (electronic or paper-based) used to organise and prioritise tasks, which show how work is managed  
• personal development plan, with career objectives and an action plan  
• knowledge of relevant legislation. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment must ensure:</td>
<td>• access to appropriate documentation and resources normally used in the workplace.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
| A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: | • analysis of responses to case studies and scenarios  
• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
• observation of presentations  
• oral or written questioning to assess knowledge of work methods and practices that can improve personal performance  
• review of personal work goals, plans and activities  
• evaluation of work-life balance  
• review of documentation assessing personal knowledge and skills against competency standards. |

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guidance information for assessment</td>
<td>• other units from the Diploma of Management.</td>
</tr>
</tbody>
</table>
### Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th><strong>Own responsibilities and accountabilities</strong> may include:</th>
<th>• expectations of workplace performance as expressed in a performance plan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• outputs as expressed in position descriptions or duty statements</td>
</tr>
<tr>
<td></td>
<td>• statement of conduct outlining an individual’s responsibilities/actions/performancen</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Technology</strong> may include:</th>
<th>• computerised systems and software, databases, project management and word processing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• electronic diary</td>
</tr>
<tr>
<td></td>
<td>• personal digital assistant (PDA)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Competency standards</strong> may include:</th>
<th>• enterprise-specific units of competency consistent with work requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• nationally endorsed units of competency consistent with work requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Clients and colleagues</strong> may be:</th>
<th>• colleagues at the same level and more senior managers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• internal or external customers</td>
</tr>
<tr>
<td></td>
<td>• people from a wide range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities</td>
</tr>
<tr>
<td></td>
<td>• team members</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Development opportunities</strong> may include:</th>
<th>• action learning</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• coaching</td>
</tr>
<tr>
<td></td>
<td>• exchange/rotation</td>
</tr>
<tr>
<td></td>
<td>• induction</td>
</tr>
<tr>
<td></td>
<td>• mentoring</td>
</tr>
<tr>
<td></td>
<td>• shadowing</td>
</tr>
<tr>
<td></td>
<td>• structured training programs</td>
</tr>
</tbody>
</table>

### Unit Sector(s)

Management and Leadership - Management
BSBWOR502A Ensure team effectiveness

Modification History
Not Applicable

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.

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

Application of the Unit
This unit applies to managers and addresses the need for managers to facilitate work teams and to build a positive culture within work teams. The unit takes a systematic and planned approach to developing teams. It includes the soft skills as well as more structured approaches to the management of teams.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Not Applicable

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td></td>
</tr>
</tbody>
</table>


## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Establish team performance plan           | 1.1. *Consult* team members to establish a common understanding of team purpose, roles, responsibilities and *accountabilities* in accordance with organisational goals, plans and objectives  
|                                              | 1.2. Develop *performance plans* to establish expected *outcomes, outputs, key performance indicators* and goals for work team  
|                                              | 1.3. Support team members in meeting expected performance outcomes  
| 2. Develop and facilitate team cohesion      | 2.1. Develop *strategies* to ensure team members have input into planning, decision making and operational aspects of work team  
|                                              | 2.2. Develop *policies and procedures* to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities  
|                                              | 2.3. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions  
|                                              | 2.4. Develop *processes* to ensure that issues, concerns and problems identified by team members are recognised and addressed  
| 3. Facilitate teamwork                       | 3.1. Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes  
|                                              | 3.2. Support the team in identifying and resolving work performance problems  
|                                              | 3.3. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders  
| 4. Liaise with stakeholders                  | 4.1. Establish and maintain open communication processes with all stakeholders  
|                                              | 4.2. Communicate information from *line manager* management to the team  
|                                              | 4.3. Communicate unresolved issues, concerns and problems raised by team members and
4.4. Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.

<table>
<thead>
<tr>
<th>Required Skills and Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section describes the skills and knowledge required for this unit.</td>
</tr>
<tr>
<td><strong>Required skills</strong></td>
</tr>
<tr>
<td>- training skills to mentor and coach team members</td>
</tr>
<tr>
<td>- communication skills to explain team goals, to address team conflict and to build an environment of trust</td>
</tr>
<tr>
<td>- planning and organisational skills to keep team on track and focused on work outcomes.</td>
</tr>
<tr>
<td><strong>Required knowledge</strong></td>
</tr>
<tr>
<td>- group behaviour</td>
</tr>
<tr>
<td>- models for conflict resolution.</td>
</tr>
</tbody>
</table>
# Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

## Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• range of techniques that can be used to build work teams, strengthen communications in the team and resolve conflict</td>
</tr>
<tr>
<td></td>
<td>• methods for engaging with stakeholders and obtaining advice from outside the work team, to ensure team is focussed and on track</td>
</tr>
<tr>
<td></td>
<td>• knowledge of group behaviour.</td>
</tr>
</tbody>
</table>

## Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

## Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- assessment of written reports
- demonstration of team building techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of performance in role plays
- review of performance plans developed for work team
- review of policies and procedures developed to ensure team members take responsibility for own work.

## Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Diploma of Management.
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Consultation** may refer to: | • conducting meetings, interviews, brainstorming sessions, email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual performance plans  
• mechanisms used to provide feedback to the work team in relation to outcomes of consultation |
| --- | --- |
| **Accountabilities** may refer to: | • responsibilities as defined in position descriptions, codes of conduct/behaviour, duty statements or similar  
• statement of conduct outlining responsibilities/actions/performance |
| **Performance plans** may refer to: | • individual performance plans linked to team goals  
• team plans based on work assignments and responsibilities |
| **Outcomes, outputs, key performance indicators** may refer to agreed: | • changes in work roles and responsibilities  
• improved individual and team, performance and participation  
• improvements to systems, operations  
• measures for monitoring and evaluating the efficiency or effectiveness of systems or services  
• quality standards and expectations  
• targets for productivity improvements such as reduced downtime, higher production levels, decreases in absenteeism  
• targets for training and development |
| **Strategies** may refer to: | • clarification of roles and expectations  
• electronic communication devices and processes, such as intranet and email communication systems, to facilitate input  
• long-term or short-term plans factoring in |
opportunities for team input
- mentoring and 'buddy' systems to support team members in providing input
- newsletters and briefings
- training and development activities

**Policies and procedures** may refer to:
- organisational guidelines and systems that govern operational functions
- procedures that detail the activities that must be carried out for the completion of actions and tasks
- Standard Operating Procedures

**Processes** may refer to:
- brainstorming options with the team for addressing concerns
- creating a matrix of issues and concerns and distributing for comment
- discussions with individuals regarding their concerns
- distributing drafts for comment with a range of options for resolution of concerns
- training and development sessions

**Stakeholders** may include:
- Board members
- business or government contacts
- funding bodies
- union/employee groups and representatives
- work team

**Line manager/management** may refer to:
- chief executive officer
- direct superior
- other management representatives

**Unit Sector(s)**
Management and Leadership - Management
BSBWRK509A Manage industrial relations

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to manage industrial relations matters within an organisation, with day to day involvement.</td>
</tr>
<tr>
<td>It includes strategic planning and policy development for industrial relations as well as negotiation, conflict management and dispute resolution.</td>
</tr>
<tr>
<td>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</td>
</tr>
</tbody>
</table>

Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit applies to individuals with a well established, sound theoretical knowledge base in human resources management and industrial relations who are proficient in using a range of specialised technical and managerial techniques to plan, carry out and evaluate their own work and/or the work of a team.</td>
</tr>
<tr>
<td>They may or may not have responsibility for supervising the work of others but are authorised to oversee industrial relations in the organisation. However they will have knowledge of current industrial relations trends and legislation.</td>
</tr>
<tr>
<td>The unit addresses staff who have responsibility for working across the organisation to ensure that there is a policy infrastructure which ensures legislative compliance and clarifies issues. It also addresses the requirement for responding to industrial conflict and grievances.</td>
</tr>
</tbody>
</table>
Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Employability Skills Information

Employability skills | This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop industrial relations strategies/policies</td>
<td>1.1. Analyse strategic plans and operational plans to determine <strong>long-term industrial relations objectives</strong>&lt;br&gt;1.2. Analyse existing industrial relations performance in relation to strategic industrial relations objectives&lt;br&gt;1.3. Evaluate options in terms of <strong>cost benefit, risk analysis</strong> and current legislative requirements&lt;br&gt;1.4. Establish industrial relations strategies/policies within the management team&lt;br&gt;1.5. Identify the knowledge and skills needed by management and the workforce to effectively implement these strategies/policies</td>
</tr>
<tr>
<td>2. Implement industrial relations strategies/policies and plans</td>
<td>2.1. Develop an <strong>implementation plan</strong> and contingency plan for the industrial relations strategies/policies&lt;br&gt;2.2. Make arrangements for training and development in accordance with identified needs, to support the industrial relations plan&lt;br&gt;2.3. Undertake <strong>associated industrial relations activities</strong> to agree to changes required by policies or implementation plan&lt;br&gt;2.4. Ensure procedures for addressing grievances and conflict are properly documented&lt;br&gt;2.5. Communicate key issues about procedures for addressing grievances and conflict</td>
</tr>
</tbody>
</table>
| 3. Manage negotiations, conflict and disputes | 3.1. Train individuals in **conflict management techniques/procedures**<br>3.2. Identify and where possible alleviate or eliminate, sources of conflict or grievance in accordance with legal requirements<br>3.3. Check documentation and other information sources to clarify issues in dispute<br>3.4. Obtain expert or specialist advice and/or refer to precedents, if required<br>3.5. Determine desired negotiation outcomes, negotiation strategy and negotiation timeframes<br>3.6. Advocate the organisation's position in negotiation to obtain agreement<br>3.7. Document and if necessary, **certify** the agreed outcomes with the relevant jurisdiction<br>3.8. Implement agreements<br>3.9. Take remedial action where groups or individuals
ELEMENT | PERFORMANCE CRITERIA
---|---
 | fail to abide by agreements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.

Required skills
- communication skills to advocate, consult, negotiate and mediate conflict
- innovation and problem-solving skills to manage sensitive and important issues
- planning and time management skills to meet critical deadlines, to sequence tasks, to prepare submissions and to present cases.

Required knowledge
- enterprise and workplace bargaining processes
- key entities in the Australian industrial relations system, including courts and tribunals, trade unions, employer bodies
- relevant industrial, occupational health and safety, equal opportunity and anti-discrimination legislation in both the Commonwealth and state jurisdictions.
### Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • demonstrated understanding of contemporary industrial issues and legislation  
• documented strategies and procedures for dealing with grievances and disputes  
• performance of negotiation/conflict resolution techniques  
• knowledge of relevant legislation. |

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• access to appropriate documentation and resources normally used in the workplace.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
</table>
|                     | • analysis of responses to case studies and scenarios  
• assessment of written reports on industrial issues  
• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate  
• observation of demonstrated techniques in negotiation and case presentation  
• observation of presentations  
• oral or written questioning to assess knowledge of industrial relations legislation  
• review of documentation outlining long-term industrial relations objectives  
• review of implementation plan and contingency plan  
• evaluation of documentation communicating key issues about procedures for addressing grievances and conflict. |

| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: |
### EVIDENCE GUIDE

- other units from the Diploma of Human Resource Management.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Long-term industrial relations objectives may relate to: | • effective management of grievances, conflict situations and dispute resolution procedures  
| | • employee commitment  
| | • employee satisfaction  
| | • job design  
| | • negotiation outcomes  
| | • organisational culture  
| | • relations with unions or other peak bodies  
| | • restructuring  
| | • salary, remuneration, benefits or bonuses  
| | • workforce planning  
| | • workplace reform  
| Cost benefit means: | • calculation to determine whether the results/outcomes of a particular course of action are sufficient to justify the costs and risks in taking that action  
| Risk analysis means: | • determination of the likelihood of a negative event preventing the organisation meeting its objectives and the likely consequences of such an event on organisational performance  
| Implementation plan may include: | • documented objectives, methodology and timeframe  
| | • project plan  
| Associated industrial relations activities may include: | • clarification of terms and conditions of employment of those persons affected  
| | • consultation with employee representatives including unions and elected staff representatives  
| | • ensuring the legality of proposed strategies, policies and initiatives  
| | • referring to employer representatives for advice and support  
| Conflict management | • controlling difficult situations using legal remedies  

### RANGE STATEMENT

**techniques/procedures** may include:
- dispute resolution procedures
- negotiating/bargaining

**Certify** refers to:
- Australian Workplace Agreements
- workplace collective agreements

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th></th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Workforce Development - Workplace Relations</th>
</tr>
</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
</table>
BSBWRT301A Write simple documents

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement to produce a range of basic workplace documentation. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
</table>
**Employability Skills Information**

| Employability skills | This unit contains employability skills. |

**Elements and Performance Criteria Pre-Content**

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan document   | 1.1. Determine *audience* and *purpose* for the document  
|                    | 1.2. Determine *format* and *structure*  
|                    | 1.3. Establish key points for inclusion  
|                    | 1.4. Identify *organisational requirements*  
|                    | 1.5. Establish *method of communication*  
|                    | 1.6. Establish *means of communication*  |
| 2. Draft document  | 2.1. Develop draft document to communicate key points  
|                    | 2.2. Obtain and include any required additional information  |
| 3. Review document | 3.1. Check draft for suitability of tone for audience, purpose, format and communication style  
|                    | 3.2. Check draft for readability, grammar, spelling, and sentence and paragraph construction  
|                    | 3.3. Check draft for sequencing and structure  
|                    | 3.4. Check draft to ensure it meets organisational requirements  
|                    | 3.5. Ensure draft is proofread, where appropriate, by supervisor or colleague  |
| 4. Write final document | 4.1. Make and proofread necessary changes  
|                    | 4.2. Ensure document is sent to *intended recipient*  
|                    | 4.3. File copy of document in accordance with organisational policies and procedures  |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to proofread and edit documents to ensure clarity of meaning and conformity to organisational requirements
- problem-solving skills to determine document design and production processes.

#### Required knowledge

- basic grammar, spelling and punctuation.
- communication protocols
- how audience, purpose and method of communication influence tone
- organisational policies and procedures for document production
- resources to assist in document production, such as dictionary, thesaurus, templates, style sheets.
# Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
</tr>
</tbody>
</table>

## Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence of the following is essential:</td>
</tr>
<tr>
<td>- producing a range of documents that accurately convey required basic information</td>
</tr>
<tr>
<td>- using formatting suitable for intended audience</td>
</tr>
<tr>
<td>- knowledge of organisational policies and procedures for document production.</td>
</tr>
</tbody>
</table>

## Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Assessment must ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- access to office equipment and resources</td>
</tr>
<tr>
<td>- examples of documents.</td>
</tr>
</tbody>
</table>

## Method of assessment

<table>
<thead>
<tr>
<th>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</td>
</tr>
<tr>
<td>- review of draft documents</td>
</tr>
<tr>
<td>- analysis of responses to case studies and scenarios</td>
</tr>
<tr>
<td>- demonstration of techniques</td>
</tr>
<tr>
<td>- oral or written questioning to assess knowledge of communication protocols</td>
</tr>
<tr>
<td>- review of final documents.</td>
</tr>
</tbody>
</table>

## Guidance information for assessment

<table>
<thead>
<tr>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- BSBITU303ADesign and produce text documents</td>
</tr>
<tr>
<td>- other general administration units.</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Audience may include: | internal and external customers  
recipient/s who receive a copy for information  
primary recipient/s of the communication |
| Purpose may include: | clarification of issues  
communication about meetings or events  
information  
minutes/outcomes of meetings  
request for information, advice or assistance  
statements of fact  
straightforward advice |
| Format may include: | email  
forms  
letters  
memos  
minutes of meetings  
organisational templates or proformas for letters, memos or reports  
tables |
| Structure may include: | organisation of the material to suit the format (e.g. scannability for on-screen use)  
treatment of attachments and hyperlinks  
visual signposting of material, including use of headings, lists, keywords and text in boxes |
| Organisational requirements may include: | house style requirements  
identified authorities for signatories for correspondence/communications  
protocols, both written and unwritten for the organisation's internal and external communications  
requirements for inclusive and non-discriminatory language and for adherence to copyright legislation |
| Method of communication may | inclusive communication |
## RANGE STATEMENT

| include: | • use of active or passive voice  
• use of the appropriate register or style of language - formal, standard or informal |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Means of communication</strong> may include:</td>
<td>• software packages such as MS Word, Excel, PageMaker, PowerPoint and templates</td>
</tr>
</tbody>
</table>
| **Intended recipient** may include: | • audience for document  
• signatory of the document  
• supervisor or other staff member who may add to or forward document to another recipient |

### Unit Sector(s)

- **Unit sector**

### Competency field

| Competency field | Communication - Writing |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
</table>
CPCCCM2007B Use explosive power tools

Modification History
Minor changes made to range statement, including addition of photovoltaic (solar) panels
Equivalent to CPCCCM2007A

Unit Descriptor
This unit of competency specifies the outcomes required to apply safe and effective operation of explosive power tools (EPT), used to fasten materials or fix fasteners to bases. It includes both direct action and indirect action explosive powered fastening tools.

Application of the Unit
This unit of competency supports achievement of skills to safely and effectively use a range of EPT used in the construction industry.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1  Plan and prepare.  

1.1 Work instructions, including plans, specifications, quality requirements and operational details, are obtained, confirmed and applied from relevant information for planning and preparation.

1.2 Safety (OHS) requirements are followed in accordance with safety plans and policies.

1.3 Signage and barricade requirements are identified and implemented.

1.4 Plant, tools and equipment selected to carry out tasks are consistent with job requirements, checked for serviceability, and any faults are rectified or reported prior to commencement.

1.5 Material quantity requirements are calculated in accordance with plans and specifications.

1.6 Materials appropriate to work application are identified, obtained, prepared, safely handled and located ready for use.

1.7 Environmental requirements are identified for the project in accordance with environmental plans and statutory and regulatory authority obligations, and are applied.

2  Set out fasteners.  

2.1 Minimum distances for set out from edge of substrate material are adhered to in accordance with legislation, regulations and codes of practice.

2.2 Material is located and temporarily held or fixed into designed position according to detailed drawings.

3  Use EPT.  

3.1 EPT is checked for operation according to manufacturer specifications and safety (OHS) requirements for use of EPT.

3.2 Fastener is selected according to requirements of job.

3.3 Charge is selected to assessed requirements for material, base and penetration.
3.4 **Attachments** and accessories are installed to EPT in accordance with manufacturer specifications and safety (OHS) requirements.

3.5 **Fastener and charge** in EPT are located to manufacturer specifications.

3.6 EPT operation is carried out and fastener is fixed into place in accordance with manufacturer recommendations, legislation, regulations and codes of practice.

3.7 Fastening penetration is checked and appropriate depth into material is applied.

3.8 Power regulating device is adjusted for conditions.

3.9 Misfire procedures are carried out according to manufacturer recommendations, legislation, regulations and codes of practice.

3.10 Temporary holding and fixings are removed without damage to material.

4 Secure and store equipment and charges.

4.1 Charges are stored in designated container in accordance with legislation, regulations and codes of practice and used charges are recorded.

4.2 Unused fasteners, the EPT and attachments are stored in a carry case in line with manufacturer recommendations.

4.3 Logbook is checked and maintenance recorded according to manufacturer recommendations.

5 Maintain EPT and kit.

5.1 Safety features of tools are checked for serviceability in accordance with manufacturer operating manual.

5.2 Tools are cleaned and lubricated to manufacturer recommendations.

5.3 Periodic maintenance service is carried out to manufacturer specifications.

5.4 Diminished stocks of charges and fasteners are replenished to designed effectiveness of EPT kit.
6 Clean up.

6.1 Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification.

6.2 Plant, tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
  - determine requirements
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - follow instructions
  - read and interpret:
    - documentation from a variety of sources
    - drawings and specifications
      - report faults
      - use language and concepts appropriate to cultural differences
      - use and interpret non-verbal communication, such as hand signals
      - written skills to record maintenance in logbook
    - identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials
  - numeracy skills to apply measurements and make calculations
  - organisational skills, including the ability to plan and set out work
  - teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
  - technological skills to:
    - use a range of mobile technology, such as two-way radio and mobile phones
    - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- construction terminology
- EPT materials
- EPT charges and fasteners
- equipment safety manuals and instructions
- job safety analysis (JSA) and safe work method statements
- material safety data sheets (MSDS)
- materials storage and environmentally friendly waste management
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- locate, interpret and apply relevant information, standards and specifications
- comply with site safety plan and OHS legislation, regulations and codes of practice applicable to workplace operations
- comply with organisational policies and procedures, including quality requirements
- safely and effectively use tools and equipment
- communicate and work effectively and safely with others
- fix metal or timber to a steel, concrete or masonry base on one project of each to job specifications, including:
  - completion of stripping and assembly of the tool
  - completing log of serviceability
  - maintaining and cleaning
CPCCCM2007B Use explosive power tools

- selecting charges and fasteners applicable to base material and material being fixed
- misfire procedures
- using attachments
- complying with storage and security regulations and OHS requirements for the working environment
- selecting signage
- test fire.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:
- an induction procedure and requirement
- realistic tasks or simulated tasks covering the mandatory task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- workplace instructions relating to safe work practices and addressing hazards and emergencies
- material safety data sheets
- research resources, including industry related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:
- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to
confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application

- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

### Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Information** includes:

- diagrams or sketches
• instructions issued by authorised organisational or external personnel
• manufacturer specifications and instructions where specified
• memos
• MSDS
• organisation work specifications and requirements
• plans and specifications
• regulatory and legislative requirements pertaining to using EPT
• relevant Australian standards
• safe work procedures related to using EPT
• signage
• verbal or written and graphical instructions
• work bulletins
• work schedules.

**Planning and preparation** include:

• work site inspection
• equipment defect identification
• assessment of conditions and hazards
• determination of work requirements.

**Safety (OHS)** is to be in accordance with legislation, regulations, codes of practice, organisational safety policies and procedures, and project safety plan and may include:

• emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
• handling of materials
• hazard control
• hazardous materials and substances
• safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
  • earth leakage boxes
  • lighting
  • photovoltaic (solar) panels
  • power cables, including overhead service trays, cables and conduits
  • restricted access barriers
  • surrounding structures
  • traffic control
  • trip hazards
  • work site visitors and the public
- working at heights
- working in confined spaces
- working in proximity to others
- working with dangerous materials
- organisational first aid
- personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
- use of firefighting equipment
- use of tools and equipment
- workplace environment and safety.

**Tools and equipment** may include:
- direct action EPT
- indirect action EPT
- clamps and levels.

**Materials** include:
- timber
- metals
- patented fasteners.

**Environmental requirements** include:
- clean-up management
- noise and dust
- vibration
- waste management.

**Statutory and regulatory authorities** include:
- federal, state and local authorities administering applicable Acts, regulations and codes of practice.

**Minimum distance for set out of fasteners** is to be in accordance with:
- regulated minimum distances
- bases, including concrete, masonry or steel.

**Use of EPT** includes:
- stripping and assembling tools
- completing log of serviceability
- maintaining and cleaning tools
- selecting charges and fasteners applicable to the base material and material being fixed
- misfire procedures
- using attachments
- complying with storage and security regulations
and OHS requirements for the working environment
  - selecting signage
  - test fire.

**Attachments** include:
  - channel, rebate and other manufacturer attachments.

**Fastener and charge** include:
  - firing a test shot with misfire procedures, complying with the regulated safety procedure for misfire.

**Unit Sector(s)**

**Functional area**

**Unit sector** Construction

**Custom Content Section**

Not applicable.
CPCCCM2008B Erect and dismantle restricted height scaffolding

Modification History
Photovoltaic (solar) panels added to range statement
Equivalent to CPCCCM2008A

Unit Descriptor
This unit of competency specifies the outcomes required to erect and dismantle restricted height scaffolding to provide work platforms for various occupational applications. It includes placement of safety barriers and only involves modular scaffolding restricted to a height of 4 metres.

Application of the Unit
This unit of competency supports achievement of skills to handle, erect and dismantle a range of restricted height scaffolding systems, which may include working with others and as a member of a team.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1 Plan and prepare.

1.1 Work instructions, including plans, specifications, quality requirements and operational details, are obtained from relevant sources of information, confirmed and applied for planning and preparation purposes.

1.2 *Workplace health and safety (WHS)* requirements are followed in accordance with safety plans and policies.

1.3 Signage and barricade requirements are identified and implemented.

1.4 Plant, *tools and equipment* are selected to carry out tasks consistent with job requirements, are checked for serviceability, and any faults are rectified or reported prior to commencement.

1.5 *Scaffolding* quantity requirements are calculated in accordance with plans, specifications and *quality requirements*.

1.6 Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use.

1.7 *Environmental requirements* are identified for the project in accordance with environmental plans and *statutory and regulatory authority* obligations, and are applied.
2 Erect scaffolding.  
2.1 **Purpose for scaffolding** is confirmed and associated work tasks are identified.

2.2 Expected loading on scaffold and supporting structure is determined using load tables.

2.3 Site access and egress routes are identified.

2.4 Scaffolding and components are selected and inspected with damaged components labelled and rejected or repaired.

2.5 Adequate footing is established in accordance with Australian standard for scaffolding.

2.6 Scaffolding is erected in accordance with regulations, planned hazard prevention and control measures, acceptable safe work practices and manufacturer requirements.

3 Inspect, repair and alter scaffolding.  
3.1 Critical structural and safety areas of scaffolding are inspected for damage, corrosion and wear.

3.2 Current use of scaffolding is checked for compliance with type of scaffolding equipment.

3.3 Inspection log and handover are completed.

3.4 Scaffolding is reviewed to determine if changes or modifications were scheduled as per original planning.

3.5 Alteration or repair is carried out where specified.

4 Dismantle scaffolding.  
4.1 Scaffolding is dismantled using reverse procedure as for erection.

5 Clean up.  
5.1 Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification.

5.2 Plant, tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
  - determine requirements
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - follow instructions
  - read and interpret:
    - documentation from a variety of sources
    - drawings and specifications
    - report faults
    - use language and concepts appropriate to cultural differences
    - use and interpret non-verbal communication, such as hand signals
    - written skills to record maintenance in logbooks
  - identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials
  - numeracy skills to apply measurements and make calculations
  - organisational skills, including the ability to plan and set out work
  - teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
  - technological skills to:
    - use a range of mobile technology, such as two-way radio and mobile phones
    - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- general construction terminology
- job safety analysis (JSA) and safe work method statements
- material safety data sheets (MSDS)
- materials storage and environmentally friendly waste management
- plans, specifications and drawings
- processes for the calculation of material requirements
- quality requirements
• relevant Acts, regulations and codes of practice
• scaffolding equipment
• scaffolding techniques
• shifting devices
• types, characteristics, uses and limitations of plant, tools and equipment
• workplace and equipment safety requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

• locate, interpret and apply relevant information, standards and specifications
• comply with site safety plan and OHS legislation, regulations and codes of practice applicable to workplace operations
• comply with organisational policies and procedures, including quality requirements
• safely and effectively use tools, plant and equipment
• communicate and work effectively and safely with others
• complete planning, erection and dismantling of a modular scaffolding system, in accordance with JSA and safe work method statements and regulations, including a minimum of:
  • three bays (one with a return)
  • one lift with ladder
  • fall and edge protection.
Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- an induction procedure and requirement
- realistic tasks or simulated tasks covering the mandatory task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- workplace instructions relating to safe work practices and addressing hazards and emergencies
- material safety data sheets
- research resources, including industry related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.
Validity and sufficiency of evidence requires that:

- Competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace.
- Where the assessment is part of a structured learning experience, the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge.
- All assessment that is part of a structured learning experience must include a combination of direct, indirect, and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy, and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders, or specialist training staff.

**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Information** includes:

- Diagrams or sketches
- Engineers' design specifications and manufacturer specifications and instructions, where specified
- Instructions issued by authorised organisational or external personnel
- Memos
- MSDS
- Regulatory and legislative requirements pertaining to erecting and dismantling restricted height
scaffolding
• relevant Australian standards
• safe work procedures related to erecting and dismantling restricted height scaffolding
• signage
• verbal or written and graphical instructions
• work bulletins
• work schedules, plans and specifications.

Planning and preparation include:
• work site inspection, equipment defect identification, assessment of conditions and hazards, and determination of work requirements
• erection of scaffolding to a maximum height of 4 metres, including placement, sequencing, squaring, levelling and the reverse for dismantling
• establishment of footings, including review of JSAs to determine bearing capacity of ground or working surfaces
• alteration and repair, which may be required due to storm damage, accidents, misuse and process changes.

Workplace health and safety is to be in accordance with legislation, regulations, codes of practice, organisational safety policies and procedures, and project safety plan and may include:
• emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
• handling of materials
• hazard control
• hazardous materials and substances
  • safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
    • earth leakage boxes
    • lighting
    • photovoltaic (solar) panels
    • power cables, including overhead service trays, cables and conduits
    • restricted access barriers
    • surrounding structures
    • traffic control
    • trip hazards
    • work site visitors and the public
    • working at heights
    • working in confined spaces
• working in proximity to others
• working with dangerous materials
• organisational first aid
• personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
• use of firefighting equipment
• use of tools and equipment
• workplace environment and safety.

**Tools and equipment** include:

- aluminium modular scaffolding equipment
- hammers
- ladders
- scaffolding planks
- shovels and spanners
- spirit levels
- steel box spanners
- tape measures.

**Scaffolding type and quantity requirements:**

- types of restricted height scaffolding may include systems scaffolding, A frame, H frame, tube and coupler, and aluminium (and modular to a maximum height of 4 metres).

**Quality requirements** include relevant regulations, including:

- Australian standards
- internal company quality policy and standards
- manufacturer specifications, where specified
- workplace operations and procedures.

**Environmental requirements** include:

- clean-up protection
- noise and dust
- waste management.

**Statutory and regulatory authorities** include:

- federal, state and local authorities administering applicable Acts, regulations and codes of practice.

**Purpose for scaffolding** includes:

- work platforms for various occupational applications.
Unit Sector(s)

Functional area

Unit sector  Construction

Custom Content Section

Not applicable.
CPCCCM2010B Work safely at heights

Modification History
Photovoltaic (solar) panels added to range statement
Equivalent to CPCCCM2010A

Unit Descriptor
This unit of competency specifies the outcomes required to work safely on construction sites where the work activity involves working above 1.5 metres from ground level and where fall protection measures are required.

Application of the Unit
Construction work is undertaken on domestic and commercial work sites within new construction, renovation or refurbishment, and maintenance.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

1. **Identify work area requirements.**
   - 1.1 Site of proposed *work at heights* is identified from relevant *information*.
   - 1.2 Method of accessing work area is identified.
   - 1.3 Tasks to be completed are identified from work orders and supervisor instructions.
   - 1.4 Fall protection equipment is identified if required by site job *workplace health and safety (WHS)* analysis and *statutory and regulatory* requirements.
   - 1.5 Approved methods of moving tools and equipment to work area are identified to minimise potential of falling objects, removal of scaffold components, inappropriate carrying of materials on ladders, and excessive bending or twisting in pass-up situations.

2. **Access work area.**
   - 2.1 Fall protection equipment where required is correctly fitted, adjusted and anchored.
   - 2.2 Arrangements are made to appropriately install required equipment taking account of all potential *hazards*.
   - 2.3 Appropriate methods are used to access work area for self, *tools and equipment*, and *materials*.
   - 2.4 Tools and materials are placed to eliminate or at least minimise the risk of items being knocked down.

3. **Conduct work tasks.**
   - 3.1 Work is conducted following workplace approved procedures.
   - 3.2 Fall protection equipment is kept in place and adjusted appropriately to cater for movement during work.
   - 3.3 Scaffold components and fall barriers are kept in place during work.
   - 3.4 Egress from work area is completed following work site supervisor approved methods for self, tools, materials and *environmental requirements*. 
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication, such as hand signals
- organisational skills, including the ability to plan and set out work
- teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
- technological skills to:
  - use a range of mobile technology
  - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- construction terminology
- job safety analysis (JSA) and safe work method statements
- material safety data sheets (MSDS)
- quality requirements
- types, characteristics, uses and limitation of plant, tools and equipment
- workplace and equipment safety requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed in the
workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- locate, interpret and apply relevant information, standards and specifications
- comply with site safety plan, OHS regulations and state and territory legislation applicable to workplace operations
- safely and effectively use tools, plant and equipment
- communicate and work effectively and safely with others
- select and use appropriate height access and fall protection equipment and work methods, including inspecting fall protection equipment, scaffold and fall barriers for faults
- apply knowledge of industry products to identify:
  - manual handling risks
  - types of lifting and support structures approved for use
- modify work activities to cater for variations in work site procedures, contexts and environment and use appropriate behaviour for safe work at heights
- use safe handling requirements, based on information provided, for equipment, products and materials.

**Context of and specific resources for assessment**

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- an induction procedure and requirement
- realistic tasks or simulated tasks covering the mandatory task requirements
- relevant specifications and work instructions
• tools and equipment appropriate to applying safe work practices
• support materials appropriate to activity
• workplace instructions relating to safe work practices and addressing hazards and emergencies
• material safety data sheets
• research resources, including industry related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

**Method of assessment**

Assessment methods must:

• satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
• include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
• reinforce the integration of employability skills with workplace tasks and job roles
• confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

• competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
• where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge
• all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.
Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Work at heights** includes:
- assessment of conditions and hazards
- determination of work requirements
- identification of equipment defects
- inspection of work sites.

**Information** includes:
- diagrams or sketches
- instructions issued by authorised organisational or external personnel
- material safety data sheets (MSDS)
- memos
- signage
- verbal or written and graphical instructions
- work bulletins
- work schedules, plans and specifications.

**Workplace health and safety** is to be in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan and may include:
- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
- handling of materials
- hazard control
- hazardous materials and substances
- safe operating procedures, including the conduct of
operational risk assessment and treatments associated with:
- earth leakage boxes
- lighting
- photovoltaic (solar) panels
- power cables, including overhead service trays, cables and conduits
- restricted access barriers
- surrounding structures
- traffic control
- trip hazards
- work site visitors and the public
- working in confined spaces
- working in proximity to others
- working with dangerous materials
- organisational first aid
- personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
- relevant OHS legislation applying in the jurisdiction where work is carried out, including:
  - AS6001 - 1999 Working platforms for domestic application
  - AS1576 - Scaffolding
  - AS/NZS4576 - 1995 Guidelines for scaffolding
- use of tools and equipment
- workplace environment and safety.

Statutory and regulatory authorities include:
- federal, state and local authorities administering applicable Acts, regulations and codes of practice.

Hazards include:
- air temperature
- construction activity involving other workers and contractors
- dust and vapours
- electrical equipment
- energy sources
- equipment and materials
- hazardous materials
- light
- manual handling
- moisture
- noise
- photovoltaic (solar) panels
- stationary and moving plant
- work at heights.

**Tools and equipment** include:
- air compressors and hoses
- hand and power tools
- nail guns
- power leads
- scaffolding.

**Materials** include:
- materials used on the construction work site.

**Environmental requirements** include:
- clean-up management
- noise and dust
- vibration
- waste management.

**Unit Sector(s)**

**Functional area**

**Unit sector** Construction

**Custom Content Section**

Not applicable.
CPCCCM3003A Work safely around power sources, services and assets

Modification History
Not Applicable

Unit Descriptor

Unit descriptor
This unit of competency specifies the outcomes required to work with or operate plant in or around close proximity of power sources, services and assets for the general safety of personnel and equipment. It includes all occupational areas that may require working near electricity.

Application of the Unit

Application of the unit
This unit of competency supports achievement of skills and knowledge to work safely around power sources when undertaking construction tasks.

Licensing/Regulatory Information
Not Applicable

Pre-Requisites

Prerequisite units

CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1. Plan and prepare. | 1.1. Work instructions, including plans, specifications, quality requirements and operational details, are obtained, confirmed and applied from relevant information for planning and preparation.  
1.2. Safety (OHS) requirements are followed in accordance with safety plans and policies.  
1.3. Signage and barricade requirements are identified and implemented.  
1.4. Plant, tools and equipment are selected to carry out tasks are consistent with job requirements, checked for serviceability, and any faults are rectified or reported prior to commencement.  
1.5. Environmental requirements are identified for the project in accordance with environmental plans and statutory and regulatory authority obligations, and are applied. |
| 2. Apply safe work practices. | 2.1. Relevant authorities are contacted to identify electrical sources and type.  
2.2. Plant is positioned according to work method statement and job safety analyses (JSAs).  
2.3. Plant procedures are followed to comply with work method statement and JSAs.  
2.4. Work is conducted in or around the power source, service or asset.  
2.5. Personnel, plant and equipment are retracted from powered area following safe work method statement and JSAs. |
| 3. Clean up. | 3.1. Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification.  
3.2. Plant, tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices.  
3.3. Work completion procedures are applied and relevant personnel are notified that work is finished. |

Required Skills and Knowledge
REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
  - determine requirements
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - follow instructions
  - identify electrical source and type from relevant authorities
  - read and interpret:
    - documentation from a variety of sources
    - drawings and specifications
      - report faults
      - use language and concepts appropriate to cultural differences
      - use and interpret non-verbal communication, such as hand signals
    - identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials
  - numeracy skills to apply measurements and make calculations
  - organisational skills, including the ability to plan and set out work
  - teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
  - technological skills to:
    - use a range of mobile technology, such as two-way radio and mobile phones
    - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- construction terminology
- electrical safety on construction work sites
- first aid including cardiopulmonary resuscitation (CPR)
- JSA and safe work method statements
- material safety data sheets (MSDS)
- materials storage and environmentally friendly waste management
- plans, specifications and drawings
- quality requirements
- site specific emergency procedures
- types, characteristics, uses and limitations of plant, tools and equipment
REQUIRED SKILLS AND KNOWLEDGE

- working at heights
- working with electrical power techniques
- workplace and equipment safety requirements.
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- locate, interpret and apply relevant information, standards and specifications
- comply with site safety plan and OHS legislation, regulations and codes of practice applicable to workplace operations
- comply with organisational policies and procedures, including quality requirements
- safely and effectively use tools, plant and equipment
- communicate and work effectively and safely with others
- contact relevant authorities
- apply work method statements and JSAs to oversee plant positioning and operation for one project, including erection and/or placement of barriers and safeguards.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- an induction procedure and requirement
- realistic tasks or simulated tasks covering the
EVIDENCE GUIDE

mandatory task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- workplace instructions relating to safe work practices and addressing hazards and emergencies
- material safety data sheets
- research resources, including industry related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:
- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:
- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at
EVIDENCE GUIDE

the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information includes:

- verbal or written and graphical instructions
- diagrams or sketches
- instructions issued by authorised organisational or external personnel
- manufacturer specifications and instructions where specified
- memos
- MSDS
- organisation work specifications and requirements
- plans and specifications
- regulatory and legislative requirements pertaining to working safely around power
RANGE STATEMENT

- relevant Australian standards
- safe work procedures related to working safely around power
- signage
- work bulletins
- work schedules.

Planning and preparation

include:

- work site inspection
- equipment defect identification
- assessment of conditions and hazards
- determination of work requirements.

Safety (OHS) is to be in accordance with legislation, regulations, codes of practice, organisational safety policies and procedures, and project safety plan and may include:

- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
- handling of materials
- hazard control
- hazardous materials and substances
- safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
  - earth leakage boxes
  - lighting
  - power cables, including overhead service trays, cables and conduits
  - restricted access barriers
  - surrounding structures
  - traffic control
  - trip hazards
  - work site visitors and the public
  - working at heights
  - working in confined spaces
  - working in proximity to others
  - working with dangerous materials
- organisational first aid
- personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
- use of firefighting equipment
- use of tools and equipment
- workplace environment and safety.

Signage and barricade

- barricades
RANGE STATEMENT

requirements include:
• isolation
• other physical barriers
• site safety signage.

Plant includes:
• back hoes
• booms
• cranes
• EWPs
• excavators
• scaffold.

Tools and equipment include:
• those associated with the task at hand.

Environmental requirements include:
• clean-up protection
• noise and dust
• vibration
• waste management.

Statutory and regulatory authorities:
• include federal, state and local authorities administering applicable Acts, regulations and codes of practice
• must include federal, state and local electrical authorities.

Electrical sources include:
• distribution towers
• generators
• poles
• sub-stations
• temporary services
• train and tram assets
• transmission towers
• underground and overhead wires
• underground conductors
• all other services, sources and assets.

Unit Sector(s)

Unit sector: Construction

Co-requisite units
Co-requisite units  Nil

Functional area

Functional area
CPCCCO3034A Conduct concrete agitator truck operations

Modification History
Not Applicable

Unit Descriptor

Unit descriptor
This unit of competency specifies the outcomes required to conduct concrete agitator truck operations in support of construction projects.

The unit covers planning and preparing for work, conducting operational checks, the safe and effective operation of the concrete agitator truck and associated equipment for a range of mandatory tasks, and the conduct of operator maintenance and work finalisation activities.

Application of the Unit

Application of the unit
This unit of competency supports the attainment of the understanding and skills to conduct concrete agitator truck operations, which may include working with others and as a member of a team.

Licensing/Regulatory Information
Not Applicable

Pre-Requisites

Prerequisite units

CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare. | 1.1. Work instructions and operational details are obtained using relevant information, confirmed and applied for planning and preparation purposes.  
1.2. Safety (OHS) requirements are followed in accordance with safety plans and policies.  
1.3. Signage and barricade requirements are identified and implemented.  
1.4. Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.  
1.5. Materials quantity requirements are calculated in accordance with plans, specifications and quality requirements.  
1.6. Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use.  
1.7. Environmental requirements are identified for the project in accordance with environmental plans and regulatory obligations and applied. |
| 2. Conduct machine pre-operational checks. | 2.1. Pre-start, start up, park and shut-down procedures are carried out in accordance with manufacturer and site specific requirements.  
2.2. Vehicle controls and functions, including steering, brakes and manoeuvrability, are checked for serviceability and any faults are rectified or reported.  
2.3. Agitator controls and functions are checked for serviceability and any faults are rectified or reported. |
| 3. Operate the agitator truck. | 3.1. Site hazards associated with truck operations are identified and safe operating techniques are used to minimise risk.  
3.2. Engine power is managed to ensure efficiency of concrete agitator truck movements and to minimise damage to the engine and gears.  
3.3. Engine power is coordinated with gear selection ensuring smooth transition and operation within torque range.  
3.4. Truck is operated to work instructions in accordance with company operating procedures.  
3.5. Road and traffic conditions are constantly monitored taking into account road standards, traffic flow, |
ELEMENT | PERFORMANCE CRITERIA
---|---
distance and load, ensuring no injury to people or damage to property, equipment, loads and facilities.
3.6. Truck is brought to a halt smoothly, minimising the wear and tear on vehicle using the engine retarder, gears and brakes.

4. Load, transport and discharge concrete.

4.1. Concrete agitator truck is positioned at load and discharge points with a minimum of manoeuvres.
4.2. Concrete agitator truck is loaded to within authorised carrying capacity of concrete mixes to suit the site and task conditions.
4.3. Concrete agitator truck is moved from loading to discharge point safely and smoothly avoiding surge and sway.
4.4. Concrete is discharged in accordance with task specifications.
4.5. Discharge systems, including chutes and adaptors, are monitored and maintained throughout the operations.

5. Carry out driver maintenance.

5.1. Concrete agitator truck is safely parked, prepared for maintenance and shut down as per manufacturers' manual and organisational requirements.
5.2. Inspection and fault finding are conducted in accordance with manufacturer specifications and organisational requirements.
5.3. Defective parts are removed and replaced safely and effectively according to manufacturers' manual and organisational requirements.
5.4. Regular programmed maintenance tasks are carried out in accordance with manufacturer and organisational requirements.

6. Clean up.

6.1. Work area is cleared and materials disposed of, reused or recycled in accordance with project environmental management plan.
6.2. Vehicle, bowl, tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices.

Required Skills and Knowledge
REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication skills to:
  - determine requirements
  - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
  - follow instructions
  - read and interpret:
    - documentation from a variety of sources
    - drawings and specifications
      - report faults
      - use language and concepts appropriate to cultural differences
      - use and interpret non-verbal communication, such as hand signals
    - evaluating own actions and making judgments about performance and necessary improvements
    - identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials
  - organisational skills, including the ability to plan and set out work
  - recognising procedures, following instructions, responding to change and contributing to workplace responsibilities, such as current work site environmental and sustainability frameworks or management systems
  - teamwork skills to coordinate own work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
  - technological skills to:
    - use a range of mobile technology, such as two-way radio and mobile phones
    - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- concrete agitator truck systems, characteristics, technical capabilities and limitations
- construction activity sequences related to concreting operations
- general construction terminology
- job safety analysis (JSA) and safe work method statements
- levelling techniques
- material safety data sheets (MSDS)
REQUIRED SKILLS AND KNOWLEDGE

- materials handling methods
- operational, maintenance and basic diagnostic procedures
- processes for interpreting engineering drawings and sketches
- quality requirements
- safe operating techniques in all terrain
- site and equipment safety requirements
- site isolation and traffic control responsibilities and authorities
- state or territory regulatory requirements related to concrete agitator truck operations.
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- locate, interpret and apply relevant information, standards and specifications
- comply with site safety plan and OHS legislation, regulations and codes of practice applicable to workplace operations
- comply with organisational policies and procedures including quality requirements
- communicate and work effectively and safely with others
- conduct concrete agitator truck operations, to be performed over not less than three shifts and two different sites and are to include the tasks of:
  - positioning vehicle at the load point
  - loading and transporting concrete
  - discharging concrete at work site to specification
  - discharging directly to site
  - discharging to wheelbarrow and hopper
  - applying emergency procedures
  - conducting authorised operator maintenance.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge
EVIDENCE GUIDE

will usually be conducted in an off-site context. Assessment is to comply with relevant regulatory or Australian standards’ requirements.

Resource implications for assessment include:

- an induction procedure and requirement
- realistic tasks or simulated tasks covering the mandatory task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- workplace instructions relating to safe work practices and addressing hazards and emergencies
- material safety data sheets
- research resources, including industry related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the
EVIDENCE GUIDE

[Start of EVIDENCE GUIDE text]

• workplace

• where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge.

• all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information includes:

• diagrams or sketches
• instructions issued by authorised organisational or external personnel
• manufacturer specifications and instructions, where specified
• MSDS
• memos
RANGE STATEMENT

- regulatory and legislative requirements pertaining to operation of concrete agitator trucks on construction sites
- relevant Australian standards
- safe work procedures relating to operation of concrete agitator trucks on construction sites
- signage
- verbal, written and graphical instructions
- work bulletins
- work schedules, plans and specifications.

Planning and preparation include:

- assessment of conditions and hazards
- determination of work requirements and safety plans and policies
- equipment defect identification
- work site inspection.

Safety (OHS) is to be in accordance with state and territory legislation and regulations and project safety plan and may include:

- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
- handling activities that may require the assistance of others or the use of manual or mechanical lifting devices where size, weight or other issues, such as a disability are a factor
- hazard control
- hazardous materials and substances
- hazards and risks including uneven/unstable terrain, trees, fires, overhead services, bridges, buildings, excavations, traffic, embankments, structures and hazardous materials
- organisational first aid
- PPE prescribed under legislation, regulations and workplace policies and practices
- safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
  - earth leakage boxes
  - lighting
  - power cables, including overhead service trays, cables and conduits
  - restricted access barriers
  - surrounding structures
  - traffic control
  - trip hazards
RANGE STATEMENT

- work site visitors and the public
- working at heights
- working in confined spaces
- working in proximity to others
- safe parking practices, including ensuring access ways are clear, equipment/ machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- use of firefighting equipment
- use of tools and equipment
- workplace environmental requirements and safety.

**Tools and equipment** include:
- hand tools and maintenance equipment associated with the particular concrete agitator truck.

**Quality requirements** include:
- internal company quality policy and standards
- manufacturer specifications, where specified
- relevant regulations, including Australian standards
- workplace operations and procedures.

**Environmental requirements** include:
- clean-up management
- dust and noise
- stormwater management
- vibration
- waste management.

**Agitator controls**:
- are related to speed, revolutions, forward and return
- may be air, mechanical or electrically actuated.

**Discharge points**:
- include:
  - directly to site
  - into a wheelbarrow and hopper
  - may include into a kibble.

**Concrete mixes**:
- may be relatively dry or increasingly wet
- in order, from wet to dry
- will include block-fill, pool mix, topping, slab, footing and kerb and guttering.

**Discharging concrete** means:
- movement of concrete from the agitator truck by mechanical/gravity feed through chutes and adaptors of varying sizes.
RANGE STATEMENT

Maintenance:
- includes:
  - authorised servicing
  - cleaning
  - monitoring, recording and reporting faults
- may include:
  - conducting authorised minor replacements
  - providing assistance to maintenance personnel during maintenance and repair activities.

Unit Sector(s)

Unit sector Construction

Co-requisite units

Co-requisite units Nil

Functional area

Functional area
CPCCLDG3001A Licence to perform dogging

Modification History
Not Applicable

Unit Descriptor

Unit descriptor
This unit specifies the outcomes required to perform slinging techniques, including the selection and inspection of lifting gear and/or the directing of the crane operator in the movement of the load when the load is out of view of the crane/operator for licensing purposes.

Application of the Unit

Application of the unit
This unit covers the scope of work to demonstrate competency in the application of slinging techniques, selection and inspection of lifting gear and/or the directing of the crane/operator in the movement of the load.

This unit is based upon the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1. Plan job. | 1.1. *Site information* is obtained and related to the task.  
1.2. *Hazard* s and potential hazards associated with the slinging and directing of loads are identified.  
1.3. *Hazard control measures* consistent with appropriate standards are identified to ensure the safety of personnel and equipment.  
1.4. The weight, dimensions and centre of gravity of the load are identified and assessed.  
1.5. Suitable lifting/slinging points on the load are identified.  
1.6. Appropriate *lifting equipment* needs are assessed.  
1.7. Appropriate *communication methods* are assessed with crane/ operators and other appropriate personnel.  
1.8. Manufacturer’s specifications/information is obtained for special loads where necessary. |
| 2. Select and inspect equipment. | 2.1. Lifting equipment appropriate to the task is selected.  
2.2. Lifting equipment is inspected for serviceability.  
2.3. Damaged or excessively worn lifting equipment is identified, labelled and rejected.  
2.4. Appropriate communication methods for the crane/operator and appropriate personnel are selected.  
2.5. Appropriate *communication equipment* is selected and its serviceability is checked.  
2.6. Appropriate *personal protective equipment* (PPE) is selected and checked. |
| 3. Prepare site and equipment. | 3.1. Hazard prevention/control measures are applied consistent with appropriate standards to ensure the safety of personnel and equipment.  
3.2. Appropriate slinging method is selected.  
3.3. Lifting equipment is prepared and assembled where appropriate.  
3.4. Load destination is prepared. |
| 4. Perform task. | 4.1. Lifting equipment is attached and secured to the lifting hook using appropriate techniques.  
4.2. Lifting hook is positioned over the load centre of gravity.  
4.3. Lifting equipment is attached and secured to the load |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
in an appropriate manner.
4.4. Tag line is attached and secured where appropriate.
4.5. Test lift is conducted to ensure security of load.
4.6. Load is moved maintaining stability and control at all times.
4.7. Appropriate communication methods and communication signals are applied to safely coordinate the load movement both within sight and out-of-sight of crane operator.
4.8. The load is landed to ensure that it is stable and secure from movement.
4.9. Lifting equipment is removed or disconnected from load and prepared for next task or storage.
5. Shut down job and clean up.
5.1. Unserviceable lifting equipment inspected and rejected.
5.2. Defective equipment is isolated and tagged.
5.3. Lifting equipment is stored in accordance with procedures and appropriate standards.
5.4. Hazard prevention/control measures are removed where appropriate.
5.5. Excess materials from the work area are removed (where applicable).
5.6. Defects are reported and recorded according to procedures and appropriate action is taken.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- communication techniques in the workplace including whistles, hand signals and use of fixed channel two-way radios
- communication skills at a level sufficient to communicate with other site personnel
- calculate rated capacity of lifting equipment
- apply different methods for making temporary connections to loads using fibre and synthetic ropes
REQUIRED SKILLS AND KNOWLEDGE

- ability to interpret rated capacity and working load limit tags
- hazard identification and control
- slinging techniques
- selection and inspection of lifting equipment
- directing crane operators in the moving of loads in a safe manner, using a slewing crane
- inspection and care of a wide range of lifting equipment to appropriate Australian Standards and/or manufacturer's specifications.

Required knowledge

Required knowledge for this unit is:

- appropriate mathematical procedures for estimation and measurement of loads
- basic knowledge of types of cranes and their functions
- Commonwealth, state or territory OHS legislation, standards and codes of practice relevant to the full range of techniques for undertaking dogging activities
- load stability and safety factors in line with manufacturer's specifications
- types of lifting equipment and slinging techniques for use, and their limitations and performance in a wide range of conditions (including but not limited to slings, beams, accessories, clamps, work-boxes, bins and pallets)
- understanding of the hierarchy of control.
## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

Successful assessment of this unit meets the competency requirement of the National Standard for licensing Persons Performing High Risk Work.

State/Territory OHS regulators have mandated the use of Assessment Instruments and Instructions for Assessment of this unit which have been endorsed by the national body responsible for OHS matters.

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- comply with Commonwealth, state or territory OHS legislation, standards relevant to safe dogging and crane operations.
- communicate and work safely with others in the work area.
- apply Hazard prevention and control measures consistent with appropriate standards.
- apply to move loads in conjunction with cranes including, the reading of tags, slinging, loading, directing and landing loads with a slewing mobile crane with a telescopic boom and a winch, in and out of sight of the crane/operator, moving four loads of varying shapes, sizes and weights.
- use fibre and/or synthetic rope as tag lines, and connecting to loads using clove hitch, rolling hitch, bowline and single sheetbend.
- conduct pre and post operational checks of the lifting equipment.

#### Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the national OHS endorsed Assessment Instrument
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting
EVIDENCE GUIDE

- Assessors must ensure that the assessment in the workplace is organised through a workplace supervisor to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with the requirements of any relevant Standards or operating procedures for dogging activities.
- Applicants must have access to:
  - personal protective equipment (PPE) for the purpose of the performance assessment.
  - four different loads as prescribed in the endorsed assessment instrument.
  - lifting and associated equipment.
  - suitable slewing crane.
  - communication equipment (e.g. fixed channel, two-way radios) as applicable.

Method of assessment

Assessment must be conducted using the national OHS endorsed Assessment Instrument. This Instrument provides instruction on the application of the assessment.

Assessment may be in conjunction with the assessment of other units of competency.

The use of 'simulators' in the assessment of this unit of competency is not acceptable.

Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.

Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

Guidance information for assessment

Further information about endorsed Assessment Instruments may be obtained from state/territory OHS regulators.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Site information may include but not be limited to:

- local conditions such as access and egress
- work method statements.

Hazards may include but not limited to:

- ground stability (eg. ground condition, recently filled trenches, slopes)
- overhead hazards (e.g. power lines, service pipes, trees, buildings, etc)
- insufficient lighting
- traffic (e.g. pedestrians, vehicles, plant)
- weather (e.g. wind, lightning, storms)
- other specific hazards (e.g. trip hazards, heights, radio interference, etc).

Hazard prevention/control measures

The systematic process of eliminating or reducing the risk to personnel and property through the application of controls.

It includes the application of the hierarchy of controls, including:

1. elimination.
2. substitution.
3. isolation.
4. engineered control measures.
5. safe work practices.
6. personal protective equipment.

Appropriate standards may include:

- codes of practice
- legislation
- Australian Standards
- manufacturer’s specifications
- industry standards.

Lifting Equipment may include but not limited to:

- fibre ropes
- wire ropes
- chain
RANGE STATEMENT

- wire and synthetic slings
- shackles
- eyebolts
- beam clamps
- plate clamps
- spreader beams
- lifting beams
- pallet forks and cages
- concrete kibbles
- personnel boxes.

*Communication Methods* may include but are not limited to:

- written instructions
- signage,
- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol.

*Cranes* may include but not limited to:

- tower cranes (including self erecting)
- portal boom cranes
- vehicle loading cranes
- slewing mobile cranes
- non-slewing cranes
- derrick cranes.

*Appropriate personnel* may include but are not limited to:

- supervisors
- colleagues
- managers who are authorised to take responsibility for the workplace or operations.

*Communication Equipment* may include but not limited to:

- fixed channel two-way radios
- whistles
- bells.

*Personal protective equipment* (PPE) may include but not limited to:

- hard hat
- safety boots
- gloves
- high visibility clothing
- reflective vest
- relevant breathing, hearing, sight, skin and sun protection.

*Load destination* may include but not limited to:

- ground
- loading platforms
- suspended floors
- vehicles.
RANGE STATEMENT

Communication signals may include but not limited to:

- stop - hand
- stop - whistle
- hoist up - hand
- hoist up - whistle
- hoist down - hand
- hoist down - whistle
- luff boom down - hand
- luff boom down - whistle
- luff boom up - hand
- luff boom up - whistle
- telescope out - hand
- telescope out - whistle
- telescope in - hand
- telescope in - whistle
- slew left - hand
- slew left - whistle
- slew right - hand
- slew right - whistle.

Defective Equipment may include but not limited to:

- excessive wear
- damage
- stretched
- broken wires
- cut/damaged fibres.

Unit Sector(s)

Unit sector Construction

Co-requisite units

Co-requisite units Nil
Functional area

Functional area
CPCCLRG3002A Licence to perform rigging intermediate level

Modification History
Not Applicable

Unit Descriptor
Unit descriptor This unit specifies the outcomes required to perform rigging work at the intermediate level, which includes all the outcomes for rigging work at the basic level, and also includes rigging of cranes, rigging of conveyors, rigging of dredges and excavators, rigging associated with tilt slabs, rigging associated with demolition work, and dual lifts for licensing purposes.

Application of the Unit
Application of the unit This unit requires the applicant to be able plan the work, select and inspect equipment, set up task, erect structures and plant and dismantle structures and plant.

This unit is based upon the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

This unit has a pre-requisite requirement. This requirement may be met by either the successful completion of the unit CPCCLRG3001A Licence to perform rigging basic level or holding a valid licence for basic rigging.

Licensing/Regulatory Information
Refer to Unit Descriptor
Pre-Requisites

Prerequisite units

CPCCLRG3001A Licence to perform rigging basic level

Employability Skills Information

Employability skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</table>
| 1. Plan job. | 1.1. Task to be undertaken is assessed  
1.2. Potential workplace hazards are identified  
1.3. Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment  
1.4. Site information is obtained  
1.5. All forces and loads associated with erecting and dismantling structures and associated plant are considered in consultation with appropriate personnel.  
1.6. Rigging equipment and associated equipment are identified in consultation with appropriate personnel according to procedures and site information.  
1.7. Safety equipment is identified.  
1.8. Appropriate communication methods are identified with appropriate personnel. |
| 2. Select and inspect equipment. | 2.1. Rigging equipment and associated equipment are selected and inspected according to procedures and the appropriate standard.  
2.2. Safety equipment is selected and inspected according to procedures.  
2.3. All defective rigging equipment, associated equipment and safety equipment is isolated, reported and recorded according to procedures.  
2.4. Communication equipment is selected and inspected for serviceability (where applicable) |
| 3. Set up tasks. | 3.1. Appropriate hazard prevention/control measures are applied to the work area according to procedures.  
3.2. Ground suitability is inspected and checked (where appropriate).  
3.3. Site information is reviewed, interpreted and communicated to appropriate personnel and appropriate personnel.  
3.4. All forces and loads associated with erecting and dismantling structures and associated plant are determined in consultation with appropriate personnel.  
3.5. Safety equipment is fitted and worn correctly (where appropriate).  
3.6. Rigging equipment and associated plant are |
<table>
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<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 4. Erect structures and plant. | 4.1. Structures and associated plant is erected according to procedures and site information.  
4.2. Stability of structures and associated plant is maintained during erection according to procedures.  
4.3. Work is conducted safely at heights including safe and effective use of safety equipment.  
4.4. Appropriate communication methods and communication equipment, are used to co-ordinate the tasks.  
4.5. Temporary guys, ties, propping and shoring, including flexible steel wire rope, and tubing, are connected where required.  
4.6. Associated plant and rigging equipment is used according to procedures and the appropriate standard.  
4.7. Associated equipment is used in a safe and appropriate manner.  
4.8. The completed task is inspected according to the appropriate standard.  
4.9. Excess materials are removed from the work area (where applicable) |
| 5. Dismantle structures and plant. | 5.1. Structures and associated plant are dismantled according to procedures and the appropriate standard.  
5.2. Work is conducted safely at heights including safe and effective use of safety equipment.  
5.3. Stability of structures and associated plant is maintained during dismantling according to procedures.  
5.4. Rigging equipment, associated equipment, safety equipment and associated plant are inspected for damage and defects  
5.5. All defective rigging equipment, associated equipment, associated plant and safety equipment are isolated reported and recorded according to procedures.  
5.6. Rigging equipment and associated equipment are stored according to procedures and the appropriate standard.  
5.7. Hazard prevention/control measures are removed |
ELEMENT PERFORMANCE CRITERIA

(Where appropriate)

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills for this unit are:

- ability to calculate Safe Working Load (SWL) and Working Load Limit (WLL)
- ability to erect and dismantle, level, plumb and stabilise associated plant and structures
- ability to work safely at heights including the correct application of safety equipment.
- accurate interpretation of structural charts and structural plans (site information)
- correct application and use of all rigging and associated equipment
- risk assessment and hazard control strategies
- interpersonal and communication skills at a level sufficient to site/workplace requirements. This includes the relevant communication methods and equipment.
- verify problems and equipment faults and demonstrate appropriate response.

Required knowledge

Required knowledge for this unit is:

- appropriate mathematical procedures for estimation and measurement of loads
- ability to interpret manufacturer's specifications for all plant and equipment use in rigging operations
- knowledge of principles relating to all plant, equipment and structural stability
- knowledge of the types and functions of rigging, safety and associated equipment including an understanding of their limitations
- organisational and workplace standards, requirements, policies and procedures for rigging
- understanding of the hierarchy of hazard identification and control
- relevant Commonwealth, state or territory and local government OHS legislation, standards and codes of practice for undertaking rigging activities
- understanding of inspection and maintenance requirements of a wide range of appropriate plant and equipment in line with Australian Standards or manufacturer's specifications
- estimation of ground bearing pressures of the full range of soil types and associated
REQUIRED SKILLS AND KNOWLEDGE

- ground conditions for setting up plant and equipment.
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Successful assessment of this unit meets the competency requirement of the National Standard for licensing Persons Performing High Risk Work.

State/Territory OHS regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OHS matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- comply with OHS licensing legislation.
- effectively communicate and work safely with others in the work area.
- effectively conduct risk assessment and management procedures.
- effectively complete the following tasks:
  - adding and removing a tower crane section, or
  - adding and removing a crane lattice boom section, or
  - erecting a non guyed tower (e.g. light tower, and
  - perform a multiple crane lift, or
  - a multiple winch lift, or
  - a combination of a crane and winch lift, and
  - lifting and installing a series of tilt-up panels, or
  - lifting and installing a series of scenery panels (i.e. entertainment industry), and
  - demolish/remove a series of tilt-up panel structures, or
  - demolish/remove a series of scenery panel structures, and
  - demolishing a concrete encased structural steel column and beam.
- **NB**: All specifications for these performance
EVIDENCE GUIDE

tasks are detailed in the endorsed assessment instrument.
- effectively conduct pre and post operational checks of intermediate rigging equipment.

Context of and specific resources for assessment

Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.

Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.

Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.

Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.

Assessment is to comply with relevant appropriate standard requirements.

Applicants must have access to:
- personal protective equipment (PPE) for the purpose of the Performance Assessment
- appropriate safety equipment is safe condition
- appropriate rigging equipment, associated equipment associated plant in safe condition as described in the endorsed assessment instrument
- communication equipment (e.g. radios) where applicable
- appropriate materials as required for safe erection of structures.

Method of assessment

Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.

The use of 'simulators' in the assessment of this unit of competency is not acceptable.

Assessment may be in conjunction with the assessment of other units of competency.
EVIDENCE GUIDE

Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.

Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

Guidance information for assessment

Further information about endorsed Assessment Instruments may be obtained from state/territory OHS regulators.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Hazards may include but not limited to:

- ground stability (e.g. ground condition, recently filled trenches, slopes)
- overhead hazards (e.g. power lines, service pipes) (NB: Minimum clearance distance from powerlines or electrical equipment as determined by relevant state authority or electrical supply authority)
- traffic (e.g. pedestrians, vehicles, other plant)
- insufficient lighting
- environmental conditions (e.g. wind, lightning, storms)
- other specific hazards (e.g. dangerous materials).

Hazard control measures:

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls.

It includes the application of the hierarchy of control, the six-step preference of control
RANGE STATEMENT

measures to manage and control risk:
- elimination
- substitution
- isolation
- engineering control measures
- using safe work practices
- personal protective equipment.

**Appropriate standards** may include but are not limited to:
- codes of practice
- legislation
- Australian Standards
- manufacturer's specifications
- industry standards (where applicable).

**Site Information** may include but is not limited to:
- local conditions such as access and egress
- work method statements
- site-specific job safety analyses and other site specific documentation as required
- task plans /schedules and structural plans.

**Forces and Loads** may include but are not limited to:
- dead loads
- live loads
- static load
- dynamic loads
- wind loads.

**Structures** may include but not limited to:
- concrete tilt-up panels
- scenery panels (used in entertainment)
- non guyed light towers.

**Associated plant** may include but is not limited to:
- all types of cranes
- conveyors
- dredges
- excavators.

**Appropriate personnel** may include but not limited to:
- supervisors
- engineers
- colleagues
- managers who are authorised to take responsibility for the workplace or operations.

**Rigging Equipment** may include but is not limited to:
- scaffolds
- elevated work platforms
- stages
- personnel box
- cantilevered crane loading platforms,
RANGE STATEMENT

- mast climbers
- safety screens and shutters
- cranes including but not limited to:
  - non-slewing cranes
  - mobile slewing cranes
  - vehicle loading cranes
  - tower cranes
  - self-erecting tower cranes
  - portal boom cranes
  - derrick cranes
  - bridge and gantry cranes.

*Associated equipment* may include but is not limited to:
- all associated equipment at the basic rigging level, and
- lifting clutches (swift lifts)
- chain motors.

*Procedures* may include but are not limited to:
- manufacturer's guidelines (instructions, specifications or checklists)
- industry operating procedures, relevant codes of practice
- workplace procedures (work instructions, operating procedures, checklists).

*Safety Equipment* may include but not limited to:
- safety harness
- energy absorber
- lanyard
- inertia reel
- safety nets
- static lines.

*Communication Methods* may include but not limited to:
- verbal and non-verbal language
- written instructions
- signage
- hand signals
- listening,
- questioning to confirm understanding, and appropriate worksite protocol.

**NB:** Mobile phones are not to be used for signalling purposes during the rigging process.

*Communication equipment* may include but is not limited to:
- fixed channel two-way radios

*Hazard prevention/control* may include but is not limited to:
- safety tags on electrical switches/isolators
**RANGE STATEMENT**

*measures* may include but is not limited to:

- powerlines are insulated
- safety observer used inside exclusion zone
- power disconnected
- traffic barricades and control
- pedestrian barricades
- trench covers
- movement of obstructions
- personal protective equipment
- adequate illumination.

*Ground suitability* may include but is not limited to:

- rough uneven ground
- backfilled ground
- soft soils
- hard compacted soil
- rock
- bitumen
- concrete
- suspended concrete floors
- building roofs
- landings
- ground bearing pressure.

*Appropriate personnel* may include but not limited to:

- other riggers
- doggers
- crane operators.

*Flexible Steel Wire Rope (FSWR)* includes:

May include termination for:

- static lines
- guys
- purchase systems
- lashing
- cranes
- hoist and winch ropes.

**Unit Sector(s)**

Unit sector: Construction
Co-requisite units

Co-requisite units  Nil

Functional area

Functional area
CPCCOHS1001A Work safely in the construction industry

Modification History
Not Applicable

Unit Descriptor
Unit descriptor
This unit of competency specifies the outcomes required to undertake Occupational Health and Safety (OHS) induction training within the construction industry.

It requires the ability to demonstrate personal awareness of OHS legislative requirements, and the basic principles of risk management and prevention of injury and illness in the construction industry.

Licensing requirements will apply to this unit of competency depending on the regulatory requirements of each jurisdiction.

Application of the Unit
Application of the unit
This unit of competency supports the attainment of the basic OHS knowledge required prior to undertaking designated work tasks within any of the sectors within the construction industry. The unit relates directly to the general induction training program specified by the National Code of Practice for Induction for Construction Work (ASCC 2007).

Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Prerequisite units
Nil
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.  Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Identify OHS legislative requirements. | 1.1. Applicable *OHS legislative requirements* relevant to own work, role and responsibilities are identified and explained.  
1.2. Duty of care requirements are identified.  
1.3. Own responsibilities to comply with *safe work practices* are identified and explained. |
| 2. Identify construction hazards and control measures. | 2.1. Basic principles of risk management are identified.  
2.2. *Common construction hazards* are identified and discussed.  
2.3. *Measures for controlling* hazards and risks are identified. |
| 3. Identify OHS communication and reporting processes. | 3.1. OHS communication processes, information and documentation are identified and discussed.  
3.2. Role of designated OHS personnel is identified and explained.  
3.3. *Safety signs and symbols* are identified and explained.  
3.4. Procedures and relevant authorities for reporting hazards, incidents and injuries are identified. |
| 4. Identify OHS incident response procedures. | 4.1. *General procedures* for responding to incidents and emergencies are identified and explained.  
4.2. Procedures for accessing first aid are identified.  
4.3. Requirements for the selection and use of relevant personal protective equipment are identified and demonstrated.  
4.4. *Fire safety equipment* is identified and discussed. |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

Required skills for this unit are:

- communication skills to:
  - clarify OHS legislative requirements
REQUIRED SKILLS AND KNOWLEDGE

- verbally report construction hazards and risks
- ask effective questions
- relay information to others
- discuss OHS issues and information
- comprehension skills to:
  - explain the basic OHS legislative requirements which will be applicable to own work
  - explain the meaning of safety signs and symbols
  - identify common construction hazards
  - discuss the basic principles of risk management.

Required knowledge

Required knowledge for this unit is:

- applicable Commonwealth, State or Territory OHS legislation, regulations, standards, codes of practice and industry standards/guidance notes relevant to own work, role and responsibilities
- basic principles of risk management and assessment for construction work
- common construction hazards
- common construction safety signage and its meanings
- general construction emergency response and evacuation procedures
- general construction work activities that require licenses, tickets or certificates of competency
- general first aid response requirements
- general procedures for raising OHS issues
- general procedures for reporting OHS hazards, accidents, incidents, emergencies, injuries, near misses and dangerous occurrences
- general procedures for responding to hazards, incidents and injuries
- general workers' compensation and injury management requirements
- OHS hierarchy of controls
- OHS responsibilities and rights of duty holders, including:
  - persons in control of construction work/projects
  - employers and self-employed persons
  - supervisors
  - employees
  - designers
  - inspectors
  - manufacturers and suppliers
- own responsibilities to comply with safe work practices relating to:
  - housekeeping
REQUIRED SKILLS AND KNOWLEDGE

- identification of hazards
- preventing bullying or harassment
- smoking
- use of amenities
- use of drugs and alcohol
- role of OHS committees and representatives
- types of common personal protective equipment and fire safety equipment
- types of OHS information and documentation.
Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence must confirm personal awareness of the following:

- applicable OHS legislative and safety requirements for construction work including duty of care
- the range of common construction hazards and procedures for the assessment of risk and application of the hierarchy of control
- OHS communication processes, information and documentation including the role of OHS committees and representatives, the meaning of common safety signs and symbols, and procedures for reporting hazards, incidents and injuries
- general procedures for responding to incidents and emergencies including evacuation, first aid, fire safety equipment and PPE.

Context of and specific resources for assessment

- Resources must be available to support the program including participant materials and other information or equipment related to the skills and knowledge covered by the program.
- It is recommended that the assessment tool designed specifically to support this unit of competency will provide consistency in assessment outcomes.
- Where applicable, physical resources should include equipment modified for people with disabilities
- Access must be provided to appropriate assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
EVIDENCE GUIDE

Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the operator, any cultural issues that may affect responses to the questions, and reflecting the requirements of the competency and the work being performed.

Method of assessment

Assessment methods may include more than one of the following:

- practical assessment
- oral questioning
- written test
- work-based activities
- simulated project based activity

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

OHS legislative requirements relate to:

- Australian standards
- construction industry OHS standards and guidelines
- duty of care
- health and safety representatives, committees and supervisors
- licences, tickets or certificates of competency
- National Code of Practice for Induction Training for Construction Work
- national safety standards
- OHS and welfare Acts and regulations
- safety codes of practice.

Duty of care requirements relate to:

- legal responsibility under duty of care to do everything reasonably practicable to protect others from harm
RANGE STATEMENT

- own responsibilities to comply with safe work practices, including activities that require licences, tickets or certificates of competency
- relevant state OHS requirements, including employers and self-employed persons, persons in control of the work site, construction supervisors, designers, manufacturers and suppliers, construction workers, subcontractors and inspectors.

Safe work practices include:
- access to site amenities, such as drinking water and toilets
- general requirements for safe use of plant and equipment
- general requirements for use of personal protective equipment and clothing
- housekeeping to ensure a clean, tidy and safer work area
- no drugs and alcohol at work
- preventing bullying and harassment
- smoking in designated areas
- storage and removal of debris.

Risk relates to:
- likelihood of a hazard causing injury or harm.

Principles of risk management include:
- assessing the risks involved
- consulting and reporting ensuring the involvement of relevant workers
- controlling the hazard
- identifying hazards
- reviewing to identify change or improvement.

Hazard relates to:
- any thing (including an intrinsic property of a thing) or situation with the potential to cause injury or harm.

Common construction hazards include:
- confined spaces
- electrical safety
- excavations, including trenches
- falling objects
- hazardous substances and dangerous goods
- HIV and other infectious diseases
- hot and cold working environments
- manual handling
- noise
- plant and equipment
RANGE STATEMENT

- traffic and mobile plant
- unplanned collapse
- ultraviolet (UV) radiation
- working at heights.

**Measures for controlling** risk to eliminate or minimise hazards in accordance with the hierarchy of control include:

- elimination
- substitution
- isolation
- engineering control
- administrative control
- personal protective equipment.

**OHS communication processes** include:

- discussions with OHS representatives
- OHS meetings
- OHS notices, newsletters, bulletins and correspondence
- OHS participative arrangements
- processes for raising OHS issues
- toolbox talks
- workplace consultation relating to OHS issues and changes.

**OHS information and documentation** includes:

- accident and incident reports
- Acts and regulations
- Australian standards
- codes of practice
- construction documentation and plans
- emergency information contact
- evacuation plans
- guidance notes
- job safety analyses
- labels
- material safety data sheets (MSDS)
- proformas for reporting hazards, incidents and injuries
- reports of near misses and dangerous occurrences
- risk assessments
- safe work method statements
- safety meeting minutes
- site safety inspection reports.

**Designated OHS personnel** includes:

- first aid officers
- OHS committee members
**RANGE STATEMENT**

- OHS representatives
- supervisors.

**Safety signs and symbols** include:
- emergency information signs (e.g. exits, equipment and first aid)
- fire signs (e.g. location of fire alarms and firefighting equipment)
- hazard signs (e.g. danger and warning)
- regulatory signs (e.g. prohibition, mandatory and limitation or restriction)
- safety tags and lockout (e.g. danger tags, out of service tags).

**Relevant authorities** include:
- emergency services (e.g. police, ambulance, fire brigade and emergency rescue)
- OHS regulatory authority
- supervisor.

**Incidents** include:
- accidents resulting in personal injury or damage to property
- near misses or dangerous occurrences which do not cause injury but may pose an immediate and significant risk to persons or property, and need to be reported so that action can be taken to prevent recurrence, for example:
  - breathing apparatus malfunctioning to the extent that the user's health is in danger
  - collapse of the floor, wall or ceiling of a building being used as a workplace
  - collapse or failure of an excavation more than 1.5 metres deep (including any shoring)
  - collapse or partial collapse of a building or structure
  - collapse, overturning or failure of the load bearing of any scaffolding, lift, crane, hoist or mine-winding equipment
  - damage to or malfunction of any other major plant
  - electric shock.
  - electrical short circuit, malfunction or explosion
  - uncontrolled explosion, fire or escape of gas, hazardous substance or steam
  - any other unintended or uncontrolled incident or event arising from operations carried on at a
RANGE STATEMENT

**General procedures** for responding to incidents and emergencies include:

- basic emergency response (keep calm, raise alarm, obtain help)
- evacuation
- notification of designated OHS personnel and authorities
- notification of emergency services (e.g. when and how)
- referring to site emergency plans and documentation.

**Emergencies** include:

- chemical spill
- fire
- injury to personnel
- structural collapse
- toxic and/or flammable vapours emission
- vehicle/mobile plant accident.

**Personal protective equipment** includes:

- aprons
- arm guards
- eye protection
- gloves
- hard hat
- hearing protection
- high visibility retro reflective vests
- protective, well fitting clothing
- respiratory protection
- safety footwear
- UV protective clothing and sunscreen.

**Fire safety equipment** includes:

- breathing apparatus
- fire blankets
- firefighting equipment.

Unit Sector(s)

Unit sector: Construction

Co-requisite units
Co-requisite units  Nil

Functional area
Functional area
CPCCSF2003A Cut and bend materials using oxy-LPG equipment

Modification History
Not Applicable

Unit Descriptor
Unit descriptor This unit of competency specifies the outcomes required to heat, cut and bend construction materials using oxy-LPG equipment. It includes planning and preparation for the work, setting up and testing the equipment, cutting materials, heating and bending materials, shutdown of equipment and completion of clean-up activities.

Application of the Unit
Application of the unit This unit supports the attainment of skills and knowledge to use oxy-LPG-acetylene equipment to cut and bend materials for steelfixing applications, which includes working with others and as a member of a team. It does not involve specialist welding techniques.

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Pre-requisite units

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPCCOHS2001A</td>
<td>Apply OHS requirements, policies and procedures in the construction industry</td>
</tr>
</tbody>
</table>
Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare. | 1.1. Work instructions, including plans, specifications, quality requirements and operational details are obtained from relevant information, confirmed and applied to the scope of work performed.  
1.2. Safety (OHS) requirements are followed in accordance with safety plans and policies.  
1.3. Signage and barricade requirements are identified and implemented.  
1.4. Plant, tools and equipment are selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.  
1.5. Materials quantity requirements are calculated in accordance with plans, specifications and quality requirements.  
1.6. Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use.  
1.7. Environmental requirements are identified for the project in accordance with environmental plans and statutory and legislative authority obligations and applied. |
| 2. Set up and test equipment. | 2.1. Correct fire extinguisher is selected and located to be readily accessible prior to and during operations.  
2.2. Regulators are attached to oxy and acetylene bottles in accordance with manufacturer specifications and OHS regulations.  
2.3. Lines are purged to manufacturer recommendations prior to lighting up.  
2.4. Equipment is tested for leaks and corrective action undertaken or faults reported.  
2.5. Correct pressures and cutting tips are selected in accordance with material to be cut and manufacturer specifications. |
| 3. Cut material. | 3.1. Material is accurately marked and secured or clamped ready for cutting.  
3.2. Torch is lit correctly and safely according to manufacturer specifications.  
3.3. Setting of flame is adjusted for cutting to manufacturer recommendations.  
3.4. Correct cutting position is adopted during cutting to |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>set-out mark.</td>
</tr>
</tbody>
</table>
| 4. Heat and bend material.    | 4.1. Material is accurately marked and securely clamped ready for cutting.  
                                   | 4.2. Torch is lit correctly and safely according to manufacturer specifications.  
                                   | 4.3. Heat is applied to specified material and weakening effects of the heating process are minimised.  
                                   | 4.4. Material is bent to specification and correctly cooled.                                                                                                                                                        |
| 5. Shut down.                 | 5.1. Torch is switched off according to manufacturer specifications.  
                                   | 5.2. Gas supply is shut off according to manufacturer specifications.                                                                                                                                              |
| 6. Clean up.                  | 6.1. Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations, codes of practice and job specification.  
                                   | 6.2. Plant, tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturer recommendations and standard work practices.                                                               |

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

Required skills for this unit are:

- communication skills to:
  - determine requirements
  - follow instructions
  - read and interpret:
  - documentation from a variety of sources
- drawings and specifications
  - report faults
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication, such as hand signals
REQUIRED SKILLS AND KNOWLEDGE

- identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials
- mathematical and numeracy skills to apply measurements and calculations
- organisational skills, including the ability to plan and set out work
- teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
- technological skills to:
  - use a range of mobile technology, such as two-way radio and mobile phones
  - voice and hand signals to access and understand site-specific instructions.

Required knowledge

Required knowledge for this unit is:

- construction and steelfixing terminology
- job safety analysis (JSA) and safe work method statements
- material safety data sheets (MSDS)
- materials storage and environmentally friendly waste management
- oxy acetylene and LPG heating and cutting equipment set-up and operating techniques
- oxy acetylene and LPG heating and cutting equipment types, characteristics, uses and limitations
- plans, drawings and specifications
- processes for the calculation of material requirements
- quality requirements
- types and properties of steelfixing materials
- workplace and equipment safety requirements.
### Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate construction workplace conditions, materials, activities, responsibilities and procedures.

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of the ability to:

- locate, interpret and apply of relevant information, standards and specifications
- comply with site safety plan and OHS legislation, regulations and codes of practice applicable to workplace operations
- comply with organisational policies and procedures, including quality requirements
- safely and effectively use tools, plant and equipment
- communicate and work effectively and safely with others
- use both oxy-acetylene and LPG systems to cut to specification a range of bars up to and including 36mm
- heat and bend a minimum of three bars to specification including at least one 36mm bar.

#### Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- an induction procedure and requirement
- realistic tasks or simulated tasks covering the
EVIDENCE GUIDE

mandatory task requirements
• relevant specifications and work instructions
• tools and equipment appropriate to applying safe work practices
• support materials appropriate to activity
• workplace instructions relating to safe work practices and addressing hazards and emergencies
• material safety data sheets
• research resources, including industry related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:
• satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
• include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
• reinforce the integration of employability skills with workplace tasks and job roles
• confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:
• competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
• where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at
EVIDENCE GUIDE

the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information includes:

- diagrams or sketches
- instructions issued by authorised organisational or external personnel
- manufacturer specifications and instructions, where specified
- MSDS
- memos
- regulatory and legislative requirements pertaining to cut and bend materials using oxy/LPG equipment
- relevant Australian standards
- safe work procedures relating to cut and bend materials using oxy/LPG equipment
RANGE STATEMENT

- signage
- verbal, written and graphical instructions
- work bulletins
- work schedules, plans and specifications.
- cutting of steel includes cutting up of waste for salvage, cutting reinforcement steel and cutting holes in plate
- bending includes reinforcement steel
- all work is to conform to the requirements of relevant Australian standards.
- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
- handling activities that may require the assistance of others or the use of manual or mechanical lifting devices where size, weight or other issues, such as a disability are a factor
- hazard control
- hazardous materials and substances, including cement and curing agents
- organisational first aid
- PPE prescribed under legislation, regulations and workplace policies and practices
- safe operating procedures, including the conduct of operational risk assessment and treatments associated with:
  - cutting, grinding and welding equipment
  - lighting
  - power equipment
  - power leads and sources
  - trip hazards
  - work site visitors and the public
  - working in confined spaces
  - working in proximity to others
  - working with metals under stress
  - use of firefighting equipment
  - use of tools and equipment
  - workplace environmental requirements and safety.

Scope of work:

- cutting of steel includes cutting up of waste for salvage, cutting reinforcement steel and cutting holes in plate
- bending includes reinforcement steel
- all work is to conform to the requirements of relevant Australian standards.
- emergency procedures, including extinguishing fires, organisational first aid requirements and evacuation
- handling activities that may require the assistance of others or the use of manual or mechanical lifting devices where size, weight or other issues, such as a disability are a factor
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  - lighting
  - power equipment
  - power leads and sources
  - trip hazards
  - work site visitors and the public
  - working in confined spaces
  - working in proximity to others
  - working with metals under stress
  - use of firefighting equipment
  - use of tools and equipment
  - workplace environmental requirements and safety.

Safety (OHS) is to be in accordance with state and territory legislation and regulations and project safety plan and may include:

- cylinders
- regulators
RANGE STATEMENT

- gas tubing
- cutting blowpipes
- flint lighters
- measuring tapes and rules
- clamps and support stands.

**Materials:**
- include:
  - cutting consumables
  - deformed bars
  - mesh sheets of deformed bars
  - mesh sheets of plain bars
  - plain rods
- may include:
  - pipe sections
  - scaffolding components
  - structural steel sections.

**Quality requirements** include relevant regulations, including:
- Australian standards
- internal company quality policy and standards
- manufacturer specifications
- workplace operations and procedures.

**Environmental requirements** include:
- clean-up management
- dust and noise
- waste management.

**Statutory and regulatory authorities** include:
- federal, state and local authorities administering the applicable Acts, regulations and codes of practice.

**Unit Sector(s)**

Unit sector: Construction

**Functional area**

Functional area
CPPWMT3011A Respond to waste emergencies

Modification History
Revised unit
Unit updated and equivalent to PRMWM11B Respond to waste emergency

Unit Descriptor
This unit of competency specifies the outcomes required to respond to a range of emergencies which may occur in the management of waste. It requires the ability to act quickly in a methodical and calm manner.

Application of the Unit
This unit of competency supports individuals with responsibilities for conducting waste management activity. It includes contributing to the implementation of developed operational procedures, as well as recognising the need for expert advice.

Licensing/Regulatory Information
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
Elements and Performance Criteria

1 Identify nature of emergency.

1.1 Details of the nature, type and severity of the emergency are identified, including waste types involved and existing and potential hazards and risks.

1.2 Emergency is reported to supervisor or team leader according to organisational requirements and relevant legislation and codes.

2 Prepare to respond to emergency.

2.1 Potential hazards and risks are incorporated into emergency response action.

2.2 Emergency response action or procedures are followed according to organisational requirements and relevant legislation.

2.3 Full details of emergency are communicated to relevant parties.

2.4 Emergency and personal protective equipment is used safely and efficiently according to manufacturer specifications and organisational occupational health and safety (OHS) requirements.

2.5 Containment and isolation of emergency situation are conducted where possible to minimise danger to surrounding equipment, area, environment, other personnel and general public.

2.6 Risks to personnel are avoided and evacuation procedures are followed according to organisational requirements.

2.7 Necessary actions to protect organisational interests are taken according to organisational requirements.

3 Review emergency response.

3.1 Emergency response actions are monitored and evaluated continuously and modifications are made to response actions to reduce the impact of the emergency.

3.2 Emergency situation is controlled until formal relief is notified or received, according to organisational requirements, OHS standards and relevant legislation.
<table>
<thead>
<tr>
<th></th>
<th>Assist with clean-up</th>
<th>4.1 Clean-up to remove waste, contamination, equipment and hazards from the emergency site is conducted according to organisational, legislative and OHS requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>4.2 Regulated waste identification signage is updated as required.</td>
</tr>
<tr>
<td></td>
<td>Record and report emergency</td>
<td>5.1 Full details of emergency situation and response actions are recorded according to organisational requirements and relevant legislation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.2 Emergency situation and response actions are reported to appropriate personnel according to organisational requirements.</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

**Required skills**

- emergency expertise to facilitate:
  - waste assessment
  - isolation procedures, including bunding and erecting barriers
  - selection of equipment
  - quality control inspection
- interpersonal skills to work in a team environment
- oral communication skills to:
  - ask questions
  - follow instructions
  - give clear information
  - listen effectively
- reading skills to:
  - interpret emergency requirements
  - follow emergency procedure guidelines
  - read graduated devices
  - interpret work requirements and material safety data sheets (MSDS)
- problem-solving skills to:
  - identify hazards and risks
  - identify waste types, including regulated waste and waste non-conformance
  - resolve pressure situations in a prompt, calm manner
- self-management skills to:
  - conduct work practices safely and efficiently
  - handle waste non-conformances
  - prioritise duties
  - use emergency and personal protective equipment (PPE)
- written communication skills for:
  - documentation, including emergency incident report
  - record keeping

**Required knowledge**

- emergency response procedures, including:
  - confined space procedures
  - HAZCHEM identification systems
• methods of containment and isolation of emergencies
• site management plan and identification of work areas, including location of:
  • alarms
  • emergency equipment
  • communications equipment
    • coding systems
    • reporting requirements
    • signalling techniques
    • standard emergency procedures
• identification of:
  • waste types, streams and characteristics
  • waste non-conformances
  • waste non-conformance procedures
  • waste recovery routes
• procedures for containing segregated waste types, including containment and isolation of hazardous waste
• emergency waste management processes to facilitate:
  • identification of plant and equipment
  • operation of plant and equipment
  • cleaning and maintenance of plant and equipment
  • recycling activity
• OHS requirements relating to:
  • chemical storage and decanting
  • dangerous goods and hazardous substances
  • OHS hierarchy of control
  • basic first aid appropriate to likely hazards and risks in work environment
• potential hazards and risks relating to:
  • dangerous goods
  • potential incidents
  • waste containment and segregation techniques
  • emergency response procedures
• service requirements, including:
  • client requirements
  • duty of care
  • organisational requirements
  • reporting requirements
  • waste management options
  • waste management hierarchy
  • waste containment and disposal techniques
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>This unit of competency could be assessed by observation of practical demonstration in the workplace or in a simulated environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • identify emergencies • follow OHS and emergency procedures • act quickly and implement required processes to overcome emergencies • document actions.</td>
</tr>
<tr>
<td>Context of and specific resources for assessment</td>
<td>Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards’ requirements. Resource implications for assessment include: • work plans and approved specifications • forms and procedures manuals.</td>
</tr>
<tr>
<td>Method of assessment</td>
<td>The process of responding to a waste emergency must comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies to assess competency in responding to a waste emergency. Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.</td>
</tr>
<tr>
<td>Guidance information for</td>
<td>Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to</td>
</tr>
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<td>assessment</td>
<td>modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function, for example:</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td></td>
<td>• CPPCMN3001B Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td></td>
<td>• CPPCMN3003A Contribute to workplace safety arrangements.</td>
</tr>
</tbody>
</table>
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Emergency may include: | • chemical reaction  
|                       | • contamination  
|                       | • fire  
|                       | • gas leak  
|                       | • hazardous waste spill  
|                       | • fallen powerlines.  |

| Waste types may include: | • solid (non-hazardous), e.g. construction and demolition  
|                         | • liquid (non-hazardous), e.g. chemical and aqueous  
|                         | • hazardous – regulated, prescribed, quarantined, medical and clinical  
|                         | • recoverable resources, e.g. recyclable and green waste.  |

| Organisational requirements may include information found in: | • briefing papers  
|                                                             | • job sheets  
|                                                             | • letters  
|                                                             | • memos  
|                                                             | • operations manuals  
|                                                             | • quality assurance documents  
|                                                             | • tender and contract documents  
|                                                             | • verbal or written instructions  
|                                                             | • work procedures.  |

| Legislation and codes may include: | • codes, including:  
|                                    | • Australian Code for the Transport of Dangerous Goods by Road and Rail  
|                                    | • industry  
|                                    | • commonwealth, state and territory legislation, including:  
|                                    | • anti-discrimination  
|                                    | • environmental protection  
|                                    | • equal employment opportunity  
|                                    | • freedom of information  
|                                    | • industrial  
|                                    | • OHS  
|                                    | • trade practices  
|                                    | • road laws.  |

| Potential hazards and | • damage to plant, vehicle or property  |
**risks** are those identified by the organisation that may lead to:
- harm to the environment
- illness or injury to employees, contractors or the public
- injuries resulting from manual handling and repetitive work.

**Potential hazards and risks** may include:
- broken glass
- broken metal
- compaction equipment
- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belts
- weather.

**Emergency response action or procedures** may include:
- cleaning up
- containing emergency
- isolating or shutting down equipment or plant
- evacuation
- first aid
- making site safe
- notifying authorities
- using PPE.

**Relevant parties** may include:
- emergency services
- other affected parties
- organisational personnel
- environmental protection agencies.

**Emergency and personal protective equipment** must include:
- communications equipment
- eye protection, such as goggles and protective glasses
- eyewash kit
- fire extinguishers
- first aid kit
- footwear
- hearing protection
- MSDS
- spill kit
- oil absorbent materials
- overalls and protective clothing.
### Emergency and personal protective equipment

**Could also include:**

- breathing apparatus
- emergency procedure guides
- face shield or mask
- gloves
- hard hats.

### Personal protective equipment

**Must be:**

- cleaned and fitted according to organisational requirements, manufacturer specifications and OHS requirements
- worn when required according to organisational requirements
- stored according to organisational requirements.

### Containment and isolation

**May include:**

- bunding area
- erecting barricades
- moving vehicle or equipment away from hazardous area
- sealing leaks
- transferring waste
- turning off electricity and gas
- using fire extinguishers
- water-hosing.

### Evacuation procedures

**May be found in:**

- emergency procedures manuals
- OHS requirements
- organisational requirements
- legislation and codes.

### Protecting organisational interests

**May include:**

- collecting details from witnesses
- not commenting or admitting liability
- not talking to media.

### Clean-up

**May include:**

- removing equipment, plant and vehicle from site
- removing and disposing of contaminated soil and liquid
- shovelling
- sweeping out
- using cleaning products
- using high pressure water or air-hosing
- vacuuming.

### Contamination

**May include:**

- exposure to sunlight
- infestation
- mixing with other waste types
- rot or mould
- waterlogging.

### Regulated waste identification signage

**May include:**

- classification of dangerous goods
- communications equipment
- first aid
- hazardous class
- HAZCHEM codes.
- packaging group number.

**Recorded** includes:
- authorities notified
- cause or suspected cause of emergency
- damage incurred to:
  - general public
  - equipment
  - personnel
  - vehicle
- emergency and personal protective equipment used
- emergency response procedures undertaken
- nature of clean-up
- nature, type, source and severity of emergency
- recommendations for preventing future emergencies
- regulatory authority requirements.

**Unit Sector(s)**
Waste management

**Custom Content Section**
Not applicable.
CPPWMT3015A Move waste using loadshifting equipment

Modification History
Revised unit
Unit updated and equivalent to PRMWM15B Move waste using load shifting equipment

Unit Descriptor
This unit of competency specifies the outcomes required to operate a mobile plant for loading and unloading waste. It requires the ability to organise the activity and apply safe work practices.

Application of the Unit
This unit of competency supports individuals with responsibilities for managing waste during loadshifting. It includes contributing to the implementation of developed operational procedures, as well as recognising the need for expert advice.

Licensing/Regulatory Information
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

|   |   | **1** Prepare for loadshifting. | **1.1** **Job sheet and schedule** are reviewed to identify job requirements. |
|   |   |   | **1.2** **Loadshifting equipment**, associated attachments and **emergency and personal protective equipment** (PPE) are selected according to job requirements to maximise efficiency and effectiveness of transportation. |
|   |   |   | **1.3** Operator’s licence is inspected to ensure it complies with **organisational requirements** and **relevant legislation and codes**. |
|   |   |   | **1.4** **Potential hazards and risks** to work are identified and handled according to organisational **emergency response action or procedures**, and occupational health and safety (OHS) regulations and other relevant legislation and codes. |
|   |   | **2** Perform routine checks on loadshifting equipment. | **2.1** Visual check of equipment is conducted to pinpoint damage, leaks, obstructions, component wear or potential hazards. |
|   |   |   | **2.2** Equipment systems are tested to ensure that they comply with manufacturer specifications and organisational requirements. |
|   |   |   | **2.3** Service checks are conducted in compliance with manufacturer specifications to ensure water, oil, fuel, air pressure and greasing are maintained at designated levels. |
|   |   |   | **2.4** Emergency and personal protective equipment is checked to ensure it is functioning adequately. |
|   |   |   | **2.5** Associated equipment is checked to ensure that it is operational and complies with manufacturer specifications. |
|   |   | **3** Operate loadshifting equipment. | **3.1** Equipment is operated and driven in a safe and efficient manner, according to organisational requirements, road and traffic regulations, and other legislation and codes. |
|   |   |   | **3.2** Surrounding environment is continuously observed to identify and avoid or minimise potential hazards. |
3.3 Clear communication with relevant personnel is maintained.

4 Organise for loading.

4.1 Waste to be loaded and checked is identified to ensure integrity of containment.

4.2 Loading method is determined according to waste containment type and organisational requirements.

4.3 Equipment is parked or set up in a loading position that ensures efficiency and safety of loading.

4.4 Barriers and warning signs are erected at loading and unloading sites to ensure safety of surrounding personnel according to organisational requirements and relevant legislation.

5 Load and move waste.

5.1 Waste is loaded safely and efficiently according to waste type in designated area using an approved loading method to maintain integrity.

5.2 Liquid flow where waste is vacuumed is regulated to ensure maintenance of constant hose pressure.

5.3 Waste is moved safely and securely according to organisational requirements, manufacturer specifications and relevant legislation and codes.

5.4 Visual checks are maintained to identify and remedy potential hazards.

5.5 Load is checked to ensure it conforms to equipment capacity requirements, manufacturer specifications and relevant legislation and codes.

6 Unload waste.

6.1 Waste is unloaded safely and efficiently according to waste type, in designated area using an approved unloading method to maintain integrity.

6.2 Liquid flow where waste is vacuumed is regulated to ensure maintenance of constant hose pressure.

6.3 Visual checks are maintained to identify and remedy potential hazards during unloading.
6.4 Load is stacked or housed at destination according to organisational requirements, manufacturer specifications and relevant legislation and codes.

7 Shut down and secure loadshifting equipment.

7.1 Equipment is parked or stored in a safe location to avoid damage to equipment or obstruction of surrounding site activity.

7.2 Shut-down procedures are completed according to manufacturer specifications and organisational requirements.

7.3 Equipment is secured and stored to avoid unauthorised access or use.

8 Carry out basic housekeeping and maintenance.

8.1 Equipment is cleaned to remove debris and contamination and to ensure safe operating procedures.

8.2 Service checks are conducted according to manufacturer specifications to ensure water, oil, fuel, air pressure and greasing are maintained at designated levels.

8.3 Equipment faults or defects are reported to relevant personnel

8.4 Record of moving activities is completed promptly and according to organisational requirements.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

**Required skills**

- driving ability to facilitate safe and efficient driving
- interpersonal skills to work in a team environment
- numeracy skills to:
  - measure weights and volumes
  - measure waste
- literacy skills to:
  - report waste movements and loading activity
  - read and interpret:
    - graduated devices
    - procedure guidelines
    - specifications
    - work requirements and material safety data sheets (MSDS)
- oral communication skills to:
  - direct traffic
  - ask questions
  - follow instructions
  - provide clear information
  - listen actively
- problem-solving skills to:
  - identify hazards and risks
  - identify waste types, including regulated waste and waste non-conformances
  - segregate waste types, including potentially hazardous wastes
- self-management skills to:
  - apply signalling techniques
  - conduct work practices safely and efficiently
  - handle waste non-conformances
  - identify routes
  - organise work methodically
  - safely load and unload waste
  - use emergency and PPE
  - work in confined spaces
- waste identification, including:
  - containment of hazardous waste
  - isolation
  - recording waste sorted
identifying and sampling waste types

**Required knowledge**

- driving:
  - licence requirements
  - road laws
  - map reading
- equipment operation to facilitate:
  - basic cleaning and maintenance of equipment
  - selection of plant and equipment
- identification of:
  - waste contaminants
  - waste non-conformances
  - waste types, streams and characteristics
  - loading and unloading methods
  - equipment load weight requirements
  - types of loading equipment
  - waste loading and unloading and moving hazards
  - requirements for handling and transporting waste
  - waste processing equipment
- potential hazards and risks relating to:
  - waste loading and unloading techniques
  - emergency response procedures
- OHS requirements relating to:
  - dangerous goods and hazardous substances
  - OHS hierarchy of control
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>This unit of competency could be assessed by observation of practical demonstration in the workplace or in a simulated work environment using loadshifting equipment.</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to:  
  - interpret job sheets  
  - organise equipment operation  
  - load safely and efficiently  
  - observe OHS requirements. |
| Context of and specific resources for assessment | Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards’ requirements. Resource implications for assessment include:  
  - work plans and approved specifications  
  - forms and procedures manuals. |
| Method of assessment | Moving waste using loadshifting equipment must comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies to assess competency in the moving of waste. Assessment methods must:  
  - satisfy the endorsed Assessment Guidelines of the Property Services Training Package  
  - include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application  
  - reinforce the integration of employability skills with workplace tasks and job roles  
  - confirm that competency is verified and able to be transferred to other circumstances and environments. |
| Guidance information for assessment | Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision |
of appropriate assessment support.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

This unit could be assessed on its own or in combination with other units relevant to the job function, for example:

- CPPWMT3019A Prepare waste for re-use
- CPPWMT3044A Identify wastes and hazards.
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### Job sheet and schedule

| Typically include: | • emergency and PPE requirements  
|                   | • job route and sequence  
|                   | • site contact  
|                   | • site requirements  
|                   | • vehicle and associated equipment requirements  
|                   | • waste type, classification, characteristics and transport requirements. |

### Loadshifting equipment

| May include: | • dozers  
|             | • earthmoving equipment  
|             | • forklifts  
|             | • loaders:  
|             |   • front-end  
|             |   • rear-end  
|             |   • tailgate  
|             | • trucks:  
|             |   • articulated  
|             |   • open-bodied:  
|             |   • hook lift  
|             |   • pump  
|             |   • vacuum  
|             |   • rigid  
|             | • windrow turners. |

### Emergency and personal protective equipment

| Must include: | • communications equipment  
|              | • eye protection, such as goggles and protective glasses  
|              | • eyewash kit  
|              | • fire extinguishers  
|              | • first aid kit  
|              | • footwear  
|              | • gloves  
|              | • overalls and protective clothing. |

| Could also include: | • breathing apparatus  
|                     | • emergency procedure guides  
|                     | • face shields or masks  
|                     | • hard hats |
### Personal protective equipment

- hearing protection
- MSDS
- spill kit.

### Organisational requirements

- cleaned and fitted according to organisational requirements, manufacturer specifications and OHS requirements
- worn when required according to organisational requirements
- stored according to organisational requirements.

### Relevant legislation and codes

- codes, including:
  - Australian Code for the Transport of Dangerous Goods by Road and Rail
  - industry
- commonwealth, state and territory legislation, including:
  - anti-discrimination
  - environmental protection
  - equal employment opportunity
  - freedom of information
  - industrial
  - OHS
  - trade practices
  - road laws.

### Potential hazards and risks

- damage to plant, vehicle or property
- harm to the environment
- illness or injury to employees, contractors or the public
- injuries resulting from manual handling and repetitive work.

### Potential hazards and risks

- broken glass
- broken metal
- compaction equipment
- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belts
- weather.

**Emergency response action or procedures** may include:

- cleaning up
- containing emergency
- isolating or shutting down equipment or plant
- evacuation
- first aid
- making site safe
- notifying authorities
- using PPE.

**Relevant personnel** may include:

- client
- team leader
- team member
- management
- supervisor.

**Integrity of containment** may include checks for:

- contamination
- drum expansion
- gases
- leaching
- leaks
- seals
- spillage
- unstable form.

**Loading method** may include:

- cart lifter
- forklift
- front-end loader
- high pressure vacuum loading
- loading by hand
- shovelling.

**Waste type** may include:

- solid (non-hazardous), e.g. construction and demolition
- liquid (non-hazardous), e.g. chemical and aqueous
- hazardous – regulated, prescribed, quarantined, medical and clinical
- recoverable resources, e.g. recyclable and green waste.

**Cleaning of equipment** may include:

- cleaning products and fluids
- high pressure water or air-hosing
- shovelling
- sweeping out
- using decontamination products
- vacuuming.

Unit Sector(s)

Waste management

Custom Content Section

Not applicable.
CPPWMT3044A Identify wastes and hazards

Modification History
Revised unit
Unit updated and equivalent to PRMWM44B Identify wastes and hazards

Unit Descriptor
This unit of competency specifies the outcomes required to identify a range of wastes and potential hazards and risks that may be present in the work environment.

Application of the Unit
This unit of competency supports individuals with responsibilities for identifying wastes and potential hazards and risks in a team environment. It includes following direction, systems and plans, as well as recognising the need for expert advice.

Licensing/Regulatory Information
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
## Elements and Performance Criteria

1. **Identify waste.**
   1.1 *Waste characteristics* are identified.
   1.2 Types of wastes are differentiated by *waste stream* or *waste categories*.
   1.3 *Hazardous and dangerous waste* and *non-conforming waste* are detailed.
   1.4 *Contaminants* present in waste are noted.
   1.5 Further information on waste is obtained by questioning appropriate personnel to ensure correct identification.

2. **Identify hazards and risks.**
   2.1 *Other potential hazards and risks* present in work environment are listed.
   2.2 Supervisor and team members are informed of job requirements, hazards and risks.
   2.3 Safe work practices that prevent risk behaviour are outlined to supervisor.
   2.4 Emergency response procedures are practised with team members.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
  - identify hazards and risks
  - identify waste types and waste non-conformances
  - segregate valuable resources in composite materials
  - segregate waste types, including potentially hazardous waste
- interpersonal skills to work in a team environment
- literacy skills to:
  - list potential hazards and risks
  - document and keep records
  - read and interpret:
    - emergency requirements
    - hazard advice
    - job sheets
    - work requirements and material safety data sheets (MSDS)
- oral communication skills to:
  - follow instructions
  - provide information
  - ask questions
- self-management skills to:
  - apply signalling techniques
  - conduct work practices safely and efficiently
  - plan and undertake routine tasks
  - prioritise duties
  - use emergency and personal protective equipment (PPE)

Required knowledge

- identification of:
  - waste contaminants
  - waste monitoring procedures
  - waste non-conformances
  - waste non-conformance handling procedures
  - waste types
  - waste management options
- waste storage requirements
- waste disposal and recovery routes
- procedures for containing segregated waste types, including containment and isolation of hazardous waste
- emergency response procedures relating to:
  - confined space procedures
  - duty of care
  - identification of work areas, including location of:
    - alarms
    - emergency equipment
- communications equipment
  - coding systems
  - environmental agencies
  - environmental regulations
  - reporting requirements
  - signalling techniques
  - waste management hierarchy
  - waste containment methods and isolation of emergencies
- occupational health and safety (OHS) requirements relating to:
  - chemical storage and decanting
  - dangerous goods and hazardous substances
  - OHS hierarchy of control
  - basic first aid appropriate to likely hazards and risks in work environment
- potential hazards and risks relating to:
  - dangerous goods
  - potential incidents
**Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<th>This unit of competency could be assessed by observation of practical demonstration in the workplace or in a simulated environment.</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.  
In particular the person should demonstrate the ability to:  
  - identify a range of waste streams, hazardous wastes and waste contaminants  
  - identify a range of potential hazards and risks present in the workplace  
  - observe OHS requirements. |
| Context of and specific resources for assessment | Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards’ requirements.  
Resource implications for assessment include:  
  - work plans and approved specifications  
  - forms and procedures manuals. |
| Method of assessment | The process of identifying waste and hazards must meet industry expectations. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies to assess competency in the identification of waste and hazards.  
Assessment methods must:  
  - satisfy the endorsed Assessment Guidelines of the Property Services Training Package  
  - include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application  
  - reinforce the integration of employability skills with workplace tasks and job roles  
  - confirm that competency is verified and able to be transferred to other circumstances and environments. |
| Guidance information for assessment | Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to |
modified equipment and other physical resources, and the provision of appropriate assessment support.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

This unit could be assessed on its own or in combination with other units of competency relevant to the job function, for example:

- CPPWMT3005A Identify and segregate waste
- CPPWMT3014A Manually sort waste.
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Waste characteristics may include: | • density  
• level of contamination  
• quality  
• shape  
• size  
• volume  
• weight. |
| --- | --- |
| Waste stream may include: | • construction and demolition  
• dangerous goods  
• green waste  
• hazardous substances  
• municipal waste. |
| Waste categories may include: | • solid (non-hazardous), e.g. construction and demolition  
• liquid (non-hazardous), e.g. chemical and aqueous  
• hazardous – regulated, prescribed, quarantined, medical and clinical  
• recoverable resources, e.g. recyclable and green waste. |
| Hazardous and dangerous waste may include: | • all waste depending on the condition, environment and personal exposure  
• biological products  
• blood products  
• chemicals  
• electrical wiring  
• glass  
• hospital waste  
• leaking containers  
• medical waste  
• needles and syringes  
• oil and petrol. |
| Non-conforming waste may include: | • contamination  
• hazardous or dangerous waste  
• inferior quality and unacceptable waste streams. |
| Contaminants may include: | • sunlight  
• infestation  
• mixing waste types |
Other potential hazards and risks are those that may lead to:

- damage to plant, vehicle or property
- harm to the environment
- illness or injury to employees, contractors or the public
- injuries resulting from manual handling and repetitive work.

Hazards and risks may include:

- broken glass
- compaction equipment
- contamination
- dust
- fire
- hazardous waste (e.g. sharps)
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belts
- weather.

Unit Sector(s)

Waste management

Custom Content Section

Not applicable.
FDFFS3001A Monitor the implementation of quality and food safety programs

Modification History
November 2011: minor typographical error corrected.

Unit Descriptor

| Unit descriptor | This unit of competency covers the skills and knowledge required to provide a leadership role in supporting day-to-day implementation of the food safety/quality programs in a work area. It also involves supporting others to implement the requirements of the food safety/quality procedures. |

Application of the Unit

| Application of the unit | This unit applies to those with formal responsibility for others, and to those required to model workplace policies and procedures but who have no formal management role. This unit is based on and equivalent to the guideline food safety unit GFSOFSA Oversee the day-to-day implementation of food safety in the workplace. Note that this unit does not apply to the pharmaceutical industry. Refer to FDFPH3001A Monitor and maintain Good Manufacturing Practice procedures. |

Licensing/Regulatory Information

Not applicable.
## Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FDFFS2001A</td>
<td>Implement the food safety program and procedures</td>
</tr>
</tbody>
</table>

## Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit contains employability skills.</td>
<td></td>
</tr>
</tbody>
</table>

## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements</th>
<th>Performance criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Ensure others in the work area are able to meet quality and food safety requirements | 1.1. Hazard control and clothing and equipment appropriate to work requirements are available, functional and correctly fitted  
1.2. Information on food safety/quality responsibilities and procedures is current, accessible and communicated to others in the work area  
1.3. Information about identified hazards and the outcomes of risk assessment and risk control procedures is accessible and communicated to others in the work area  
1.4. Food safety/quality hazards and control measures used in the work area can be identified by those in the work area  
1.5. Mentoring and coaching support is available to support individuals/groups to implement quality and safe food handling procedures  
1.6. Training needs are identified and addressed within level of responsibility |
| 2. Monitor observance of quality standards and food safety programs in the work area | 2.1. Work procedures in the work area are clearly defined, documented and followed  
2.2. Deviation from identified procedures is identified, reported and addressed within level of responsibility  
2.3. Personal behaviour is consistent with workplace policies and procedures that support food safety and quality  
2.4. Food safety and/or quality hazards are identified and reported according to workplace procedures  
2.5. Food safety and quality information is recorded to meet workplace reporting requirements  
2.6. The work area is maintained according to housekeeping standards  
2.7. Work is conducted in accordance with workplace environmental guidelines |
| 3. Take corrective action in response to quality and food safety non-compliance | 3.1. Workplace procedures for responding to quality and food safety non-compliance are promptly implemented  
3.2. Hazardous events are investigated to identify cause  
3.3. Control measures to prevent recurrence and minimise risks of hazardous events are implemented |
<p>| 4. Maintain and | 4.1. Processes or conditions which could result in a |</p>
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>improve quality and food safety in the work area</td>
<td>breach of food safety procedures or quality specifications are identified, assessed, removed or and/reported within level of responsibility and according to workplace procedure</td>
</tr>
<tr>
<td></td>
<td>4.2. Risk assessments are conducted and appropriate control measures are identified and implemented in the work area</td>
</tr>
<tr>
<td></td>
<td>4.3. Recommendations arising from risk assessments are implemented within level of responsibility</td>
</tr>
<tr>
<td></td>
<td>4.4. Inadequacies in control measures are identified and reported according to company reporting requirements</td>
</tr>
<tr>
<td></td>
<td>4.5. Matters raised relating to quality/food safety are promptly resolved and/or referred to appropriate personnel</td>
</tr>
<tr>
<td></td>
<td>4.6. The work group is consulted and advised of quality/food safety matters relevant to work role</td>
</tr>
<tr>
<td></td>
<td>4.7. Opportunities for improving food safety and quality are identified and raised with relevant personnel</td>
</tr>
<tr>
<td></td>
<td>4.8. Procedures are developed or revised to support effective control of quality and food safety hazards</td>
</tr>
<tr>
<td></td>
<td>4.9. Quality/food safety records are reviewed to ensure they are complete and meet the quality system, food safety program and legal requirements</td>
</tr>
</tbody>
</table>
**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

*Ability to:*

- access, interpret and communicate information about the food safety program, quality requirements and related procedures to others in the work area
- demonstrate two-way communication, including active listening and responding constructively to feedback
- provide access to and maintain current food safety/quality documentation
- model safe food handling and quality practices and procedures to achieve required outcomes, including demonstrating:
  - work procedures that meet the requirements of quality and food safety
  - cleaning and sanitising equipment
  - sampling and testing as appropriate according to quality and food safety requirements
  - maintaining personal hygiene
  - wearing appropriate clothing and footwear as required by the work task
  - following procedures when moving within and between work areas
  - reporting health conditions and illnesses according to workplace procedures
  - handling, cleaning and storing equipment, utensils and packaging materials as appropriate
  - identify control points in the work area and demonstrate monitoring techniques used (control points include critical, quality and regulatory control points)
  - support others to meet quality standards and follow food safety procedures by ensuring that all personnel in the work area receive the information required and have the necessary skills and equipment to carry out their responsibilities
  - identify, report and/or address food safety/quality non-compliance in an appropriate and timely manner within level of responsibility
  - determine when and how to make adjustments to maintain output within level of responsibility
  - identify, report and/or address food safety/quality training and development needs of others in the work area
  - ensure that appropriate and timely action is taken in response to non-compliance
  - handle and dispose of out-of-specification or contaminated food, waste and recyclable material according to food safety program as this requirement relates to own work responsibility
  - participate in investigations of non-compliance and risk assessment processes
  - participate in consultation processes to improve quality and food safety outcomes in the workplace
**REQUIRED SKILLS AND KNOWLEDGE**

- review practice and procedures to implement recommendations arising from risk assessments and/or improvement proposals within level of responsibility, such as collecting and analysing food safety/quality records, reviewing operating procedures and communicating changes to others in the work area
- ensure that housekeeping standards are maintained and that equipment is in operational order, such as participating in the management of equipment calibration
- monitor the recording of quality and food safety information to confirm that records accurately reflect performance and meet the requirements of the food safety and quality programs
- participate in food recall procedures as required, within level of responsibility
- facilitate consultation processes according to enterprise procedures
- lead investigations of quality and food safety incidents according to enterprise procedures
- work cooperatively within a culturally diverse workforce

**Required knowledge**

*Knowledge of:*

- sources of information and expertise on procedures and responsibilities for food safety relevant to the workplace
- principles of a HACCP-based approach to managing food safety, including identifying hazards that are likely to occur, establishing appropriate methods of control and confirming that controls are met
- basic concepts of quality assurance including hazards, risk assessment and control methods
- company programs and systems in place to manage and support quality and food safety in the workplace, which may involve separate or integrated programs, including systems for maintaining and updating documents, such as operating procedures and specifications
- clothing and footwear requirements for working in and/or moving between food handling areas, including personal clothing maintenance, laundering and storage requirements
- appropriate bandages and dressings to be used when undertaking food handling
- housekeeping requirements and responsibilities relating to own work, where relevant this includes use and storage of housekeeping/cleaning equipment
- procedures to follow in the event of pest sighting or discovery of infestation
- purpose and importance of cleaning and sanitation procedures
- legal obligations for food safety and quality, including an awareness of government legislation and customer requirements
- food safety and quality responsibilities and requirements relating to the work area
- awareness of common micro biological, physical and chemical hazards related to the foods handled in the work area, including the types of hazards likely to occur, the conditions under which they occur, possible consequences and control methods
### REQUIRED SKILLS AND KNOWLEDGE

- suitable standard for materials, measuring devices, equipment and utensils used in the work area
- properties of food and ingredients used that affect food safety, including an understanding of related storage, processing and handling requirements
- current technical and process knowledge required to participate in investigations of food safety/quality hazards, risks and incidents within level of responsibility, including an understanding of common micro biological, physical and chemical hazards, related control methods and the way changes in equipment and/or processing methods can affect food safety and quality outcomes
- procedures for identifying unsafe and/or non-conforming product, including control points and evidence of out-of-specification product or materials
- sampling procedures, test methods and inspections
- options for responding to non-compliance, including legal responsibility, risk management and cost/implications of different responses and level of responsibility for decision making
- methods used in the workplace to isolate or quarantine food which may be unsafe
- waste collection, recycling, handling and disposal, including handling/disposal requirements for different types of waste, such as hazardous waste where relevant
- traceability and recall procedures within level of responsibility
- documentation system and procedures, including record keeping to meet both company and legal requirements, procedures for developing and/or reviewing workplace procedures, and document control systems used in the workplace
- auditing arrangements, roles and responsibilities as they relate to own work responsibilities, such as internal and external audit processes
- appropriate communication skills and techniques to convey information on quality and food safety requirements to others in the workplace
- cleaning and sanitation procedures where relevant
- impact of rework handling/addition on food safety where relevant
- sampling and test methods where relevant
- facilitation and consultation techniques where relevant
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment
Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit
Evidence of ability to:
- describe quality and food safety program, risks and control measures of the work area
- confirm that control measures are in place and that personnel in the work area are equipped and informed to implement programs
- identify, address and follow up on non-compliances
- identify causes of non compliances
- conduct risk assessments and recommend responsive action
- provide support to others to implement the programs
- complete and maintain documentation.

### Context of and specific resources for assessment
Assessment must occur in a real or simulated workplace where the assessee has access to:
- food safety program for the work area which identifies critical control points, control measures and corrective action
- quality policy, system and procedures
- work area or system in which quality and food safety practices and procedures are to be monitored
- personal protective clothing and equipment as required
- review/audit arrangements
- reporting and monitoring systems.

### Method of assessment
This unit should be assessed together with other units of competence relevant to the function or work role. Examples could be:
- FDFPPL3001A Participate in improvement processes
- FDFPPL3004A Lead work teams and groups
- BSBRES401A Analyse and present research

## Evidence Guide

<table>
<thead>
<tr>
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**EVIDENCE GUIDE**

| Guidance information for assessment | To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities. |

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Transport & Logistics Industry Skills Council
Range Statement

<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work responsibilities</th>
<th>Work responsibilities may include formal or informal responsibility for modelling appropriate quality/food safety policies and procedures and providing a support role to others in the work area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food safety program</td>
<td>A food safety program is a written document that specifies how a business will control all food safety hazards that may be reasonably expected to occur in all food handling operations of the food business. The food safety program and related procedures must comply with legal requirements of the food safety standards and must be communicated to all food handlers. Where no food safety program is in place, food safety requirements may be specified in general operating procedures</td>
</tr>
<tr>
<td>Quality systems</td>
<td>Quality systems may be externally accredited, such as an ISO system, or internally designed and managed</td>
</tr>
</tbody>
</table>
| Workplace information | Workplace information may be provided in:  
  - food safety and quality policies and programs  
  - standard operating procedures (SOPs)  
  - specifications  
  - log sheets  
  - written or verbal instruction incorporating food safety and quality requirements |
| Incidents             | A food safety incident is:  
  - a situation where the safe limits or parameters identified by the food safety program are not met  
A quality incident is:  
  - a situation where the quality limits or parameters identified in specifications or
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Monitoring** | Monitoring describes the methods used to confirm that a food safety or quality hazard is in control, such as:  
- taking temperatures  
- collecting samples  
- conducting visual inspections  
- additional testing as required |
| **Responsibility for identifying breaches of food safety procedures** | Responsibility for identifying breaches of food safety procedures and taking corrective action occurs in the context of the food safety program and within scope of responsibility |
| **Responsibility for identifying non-compliance against quality standards** | Responsibility for identifying non-compliance against quality standards occurs within the context of defined standards or specifications and relates to work area |
| **Personal hygiene requirements** | Minimum personal hygiene requirements are specified by the food safety program. At a minimum this must meet legal requirements as set out in the Food Safety Standard 3.2.2, Division 4:14 and/or state or territory legislation/regulations |
| **Reporting of health conditions and illnesses** | Reporting of health conditions and illnesses requirements are specified by the food safety program. At a minimum this must meet legal requirements as set out in Food Safety Standard 3.2.2, Division 4:13 and/or state or territory legislation/regulations |
| **Operator responsibilities** | The operator at this level may not have direct responsibility for overseeing the training/development of team members. At a minimum they must be able to identify development needs of others in the work area and refer this information to the relevant personnel. The operator at this level may not have responsibility for independently assessing risks and determining the effectiveness of control measures. However, they would be expected to observe day-to-day effectiveness and participate in assessment and review processes. Responsibilities |
### RANGE STATEMENT

| Record keeping | at this level may include facilitating consultation processes within level of responsibility | Record keeping complies with customer, legal and food safety program requirements |

### Unit Sector(s)

| Unit sector | Food safety |

### Competency field

| Competency field |  |

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
<th></th>
</tr>
</thead>
</table>
FPICOT3226A Shift forestry logs using trucks

Modification History
Not applicable.

Unit Descriptor
This unit specifies the outcomes required to drive log trucks to a forestry harvesting site, load logs on site, deliver logs to their intended destination and unload the logs in accordance with organisational procedures and regulations. Compliance with licensing, legislative, regulatory or certification requirements may be required in various jurisdictions.
This unit replaces FPIH3032A Shift forestry logs using truck.
This unit specifies the outcomes required to drive log trucks to a forestry harvesting site, load logs on site, deliver logs to their intended destination and unload the logs in accordance with organisational procedures and regulations. Compliance with licensing, legislative, regulatory or certification requirements may be required in various jurisdictions.
This unit replaces FPIH3032A Shift forestry logs using truck.

Application of the Unit
This unit supports the attainment of skills and knowledge required for competent workplace performance in forest and forest products operations of all sizes. The unit applies to a forest environment and involves application of skills and knowledge at a tradesperson level. These skills and knowledge are to be used within the scope of the persons job and authority.
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Licensing/Regulatory Information
Refer to Unit Descriptor

Pre-Requisites
Not applicable.

Employability Skills Information
Not applicable.
Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Plan log movement</td>
</tr>
<tr>
<td>2</td>
<td>Load and unload truck</td>
</tr>
</tbody>
</table>

1. Plan log movement

1.1 Applicable Occupational Health and Safety (OHS), legislative and organisational requirements relevant to shifting forestry logs using trucks are identified and complied with

1.2 Work order is reviewed and clarified with appropriate personnel

1.3 Type of truck, ancillary equipment, accessories and configuration to be operated are checked for serviceability in accordance with manufacturer's specifications and statutory regulations

1.4 Logging sites and logs to be transported are identified from schedules, work orders and harvesting site personnel

1.5 Truck loads, transport routes, timing with harvesting personnel are planned and permits obtained to comply with statutory road regulations and road conditions

1.6 Communication with others is established and maintained in accordance with OHS requirements

2. Load and unload truck

2.1 Access is identified and manoeuvring approach planned for loading and unloading sites

2.2 Condition of roads and tracks are monitored and unexpected ground, water, vegetation or other
environmental conditions reported to appropriate personnel

2.3 Truck and trailer are positioned to maintain load safety and security while loading occurs

2.4 Logs are assessed for weight, diameter, length and grade

2.5 Log positioning equipment is placed and checked or reset for planned loading

2.6 Log loading is undertaken to ensure load build meets specifications, follows sequence and locations to minimise handling, stabilises the load and meets transport requirements

2.7 Logs are secured with sufficient securing devices to satisfy safety, job and regulatory requirements

2.8 Load is inspected after transport for log movement and logs only supported by binders or chains

2.9 Safe unloading sequence is assessed and provisions made to support logs which cannot be controlled when released

2.10 Binders and chains are released in correct sequence for truck, trailer and load configuration

3 Transport logs

3.1 Load is checked and trimmed to ensure safe transport with overhang warning devices fitted to comply with road regulations

3.2 Engine is started with instruments and gauges monitored to ensure equipment operation is safe according to manufacturer's specifications and safety rules

3.3 Truck is operated and driven to manufacturer's specifications and legislative requirements using primary and subsidiary controls as appropriate to conditions

3.4 Logs are transported following planned or modified route with consideration for road surfaces and conditions

3.5 Periodic load safety checks are conducted and load re-tensioned in accordance with statutory
requirements and road conditions

3.6 Truck is monitored using gauges, warning devices and observation of performance to detect operating faults

3.7 Log shifting process and truck operations including faults are **recorded and reported**

3.8 Truck is parked to avoid site and equipment hazards, engine shutdown and truck secured in accordance with manufacturer's specifications
Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit

Required skills include:

- comply with legislation, regulations, standards, codes of practice and established safe practices and procedures for shifting forestry logs using trucks
- use and maintain relevant tools, machinery and equipment
- efficiently and safely shift forestry logs using trucks
- identify problems and equipment faults and demonstrate appropriate response procedures
- use appropriate communication and interpersonal techniques with colleagues and others
- accurately record and report workplace information, and maintain documentation

Required knowledge and understanding includes:

- applicable Commonwealth, State or Territory legislative, regulatory or certification requirements and codes of practice relevant to shifting forestry logs using trucks
- organisational and site standards, requirements, policies and procedures for shifting forestry logs using trucks
- principles of cultural diversity and access and equity
- environmental protection requirements, including the safe disposal of waste material
- established communication channels and protocols
- problem identification and resolution
- types of tools and equipment and procedures for their use, operation and maintenance
- applicable fall from heights regulations and compliance requirements
- log shifting equipment and techniques
- scheduling and routing procedures
- truck and equipment capabilities and
capacities
statutory road regulations
log loading and unloading methods
procedures for recording, reporting and maintaining workplace records and information
appropriate mathematical procedures for estimation and measurement including calculating time to complete tasks

KEYCOMPETENCIES
The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace Performance Level 1 - at this level, the candidate is required to undertake tasks effectively Performance Level 2 - at this level, the candidate is required to manage tasks Performance Level 3 - at this level, the candidate is required to use concepts for evaluating and reshaping task

<table>
<thead>
<tr>
<th>Key Competency</th>
<th>Example of Application</th>
<th>Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>How are ideas and information communicated?</td>
<td>By recording, reporting and maintaining workplace information and documentation</td>
<td>1</td>
</tr>
<tr>
<td>How can information be collected, analysed and organised?</td>
<td>By reviewing schedules, work orders and confirming with relevant personnel logging sites and logs to be transported</td>
<td>1</td>
</tr>
<tr>
<td>How are activities planned and organised?</td>
<td>By obtaining required permits</td>
<td>2</td>
</tr>
<tr>
<td>How is team work used?</td>
<td>By establishing and maintaining communication with personnel at loading and unloading sites</td>
<td>1</td>
</tr>
<tr>
<td>How are mathematical ideas and techniques used?</td>
<td>By assessing logs for weight, diameter and length</td>
<td>2</td>
</tr>
<tr>
<td>How are problem solving skills applied?</td>
<td>By monitoring and reporting environmental conditions of roads and tracks</td>
<td>2</td>
</tr>
</tbody>
</table>
How is the use of technology applied?  By monitoring truck gauges, warning devices and performance to identify operational faults
Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to provide evidence that they can safely and efficiently shift forestry logs using trucks according to organisational requirements.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Comply with applicable Commonwealth, State or Territory legislative and regulatory requirements and codes of practice, including OHS, environmental and organisational policies and procedures, relevant to shifting forestry logs using trucks.

Communicate effectively and work safely with others in the work area.

Efficiently shift forestry logs using trucks to enterprise requirements.

Efficiently and accurately shift forestry logs using trucks for production and output activities.

Effectively coordinate personnel to follow procedures for shifting forestry logs using trucks.

Context of and specific resources for assessment

Competency is to be assessed in the workplace or realistically simulated workplace.

Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge, other than confirmatory questions, will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian Standards requirements.

The following resources should be made available:

- …
available:
workplace location or simulated workplace
materials and equipment relevant to shifting
forestry logs using trucks
specifications and work instructions

**Method of assessment**

Assessment must satisfy the endorsed
Assessment Guidelines of the FPI05
Training Package

Assessment methods must confirm
consistency and accuracy of performance
(over time and in a range of workplace
relevant contexts) together with application
of underpinning knowledge

Assessment must be by direct observation of
tasks, with questioning on underpinning
knowledge and it must also reinforce the
integration of key competencies

Assessment methods must confirm the
ability to access and correctly interpret and
apply the essential underpinning knowledge

Assessment may be applied under
project-related conditions (real or simulated)
and require evidence of process

Assessment must confirm a reasonable
inference that competency is able not only to
be satisfied under the particular
circumstance, but is able to be transferred to
other circumstances

Assessment may be in conjunction with
assessment of other units of competency

The assessment environment should not
disadvantage the candidate

Assessment practices should take into
account any relevant language or cultural
issues related to Aboriginality, gender or
language backgrounds other than English

Where the participant has a disability,
reasonable adjustment may be applied during
assessment

Language and literacy demands of the
assessment task should not be higher than
those of the work role
## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below.

**OHS requirements are to be in accordance with Commonwealth, State or Territory legislation and regulations, and organisational safety policies and procedures. Requirements may include:**

- the use of personal protective equipment and clothing
- safety equipment
- first aid equipment
- fire fighting equipment
- hazard and risk control
- elimination of hazardous materials and substances
- safe forest practices
- manual handling including shifting, lifting and carrying
- fall from heights regulations

**Legislative requirements are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may include:**

- award and enterprise agreements
- industrial relations
- Australian Standards
- confidentiality and privacy
- OHS
- the environment
- equal opportunity
- anti-discrimination
- relevant industry codes of practice
- duty of care
- heritage and traditional land owner issues

**Organisational requirements**

- may include legal, organisational and site guidelines, policies and procedures relating to own role and responsibility, quality assurance, procedural manuals, quality and continuous improvement processes and standards, OHS, emergency and evacuation, ethical standards, recording and reporting, access and equity principles and practices,
equipment use, maintenance and storage, environmental management (waste disposal, recycling and re-use guidelines)

**Work order**

is to include instructions for equipment allocation and usage, location and intended activity to designated personnel

**Appropriate personnel**

may include supervisors, suppliers, clients, colleagues and managers

**Truck**

may include rigid or articulated log trucks, including semi-trailers, jinkers, quad-dogs, B doubles and two-bay skeletal trucks

**Ancillary equipment**

may include safety fittings, headache boards and cab guards

**Accessories**

may include tools, records, first aid kits, fire extinguishers, binders, chains and personal protective equipment

**Configuration**

is to include a truck and trailer combination

**Logs**

are to include assessment of diameter range, curvature, faults and length

**Communication**

may include schedules, verbal and non-verbal language, constructive feedback, active listening, questioning to clarify and confirm understanding, use of positive, confident and cooperative language, use of language and concepts appropriate to individual social and cultural differences, control of tone of voice and body language

**Environmental conditions**

may include ground growth, canopy, general forest lean, fallen trees, ground slope, soil and water protection, ground hazards and obstacles

**Log positioning equipment**

may include bolsters, slippers, stanchions and chocks

**Load build**

is to include positioning of logs on truck so as to avoid uneven weight distribution, instability or uncontrolled collapse of the load during loading or unloading, requirements for trailer rigidity, turning clearance, overhang, projection above
stanchions, crowning, weight distribution on truck and trailer axles, contact with bolsters, stanchions and other logs

**Securing devices** are to include chains, binders and other tensioning devices

**Trimming** is to include preparing the truck and load for safe transport

**Primary and subsidiary controls**

- Primary controls may include power, brakes, steering, speed, position, load reaction and gear selection
- Subsidiary controls may include differential lock, centre tyre inflation (CTI) and power dividers

**Re-tensioning** is to include re-tightening of the chains, binders and other tensioning devices

**Records and reports** may include scheduling and coordination outcomes, log movement, despatch outcomes, storage locations, quality outcomes, hazards, incidents or equipment malfunctions

- May be manual, using a computer-based system or another appropriate organisational communication system

**Unit Sector(s)**

Not applicable.

**Competency Field**

Common Technical

Common Technical
HLTAMBPD401C Manage personal stressors in the work environment

Modification History
Not Applicable

Unit Descriptor
Descriptor
This unit describes the skills and knowledge required to recognise stress in the work environment and develop a personal stress management plan

Application of the Unit
Application
This unit applies to work in a range of health settings and involves providing and receiving support from colleagues in the management of stress at work

Application of this unit should be contextualised to reflect any stress management issues and practices specific to each workplace

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Not Applicable
Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop personal stress management plan | 1.1 Recognise potential causes of stress so that immediate action can be taken to reduce or eliminate the stress  
1.2 Recognise own response to stress in the workplace  
1.3 Organise work to minimise stress where possible  
1.4 Develop a personal stress management plan in consultation with supervisor  
1.5 Constantly monitor personal stress levels and evaluate the effectiveness of the stress management plan on an ongoing basis  
1.6 Take further action to manage stress when necessary |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 2. Offer *support* to colleagues | 2.1 Observe team members and colleagues for signs of stress after incidents and over time  
2.2 Informally debrief stressful incidents as soon as possible so prompt action can be taken to minimise stress reactions  
2.3 Offer constructive support to encourage effective management of personnel stress  
2.4 Identify need for further stress counselling and encourage prompt action |
| 3. Receive *support* from colleagues | 3.1 Recognise own level of stress on an ongoing basis and identify factors affecting stress level so prompt action can be taken to reduce or eliminate the effects of stress  
3.2 Seek support from colleagues when needed and accept where appropriate  
3.3 Recognise need for further stress counselling and promptly seek appropriate counselling |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

**Essential knowledge:**
The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role.

This includes knowledge of:

- Factors and circumstances likely to cause personal stress in the work environment
- Methods of controlling stress
- Organisation support programs and other available resources

**Essential skills:**
It is critical that the candidate demonstrate the ability to:

- Identify own personal stress and stressors
- Take steps to control or reduce stressors and stress
- Identify stress in others in the workplace
- Take steps, including the offer of support, to reduce, control or otherwise deal with stress

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role.

This includes the ability to:

- Discuss issues relating to stress with colleagues and supervisor
- Promote, implement and manage work attitudes and practices that reflect awareness of the importance of a range of aspects of sustainability
- Use problem solving skills including:
  - using available resources
  - analysing information
  - making decisions to effectively manage personal stress within the working environment
REQUIRED SKILLS AND KNOWLEDGE

- Use oral communication skills required to fulfil job roles as specified by the organisation, including:
  - using interviewing techniques
  - asking questions
  - active listening
  - acknowledging and responding to a range of views

*continued ...*

**Essential skills (cont'd):**

- Use interpersonal skills, including:
  - working with others
  - showing empathy with colleagues
  - relating to persons from differing cultural, social and religious backgrounds

- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
  - reading and understanding incident reports and case management materials
  - personal stress management plan

Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this competency unit:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation in the work environment is preferable. However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence.
- Evidence of workplace performance over time must be obtained to inform a judgement of competence.
EVIDENCE GUIDE

Access and equity considerations:

• All workers in the health industry should be aware of access and equity issues in relation to their own area of work
• All workers should develop their ability to work in a culturally diverse environment
• In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
• Assessor and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Potential causes of stress may include but are not limited to:

• Acute stress from exposure to incidents involving trauma, violence, injury and/or death
• Chronic work-related stress, including burn out and serious fatigue

Responses to stress may include but are not limited to:

• Physical reaction
• Psychological (mental/emotional) reaction
• Changes in health
RANGE STATEMENT

Support may include, but is not limited to:

- Informal debriefing with colleagues
- Local peer support programs
- Other organisation resources

Support and de-brief may be provided:

- immediately
- when timely

Unit Sector(s)

Not Applicable
HLTFA211A Provide basic emergency life support

Modification History

<table>
<thead>
<tr>
<th>HLT07 Version 4</th>
<th>HLT07 Version 5</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTFA201B Provide basic emergency life support</td>
<td>HLTFA211A Provide basic emergency life support</td>
<td>Significant changes to Required Skills and Knowledge. Changes to Range Statement and some performance criteria. Evidence guide updated</td>
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</tbody>
</table>

Unit Descriptor

Descriptor
This unit of competency describes the skills and knowledge required to recognise and respond to life threatening emergencies using basic life support measures only

Application of the Unit

The skills and knowledge described here enable a first aider to provide an initial response to an emergency in line with practised actions, Australian Resuscitation Council (ARC) Guidelines, guidelines of Australian national peak clinical bodies and State/Territory legislation and regulations. Application should be contextualised as required to reflect workplace and community requirements relating to specific risks and hazards and associated injuries. Training Package users should ensure that implementation is consistent with State/Territory requirements for currency.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable
Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency. The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Respond in an emergency situation | 1.1 Recognise emergency situation and identify hazards to health and safety of self and others  
1.2 Minimise immediate risk to self and casualty health and safety by controlling any hazard in accordance with work health and safety requirements  
1.3 Assess casualty and identify injuries, illnesses and conditions  
1.4 Assess the need for assistance |
ELEMENT

2. Apply identified first aid procedures

PERFORMANCE CRITERIA

2.1 Reassure casualty in a caring and calm manner and make comfortable using available resources

2.2 Determine and explain relevant first aid procedures to provide comfort

2.3 Seek consent from casualty prior to applying first aid management

2.4 Respond to the casualty in a culturally aware, sensitive and respectful manner

2.5 Use identified first aid procedures as required in accordance with established first aid principles, ARC Guidelines, guidelines of Australian national peak clinical bodies and State/Territory legislation and regulations

2.6 Use safe manual handling techniques as required

3. Communicate details of the incident

3.1 Request ambulance support and/or appropriate medical assistance according to circumstances

3.2 Accurately convey observation of casualty’s condition and management activities to ambulance services/relieving personnel

3.3 Adopt a communication style to match the casualty’s level of consciousness

3.4 Accurately assess and report details of casualty’s physical condition, changes in condition, management and responses to management in line with established procedures

3.5 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies

4. Evaluate own performance

4.1 Seek feedback from appropriate clinical expert

4.2 Recognise the possible psychological impacts on rescuers of involvement in critical incidents

4.3 Participate in debriefing/evaluation to improve future response and address individual needs
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:
The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role.

This includes knowledge of:
- ARC guidelines, guidelines of Australian national peak clinical bodies and State/Territory legislation and regulations, including requirements for currency
- Awareness of stress management techniques and available support
- Basic anatomy and physiology relating to:
  - absence of:
  - normal breathing
  - response/consciousness
    - choking/airway obstruction
    - severe bleeding
    - shock
  - Chain of survival
  - Duty of care requirements
  - First aid procedures for:
    - airway management
    - bleeding control
    - care of unconscious
    - casualty that is unresponsive/unconscious and not breathing normally
    - chest pain
    - infection control as it relates to standard precautions
    - respiratory distress, including asthma
    - severe allergic reaction
    - shock
  - How to access emergency response support services/personnel
  - Need to be culturally aware, sensitive and respectful
  - Own skills and limitations
  - Privacy and confidentiality requirements
  - Relevant workplace hazards
REQUIRED SKILLS AND KNOWLEDGE

- Understanding of the use of an Automated External Defibrillator (AED), including when to use and when not to

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Assess vital signs and response of casualty
- Call an ambulance and/or medical assistance, according to circumstances and report casualty's condition
- Demonstrate first aid casualty management principles:
  - assess and minimise danger
  - check for response
  - maintain casualty's airway, breathing and circulation
- Demonstrate:
  - consideration of the welfare of the casualty
  - control of external bleeding
  - correct procedures for CPR on a resuscitation manikin (i.e. as per units HLTCPR211A Perform CPR)
  - implementation of standard precautions
  - safe manual handling of casualty
- Identify and minimise hazards to health and safety of self and others in the immediate workplace or community environment
- Plan an appropriate first aid response in line with established first aid principles, ARC Guidelines and guidelines of Australian national peak clinical bodies and State/Territory legislation and regulations and respond to contingencies in line with own skills
- Report details of emergency incident and first aid provided

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects of assessment:
- The individual being assessed must provide evidence of specified essential knowledge and essential skills.
- Competence should be demonstrated working individually and as part of a first aid team.
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting.
- Currency of knowledge and skills is to be demonstrated in line with ARC Guidelines, guidelines of Australian national peak clinical bodies and State/Territory legislation and regulations.

Context and resources required for assessment:
- For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with ARC Guidelines.
- Demonstration of first aid procedures for severe bleeding must be demonstrated using standard precautions and first aid equipment including trauma dressings.

Access and equity considerations:
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work.
- All workers should develop their ability to work in a culturally diverse environment.
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people.
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities.

Related unit:
- This unit stands alone and incorporates the content of unit HLTCPR211A Perform CPR.
Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Condition of the casualty must include, but is not limited to:

- Severe bleeding
- Absence of:
  - Response/conciousness
  - Normal breathing
  - Choking/airway obstruction
  - Severe allergic reaction

Identified first aid procedures must include:

- Airway management
- Cardiopulmonary Resuscitation (CPR)
- Control severe bleeding
- Provide assistance with self-administered medications, such as auto-injector, bronchodilator and space device in line with State/Territory legislation and regulations and any available medical/pharmaceutical instructions
- Care of the unconscious person

Resources and equipment are used appropriate to the risk to be met and may include:

- AED (if available)
- Auto-injector
- Bronchodilator and space device
- First aid kit
- Resuscitation mask or barrier

A hazard is:

A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these
RANGE STATEMENT

Appropriate clinical expert may include:

- Ambulance officer/paramedic
- Appropriately qualified health care professional

Unit Sector(s)

Not Applicable
HLTFA311A Apply first aid

Modification History

<table>
<thead>
<tr>
<th>HLT07 Version 4</th>
<th>HLT07 Version 5</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>HLTFA301C Apply</td>
<td>HLTFA311A Apply</td>
<td>Updated in V5 - changes to competency</td>
</tr>
<tr>
<td>first aid</td>
<td>first aid</td>
<td>outcomes of first aid units</td>
</tr>
</tbody>
</table>

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

Application of the Unit

Application

These skills and knowledge may be applied in a range of situations, including community and workplace settings.

Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency.

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries.

A current Senior First Aid, Workplace Level 2 or Level 2 qualification may provide evidence of skills and knowledge required by this competency unit. However, as with all evidence of competence, evidence must be assessed against the requirements specified in the unit of competency.
Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Not Applicable

Employability Skills Information
Employability Skills This unit contains Employability Skills

Elements and Performance Criteria Pre-Content
Elements define the essential outcomes of a unit of competency. The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Assess the situation | 1.1 Identify assess and minimise *hazards* in the situation that may pose a risk of injury or illness to self and others  
1.2 Minimise immediate *risk* to self and casualty's health and safety by controlling any hazard in accordance with work health and safety requirements  
1.3 Assess casualty and identify injuries, illnesses and conditions |
| 2. Apply first aid procedures | 2.1 Adopt a communication style to match the casualty’s level of consciousness  
2.2 Use available *resources and equipment* to make the casualty as comfortable as possible  
2.3 Respond to the casualty in a culturally aware, sensitive and respectful manner  
2.4 Determine and explain relevant first aid procedures to provide comfort  
2.5 Seek consent from casualty prior to applying first aid management  
2.6 Provide *first aid management* in accordance with *established first aid principles and procedures*  
2.7 Seek first aid assistance from others in a timely manner and as appropriate  
2.8 Correctly operate first aid equipment for first aid management according to manufacturer/supplier’s instructions and procedures  
2.9 Use safe manual handling techniques  
2.10 Monitor *casualty's condition* and respond in accordance with established first aid principles and procedures  
2.11 Finalise casualty management according to casualty’s needs and first aid principles |
| 3. Communicate details of the incident | 3.1 Request ambulance support and/or appropriate medical assistance according to relevant circumstance  
3.2 Accurately convey observation of casualty’s condition and management activities to ambulance services / relieving personnel |
ELEMENT

PERFORMANCE CRITERIA

3.3 Accurately assess and report details of casualty’s physical condition, changes in conditions, management and response to management in line with established procedures

3.4 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies

4. Evaluate own performance

4.1 Seek feedback from appropriate clinical expert

4.2 Recognise the possible psychological impacts on rescuers involved in critical incidents

4.3 Participate in debriefing/evaluation to improve future response and address individual needs

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role.

This includes a demonstrated understanding of:

- Awareness of stress management techniques and available support
- First aid management, based on a risk assessment relevant to the workplace or community setting of:
  - abdominal injuries
  - allergic reactions
  - altered and loss of consciousness
  - asthma
  - anaphylaxis
  - bleeding
  - burns – thermal, chemical, friction, electrical
  - cardiac arrest
  - chest pain
  - choking/airway obstruction
  - drowning
- envenomation – snake, spider, insect and marine bites and stings
- environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke
- injuries - cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations, fractures
- medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions
- poisoning and toxic substances (including chemical contamination)
- respiratory distress
- seizures
- shock
- stroke
- substance misuse – common drugs and alcohol, including illicit drugs
- unconsciousness, not breathing or not breathing normally
- Guidelines for provision of first aid as outlined in Australian Resuscitation Council (ARC) Guidelines and guidelines of Australian national peak clinical bodies and State / Territory legislation and regulations
- Social / legal issues including:
  - duty of care
  - confidentiality
  - importance of debriefing
  - need to be culturally aware, sensitive and respectful
  - own skills and limitations
- Understanding of:
  - basic work health and safety requirements in the provision of first aid
  - basic principles and concepts underlying the practice of first aid
  - chain of survival
  - infection control principles and procedures, including use of standard precautions
  - priorities of management in first aid when dealing with life threatening conditions
  - procedures for dealing with major and minor injury and illness
- Understanding of the use of an Automated External Defibrillator (AED), including when to use and when not to
- Understanding the causes of asphyxia due to body position

**Essential skills:**

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply first aid principles
- Call an ambulance and/or medical assistance according to relevant circumstances and report casualty(s) condition
Communicate effectively and assertively in an incident
Conduct an initial casualty assessment
Management of:
  - Anaphylaxis using adrenalin auto-injector
  - Avoiding asphyxia due to body position
  - Bronchospasm using bronchodilator and spacer device
  - Cardiac arrest using single rescuer procedure, including the demonstration of a seamless changeover between operators
  - External haemorrhage
  - Fractures, sprains and strains using arm slings, roller bandages and other appropriate immobilisation techniques
  - Unconscious casualty including using a recovery position
Demonstrate:
  - ability to call an ambulance
  - consideration of the welfare of the casualty
  - safe manual handling
  - site management to prevent further injury
  - understanding of causes contributing to asphyxia due to body position
Demonstrate correct procedures for performing CPR using a manikin, including standard precautions (i.e. as per unit HLTCPR211A Perform CPR)
Demonstrate infection control, including use of standard precautions
Evaluate own response and identify appropriate improvements where required
Follow State and Territory work health and safety legislative requirements
Make prompt and appropriate decisions relating to managing an incident in the workplace
Plan an appropriate first aid response in line with established first aid principles, ARC Guidelines and guidelines of Australian national peak clinical bodies, industry standards and State / Territory legislation and regulations and respond to contingencies in line with own skills
Prepare a written incident report or provide information to enable preparation of an incident report
Provide assistance with self-medication as per subject’s own medication regime and/or administer medication in line with State/Territory legislation and regulations, organisation policies and any available medical/pharmaceutical instructions
Unpack, activate and follow prompts of an AED

Evidence Guide
The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package. The evidence guide supplements assessment requirements that apply to all units in this Training Package. Users of this evidence guide should first read the package’s assessment guidelines.

**Critical aspects of assessment:**
- The individual being assessed must provide evidence of essential knowledge and essential skills
- Competence should be demonstrated working individually and as part of a first aid team
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting
- Currency of first aid knowledge and skills is to be demonstrated in line with ARC Guidelines and guidelines of Australian national peak clinical bodies and State / Territory legislation and regulations

**Context and resources required for assessment:**
- Skills in performing first aid procedures are to be assessed through demonstration, with questioning to confirm essential knowledge
- Demonstration of first aid procedures over the required range of situations relevant to the workplace setting must be demonstrated using standard precautions and first aid equipment including roller bandages, triangular bandages, other trauma dressings, bronchodilator and spacer device, adrenalin auto-injectors and AED
- For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with ARC Guidelines

**Access and equity considerations:**
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities
The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package. The evidence guide supplements assessment requirements that apply to all units in this Training Package. Users of this evidence guide should first read the package’s assessment guidelines.

**Related units:**
This unit incorporates the content of units:
- HLT CPR211A Perform CPR
- HLTFA211A Provide basic emergency life support

**Range Statement**

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

**Contextualisation to address specific requirements may include:**
- First aid provision under specific constraints or circumstances (e.g. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)
- Focus on first aid management of specific types of injury

**Established first aid principles and procedures include:**
- Australian Resuscitation Council Guidelines
- Guidelines of Australian national peak clinical bodies
- Primary First Aid Principles to:
  - Preserve life
  - Prevent illness, injury and condition(s) becoming worse
  - Promote recovery
  - Protect the unconscious casualty
- State/Territory legislation and regulations

**Hazards may include:**
- A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these
- Relevant hazards may be classified under the headings:
  - Biological hazards
  - Chemical hazards
  - Hazards associated with manual handling
  - Physical hazards
Risks may include:

- Environmental risks
- Exposure to blood and other body substances
- Risks associated with the proximity of other workers and bystanders
- Risks from body position
- Risks from equipment, machinery and substances
- Risks from vehicles
- Risks from first aid equipment
- Risk of further injury to the casualty

Casualty’s condition is managed for:

- Abdominal injuries
- Airway obstruction
- Allergic reactions
- Altered and loss of consciousness
- Bleeding
- Body position
- Burns – thermal, chemical, friction, electrical
- Cardiac arrest
- Chest pain
- Choking/airway obstruction
- Drowning
- Envenomation – snake, spider, insect and marine bites and stings
- Environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke
- Injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations, fractures
- Medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions
- Poisoning and toxic substances (including chemical contamination)
- Respiratory distress
- Seizures
- Shock
- Stroke
- Substance misuse – common drugs and alcohol, including illicit drugs
- Unconsciousness, not breathing or not breathing normally

First aid management must take into account:

- Infection control
- Legal and social responsibilities of first aider
The setting in which first aid is provided, including:
- industry/site specific regulations, codes etc.
- location and nature of the incident
- location of emergency services personnel
- situational risks associated with, for example, electrical and biological hazards, weather, motor vehicle accidents
- State and Territory work health and safety legislative requirements
- workplace policies and procedures
- WHS requirements
- The use and availability of first aid equipment and resources

Resources and equipment are used appropriate to the risk to be met and may include:
- AED
- Auto-injector
- Bronchodilator and spacer device
- First aid kit
- Puffer/inhaler
- Resuscitation mask or barrier

Appropriate clinical expert may include:
- Ambulance officer/paramedic
- Appropriately qualified health care professional

Report details should include:
- Time
- Description of injury/illness
- First aid management
- Incident details
- Location
- Vital signs

Report details may include:
- Administration of medication including:
  - date
  - dose
  - person administering
  - time
- Fluid intake/output, including fluid loss via:
  - blood
  - faeces
  - urine
  - vomit
- Injury report forms
- Workplace documents as per organisation requirements
Unit Sector(s)
Not Applicable
HLTFA412A Apply advanced first aid

Modification History

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<th>HLT07 Version 4</th>
<th>HLT07 Version 5</th>
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<tr>
<td>HLTFA402C Apply advanced first aid</td>
<td>HLTFA412A Apply advanced first aid</td>
<td>Updated in V5 - Unit version identifier updated, changes to competency outcomes of first aid units</td>
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</table>

Unit Descriptor

Descriptor

This unit deals with the provision of advanced first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance, and provision of support to other providers

This unit builds on HLTFA311A: Apply first aid to include additional skills and use of a range of equipment

Application of the Unit

Application

These skills and knowledge may be applied in a range of situations, including community and workplace settings

Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries

Competency outcomes in advanced resuscitation must be equivalent to unit:
• HLTFA404C Apply advanced resuscitation techniques

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Pre-requisite units
This unit must be assessed after successful achievement of pre-requisite:
• HLTFA311A Apply first aid

Employability Skills Information
Employability Skills
This unit contains Employability Skills

Elements and Performance Criteria Pre-Content
Elements define the essential outcomes of a unit of competency.
The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1.  Assess the situation | 1.1 Identify, assess and minimise hazards that may pose a risk of injury or illness to self and others  
1.2 Assess risks to first aider and others and determine appropriate response to ensure prompt control of situation  
1.3 Ascertain and prioritise need(s) for emergency services/medical assistance and undertake triage where required  
1.4 Deploy resources to appropriate locations as required in line with workplace procedures |
| 2.  Manage the casualty(s) | 2.1 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort  
2.2 Respond to the casualty in a culturally aware, sensitive and respectful manner  
2.3 Seek consent for management of the casualty's injury/illness from person(s) where relevant  
2.4 Determine and implement welfare procedure according to casualty(s) needs  
2.5 Control effects of injury and determine and apply appropriate first aid management to meet the needs of the casualty and situation  
2.6 Assist with self-medication in accordance with State/Territory regulations, legislation and policies and manufacturer's/supplier's instructions subject to casualty's regime  
2.7 Monitor casualty's condition and respond in a timely manner in accordance with established first aid principles and procedures  
2.8 Correctly operate basic life support equipment according to relevant legislation and manufacturer's/supplier's instructions  
2.9 Apply safety procedures for operation of pressurised gases  
2.10 Use safe manual handling techniques  
2.11 Finalise casualty management according to casualty's needs and first aid principles |
ELEMENT

3. Coordinate first aid activities until arrival of medical assistance

3.1 Identify available resources required and establish communication links with appropriate personnel, emergency management services and medical assistance as appropriate

3.2 Deploy correct amount of resources to appropriate locations in an effective manner to ensure timely arrival of required resources

3.3 Document the provision of resources and recommend modifications as required

3.4 Monitor the condition of casualties in accordance with first aid principles and workplace procedures

3.5 Coordinate evacuation of casualties according to relevant evacuation procedures

3.6 Arrange support services for personnel involved in the incident in accordance with relevant principles and procedures

4. Communicate essential incident details

4.1 Maintain communication with relevant personnel using appropriate media and equipment

4.2 Communicate first aid information with other providers/carers to meet their needs and in accordance with workplace procedures

4.3 Calmly provide information to reassure casualty, adopting a communication style to match the casualty’s level of consciousness

4.4 Prepare an incident report in line with organisation requirements

4.5 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies
ELEMENT 5. Evaluate the incident

PERFORMANCE CRITERIA

5.1 Evaluate management of the incident and where required develop an action plan in consultation with relevant parties

5.2 Participate in debriefing/evaluation in order to improve future operations and address individual's needs

5.3 Formulate and review contingency planning to identify and select alternative management principles and procedures as required

Required Skills and Knowledge

Essential knowledge:
The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role.

This includes a demonstrated understanding of:

- Awareness of stress management techniques and available support
- Complications and associated methods of management for conditions, based on a risk assessment relevant to the workplace or community setting of:
  - abdominal injuries
  - allergic reactions
  - altered and loss of consciousness
  - asthma
  - anaphylaxis
  - bleeding
  - burns – thermal, chemical, friction, electrical
  - cardiac arrest
  - chest pain
  - choking/airway obstruction
  - drowning
  - envenomation – snake, spider, insect and marine bites and stings
  - environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke
  - injuries- cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations, fractures
  - medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions
  - pain relief
  - poisoning and toxic substances (including chemical contamination)
  - respiratory distress
  - seizures
- shock
- stroke
- substance misuse – common drugs and alcohol, including illicit drugs
- unconsciousness, not breathing or not breathing normally

- First aid management procedures in accordance with ARC Guidelines, guidelines of Australian national peak clinical bodies, State/Territory regulations, legislation and policies and organisation requirements including:
  - management of anaphylactic shock reaction
  - management of acute exacerbations of asthma
  - spinal care
  - use of AED, oxygen, bronchodilator
  - use of analgesic gases

- First aid management procedures may also relate to emergency childbirth

- Incident management procedures including:
  - awareness of confined spaces and dangerous places
  - basic triage for a multiple casualty incident
  - coordinate activities of other first aiders
  - manual handling, hazardous substances, dangerous goods or chemicals
  - removal of casualty to safe area, if appropriate
  - safe access to the casualty

- Safety procedures for the operation of pressurised gases

- Social issues, especially in particular workplace or community context(s) in which first aid is to be applied, including:
  - confidentiality
  - importance of debriefing
  - need to be culturally aware, sensitive and respectful
  - own skills and limitations

- State and regulatory requirements relating to currency of skill and knowledge

- Working knowledge of:
  - advanced resuscitation techniques as per HLTFA404C Apply advanced resuscitation techniques
  - ARC Guidelines, guidelines of Australian national peak clinical bodies and/or State/Territory regulations, legislation and policies relating to provision of first aid
  - basic anatomy (skeleton, muscles, joints, bones), physiology and toxicology
  - capabilities of emergency management services
  - company/organisation standard operating procedures (SOPs)
  - first aiders’ skills and limitations
  - how to gain access to and interpret Safety Data Sheets (SDS)
  - infection control principles and procedures, including using standard precautions
  - legal responsibilities and duty of care, including confidentiality
  - priorities of management in first aid
  - procedures for dealing with major and minor accidents in the workplace
  - safe storage and handling procedures for pressurised gases
  - work health and safety requirements in the provision of first aid.

Essential skills:
It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role. This includes the ability to:

- Administer medication in line with State/Territory regulations, legislation and policies and any available medical/pharmaceutical instructions
- Apply advanced resuscitation techniques as per HLTFA404C Apply advanced resuscitation techniques
- Call an ambulance and/or medical assistance according to relevant circumstances and report casualty’s condition
- Communicate effectively and assertively and show leadership in an incident
- Comply with WHS legislation
- Conduct an initial casualty assessment
- Demonstrate:
  - adequate infection control procedures
  - consideration of the welfare of the casualty
  - safe manual handling
  - safe storage and handling procedures for pressurised gases
- Demonstrate procedure for control of external bleeding
- Demonstrate procedure for management of airway in the unconscious casualty including the safe and effective use of any airway adjuncts
- Demonstrate proficiency in the safe and effective use of any fracture immobilisation equipment taught
- Demonstrate the application of first aid principles
- Demonstrate the correct posturing of a casualty
- Interpret and use listed documents
- Make prompt and appropriate decisions relating to managing an incident in the workplace
- Manage specific injuries/illnesses and conditions as identified in the Essential Knowledge for this competency unit
- Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines, guidelines of Australian national peak clinical bodies, State/Territory legislation and regulations and industry requirements and respond appropriately to contingencies in line with own skills
- Prepare a written incident report or provide information to enable preparation of an incident report
- Provide assistance with self-medication as per subject’s own medication regime and in line with State/Territory legislation, regulations and policies and any available medical/pharmaceutical instructions
- Use a range of first aid equipment as outlined in the Range Statement
- Use literacy and numeracy skills as required to read, interpret and apply guidelines

**Evidence Guide**

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the
EVIDENCE GUIDE
Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects of assessment:
- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Competence should be demonstrated working individually and, where appropriate, as part of a first aid team
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting
- Currency of first aid knowledge and skills is to be demonstrated in line with state/territory regulations, legislation and policies, ARC and industry guidelines

Method of assessment may include:
- Skills in performing first aid procedures are to be assessed through demonstration, with questioning to confirm essential knowledge
- Skills may be assessed through simulations, using anatomical models, manikins or in a high fidelity simulation centre
- For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with ARC Guidelines
EVIDENCE GUIDE

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

Unit Sector(s)

Not Applicable
MEM12023A Perform engineering measurements

Modification History
Not Applicable
Unit Descriptor

| Unit descriptor | This unit covers performing measurement skills requiring straightforward use of mechanical measuring devices and associated calculations. |

Application of the Unit

| Application of the unit | This unit covers straightforward measurement using devices which incorporate visual indications representing units of measurement. It applies to the use of measuring devices in a range of manufacturing, engineering and related environments. It includes, where required, adjustment of measuring devices through simple means and typically includes zeroing or scale adjustment. Measurements may be expressed in metric or imperial units. All measurements are undertaken to standard operating procedures. Electrical/electronic devices used are those not requiring the connection or disconnection of circuitry. Work is undertaken autonomously or part of team environment, in the field, work station or workshops. For straightforward use of comparison or pre-set measuring devices, Unit MEM12001B (Use comparison and basic measuring devices) should be accessed. |

Band: A
Unit Weight: 5

Licensing/Regulatory Information

Not Applicable
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
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</tbody>
</table>

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Select appropriate device or equipment | 1.1. Measurement requirements are determined from specifications.  
1.2. Appropriate device or equipment is selected according to standard operating procedures, to achieve required outcome. |
| 2. Obtain measurements using a range of measuring devices | 2.1. Correct and appropriate measuring technique is used.  
2.2. Measurements are accurately obtained.  
2.3. Dimensions are determined or verified using basic calculations, where required. |
| 3. Maintain measuring devices | 3.1. Routine care and storage of devices is undertaken to manufacturers' specifications or standard operating procedures.  
3.2. Routine adjustments to devices are made and checked. |
| 4. Communicate measurements as required | 4.1. Measurements are accurately recorded, where required.  
4.2. Freehand sketch which depicts required information is prepared, as required. |

Required Skills and Knowledge

REQUICKI SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:
- selecting the appropriate measuring device for given measuring tasks
- using appropriate measuring technique
- reading all measurements taken accurately to the finest graduation of the selected measuring device
- handling and storing measuring devices in accordance with manufacturers' specifications or standard operating procedures
- verifying all measuring devices before use
- making, where appropriate, routine adjustments to measuring devices
- reading, interpreting and following information on written job instructions,
**REQUIRED SKILLS AND KNOWLEDGE**

- specifications, standard operating procedures, charts, lists, drawings and other applicable reference documents
- planning and sequencing operations
- checking and clarifying task related information
- checking for conformance to specifications
- undertaking numerical operations involving addition, subtraction, multiplication, division, fractions and decimals within the scope of this unit
- preparing drawings as required

**Required knowledge**

Look for evidence that confirms knowledge of:

- correct application of a range of measuring devices
- correct and appropriate measuring technique for a range of measuring devices
- addition, subtraction, multiplication, division, fractions, decimals to the scope required by this unit
- procedures for handling and storing a range of measuring devices
- procedures for adjusting and zeroing a range of measuring devices
- methods of communicating measurements by drawings, as required
- safe work practices and procedures
## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>A person who demonstrates competency in this unit must be able to perform engineering measurements.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.</td>
</tr>
<tr>
<td>Context of and specific resources for assessment</td>
<td>This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate. This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with performing engineering measurements or other units requiring the exercise of the skills and knowledge covered by this unit.</td>
</tr>
<tr>
<td>Method of assessment</td>
<td>Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.</td>
</tr>
<tr>
<td>Guidance information for assessment</td>
<td></td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th>Specifications</th>
<th>Drawings, sketches, job instructions, schematics, diagrams, technical manuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range of measuring devices</td>
<td>Protractors, combination squares, set squares, dial indicators, thermometers, tapes, rules, micrometers, vernier-scaled measuring equipment</td>
</tr>
<tr>
<td>Basic calculations</td>
<td>Calculations needed to assist in determining measurements where a reading of the graduated device is not sufficient, for example subtracting one measurement from another to give a third measurement. Examples of calculations needed are addition, subtraction, multiplication, division, fractions and decimals. Calculations may be made using a calculator</td>
</tr>
<tr>
<td>Routine adjustments</td>
<td>Validating the device using simple zeroing or scale adjustment</td>
</tr>
<tr>
<td>Measurements</td>
<td>Measuring length, squareness, flatness, angle, roundness, clearances or any other measurements that can be read off analog, digital or other measuring device</td>
</tr>
<tr>
<td>Information</td>
<td>Dimensions, instructions, base line or datum points</td>
</tr>
</tbody>
</table>

Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>
### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Measurement</td>
</tr>
</tbody>
</table>
MEM18001C Use hand tools

Modification History
Not Applicable

Unit Descriptor

| Unit descriptor | This unit covers using a range of hand tools for a variety of general engineering applications. |

Application of the Unit

| Application of the unit | Applications may include hand tools used for adjusting, dismantling, assembling and finishing of items or components, and the finishing, cutting, scraping of metallic and non-metallic material to size and shape. This includes simple tapping and threading and routine maintenance of hand tools. This unit should not be selected if the hand tool is dedicated to a single operation or machine and if only a machine specific/customised tool is used. When using hand held power tools or power tools used for hand held operations, refer to Unit MEM18002B (Use power tools/hand held operations). |

Band: A
Unit Weight: 2

Licensing/Regulatory Information
Not Applicable
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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</thead>
<tbody>
<tr>
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<td></td>
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</tbody>
</table>

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Use hand tools | 1.1. Hand tools are selected appropriate to the task requirements.  
1.2. Hand tools are used to produce desired outcomes to job specifications which may include finish, tension, size or shape.  
1.3. All safety requirements are adhered to before, during and after use.  
1.4. Unsafe or faulty tools are identified and marked for repair according to designated procedures before, during and after use.  
1.5. Routine maintenance of tools, including hand sharpening is undertaken according to standard operational procedures, principles and techniques.  
1.6. Hand tools are stored safely in appropriate location according to standard operational procedures and manufacturers' recommendations. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:
- reading and following information on standard operating procedures  
- following verbal instructions  
- selecting hand tools appropriate to the task  
- using hand tools safely  
- identifying hand tool defects and marking for repair  
- maintaining/sharpening hand tools using appropriate techniques  
- storing hand tools in accordance with manufacturers'/standard operating procedures

Required knowledge

Look for evidence that confirms knowledge of:
- applications of different hand tools in a general engineering context  
- common faults and/or defects in hand tools
### REQUIRED SKILLS AND KNOWLEDGE

- procedures for marking unsafe or faulty tools for repair
- routine maintenance requirements for a range of hand tools
- storage location and procedures for a range of hand tools
- hazards and control measures associated with using hand tools
- use and application of personal protective equipment
- safe work practices and procedures
Evidence Guide

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>A person who demonstrates competency in this unit must be able to use hand tools for a range of general engineering applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.</td>
</tr>
<tr>
<td>Context of and specific resources for assessment</td>
<td>This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate. This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with using hand tools or other units requiring the exercise of the skills and knowledge covered by this unit.</td>
</tr>
<tr>
<td>Method of assessment</td>
<td>Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.</td>
</tr>
<tr>
<td>Guidance information for assessment</td>
<td></td>
</tr>
</tbody>
</table>
# Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th>Hand tools</th>
<th>Hacksaws, hammers, punches, screwdrivers, sockets, wrenches, scrapers, chisels, gouges, wood planes and files of all cross-sectional shapes and types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job specifications</td>
<td>Finish, tension, size or shape etc.</td>
</tr>
<tr>
<td>Routine maintenance</td>
<td>Cleaning, lubricating, tightening, simple tool repairs, hand sharpening and adjustments using engineering principles, tools, equipment and procedures</td>
</tr>
</tbody>
</table>

## Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

## Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
</table>
Competency field

| Competency field | Maintenance and diagnostics |
MEM24001B Perform basic penetrant testing

Modification History
Not Applicable
Unit Descriptor

| Unit descriptor | This unit covers performing basic penetrant testing procedures in a range of industrial applications. |

Application of the Unit

| Application of the unit | This unit applies to basic penetrant testing techniques on fabrications, structures and components across a wide range of industries and restricted to basic visible dye and/or process penetrant line methods. The work can relate to scheduled and unscheduled maintenance activities, using general tools, specific penetrant testing equipment as specified in maintenance documentation, testing procedures or operator instructions. Actual and potential defects are to be considered, together with ongoing abnormalities in fabrications, components and structures. Penetrant testing is performed on critical component or structural zones. All testing must be completed with particular attention to personal safety and OH&S regulations. Certification against Australian standards may be achieved where assessment in this unit of competency is carried out in conjunction with an examining authority as described in ISO 9712. Materials and chemicals which are subject to codes and regulations - for example, chemicals, explosives, solvents, dangerous materials, acids, or noxious waste products - must be subject to safe work habits and must be stored and used in accordance with safe work practices. This unit should not be selected when Unit MEM24002B (Perform penetrant testing) has already been selected. Where power tools are required, Unit MEM18002B (Use power tools/hand held operations) should also be selected. |

**Band:** A  
**Unit Weight:** 2
Licensing/Regulatory Information
Not Applicable

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Path 1</td>
<td>MEM18001C</td>
</tr>
</tbody>
</table>

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare inspection areas for basic penetrant testing | 1.1. Inspection areas are cleaned and prepared for testing using appropriate procedures and materials.  
1.2. Preparation processes are carried out in accordance with the relevant procedures and OH&S requirements.  
1.3. Inspection areas are visually assessed and obvious discontinuities are identified. |
| 2. Perform basic penetrant testing | 2.1. Nominated test is identified from standard operating procedures.  
2.2. Test equipment is prepared in accordance with standard operating procedures.  
2.3. Test media is selected and applied in accordance with workplace practices and specifications.  
2.4. Penetrant test is carried out in accordance with relevant work instructions and OH&S requirements.  
2.5. Penetrant testing equipment is maintained and stored in accordance with standard operating procedures and OH&S requirements. |
| 3. Report the results of penetrant test(s) | 3.1. Basic indications are checked and defects are identified in accordance with enterprise standards and/or procedures.  
3.2. Basic indications are confirmed in accordance with enterprise standards and/or procedures.  
3.3. Test results are reported in accordance with enterprise standards and/or procedures. |

Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

Look for evidence that confirms skills in:
- preparing inspection areas
- identifying discontinuities
- applying procedures
REQUIRED SKILLS AND KNOWLEDGE

- applying test media
- applying principles of penetrant testing techniques
- identifying defects
- reading and interpreting routine information on written job instructions, specifications and standard operating procedures.
- following oral instructions
- entering routine and familiar information onto proformas and standard workplace forms

Required knowledge

Look for evidence that confirms knowledge of:

- cleaning and preparation processes
- precleaning methods and their areas of use - solvents, vapour degrease, etching, detergents, paint removers, mechanical methods
- consequences of incorrect preparation
- procedures and OH&S requirements in relation to the preparation process
- basic concepts and principles of NDT; general terms, purpose of NDT and areas of application of NDT
- scope and basic description of test
- general properties of penetrants - penetrability, removability, visibility
- emulsifier types
- developer types
- use of standard test panels
- established inspection procedures and techniques
- types of discontinuities and their consequences
- procedure for carrying out penetrant testing
- penetrant application
- dwell times
- penetrant removal
- developer application
- dry powder
- development time
- factors affecting indications
- non-relevant indications
- post-cleaning methods and their areas of use
- basic maintenance and storage procedures for testing equipment
- OH&S requirements including storage requirements
- definition of a defect and common basic defects
- methods/procedures for reporting test results
# Evidence Guide

## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

A person who demonstrates competency in this unit must be able to perform basic penetrant testing. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

### Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with performing basic penetrant testing or other units requiring the exercise of the skills and knowledge covered by this unit.

### Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor’s reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.
EVIDENCE GUIDE

Guidance information for assessment

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th>Preparation processes</th>
<th>Surface cleaning and drying</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obvious discontinuities</td>
<td>Observed changes in material homogeneity</td>
</tr>
<tr>
<td>Reported</td>
<td>Accurate identification of location and size of discontinuities</td>
</tr>
</tbody>
</table>

Unit Sector(s)

Unit sector

Co-requisite units

Co-requisite units
Competency field

| Competency field | Non-destructive testing |
MEM24003B Perform basic magnetic particle testing

Modification History
Not Applicable
Unit Descriptor

Unit descriptor
This unit covers performing basic magnetic particle testing procedures in a range of industrial applications. It covers the principles of magnetism and the associated application of basic magnetic particle testing techniques in the field of non-destructive testing. Knowledge of metallurgy associated with the level of application in this unit is required.

Application of the Unit

Application of the unit
This unit applies to portable and fixed ('yoke' or 'bench') basic magnetic particle testing techniques on fabrications, structures and components across a wide range of industries.

The work can relate to scheduled and unscheduled maintenance activities using general tools and specific magnetic testing equipment as specified in maintenance documentation, testing procedures or operator instructions.

Actual and potential defects are considered, together with ongoing abnormalities in fabrications, components and structures. Magnetic particle testing is performed on critical component or structural zones. All testing must be completed with particular attention to personal safety and OH&S regulations. Certification against Australian standards may be achieved where assessment in this unit of competency is carried out in conjunction with an examining authority as described in ISO 9712.

Materials and chemicals which are subject to codes and regulations - for example, chemicals, explosives, solvents, dangerous materials, acids, or noxious waste products - must be subject to safe work habits and must be stored and used in accordance with safe work practices.

This unit should not be selected when Unit MEM24004B (Perform magnetic particle testing) has already been selected.

Where power tools are required, Unit MEM18002B (Use power tools/hand held operations) should also be selected.

Where tests require the interpretation of drawings, Unit MEM09002B (Interpret technical drawings) should also
be selected.

Band: A
Unit Weight: 2

Licensing/Regulatory Information
Not Applicable

Pre-Requisites

| Prerequisite units | Path 1 | MEM18001C | Use hand tools |

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare inspection areas for basic magnetic particle testing | 1.1. Inspection areas are cleaned and prepared for testing using appropriate procedures and materials.  
1.2. Preparation processes are carried out in accordance with the relevant specifications and OH&S requirements.  
1.3. Inspection areas are visually assessed and obvious discontinuities are identified. |
| 2. Perform basic magnetic particle testing | 2.1. Nominated 'yoke' or 'bench' magnetic particle testing procedure is identified from standard operating procedures.  
2.2. Test equipment is prepared in accordance with relevant standards and/or procedures.  
2.3. Magnetic particle test is carried out in accordance with relevant work instructions and OHS requirements.  
2.4. Magnetic particle testing equipment is maintained and stored in accordance with standard operating procedures and OH&S requirements. |
| 3. Report the results of magnetic particle test(s) | 3.1. Basic indications are checked and defects are identified in accordance with enterprise standards and/or procedures.  
3.2. Basic indications are confirmed in accordance with enterprise standards and/or procedures.  
3.3. Test results are reported in accordance with enterprise standards and/or procedures. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:

- interpreting and following procedures
- identifying inspection areas
- identifying discontinuities and defects
## REQUIRED SKILLS AND KNOWLEDGE

- selecting appropriate testing techniques and procedures
- assessing risks
- entering routine and familiar information onto proformas and standard workplace forms
- locating, reading and interpreting information on written job instructions, specifications, charts, lists and other reference documentation
- planning, sequencing operations

### Required knowledge

Look for evidence that confirms knowledge of:

- surface preparation
- procedures and OH&S requirements in relation to the preparation process
- established assessment procedures and techniques
- types of discontinuities and their consequences
- scope and basic principles of magnetic particle testing
- procedure for carrying out magnetic particle test using either the 'yoke' or 'bench'
- advantages and limitations of magnetic particle testing
- hazards and safety precautions associated with magnetic particle testing
- basic maintenance and storage procedures for testing equipment
- common basic defects
- methods/procedures for reporting test results
- advantages, limitations of various equipment
- magnetic particle application - methods for wet, dry particles
- recording and reporting results of simple tests
- safety precautions in testing
- use of toxic, flammable materials, electrical hazards
- use and application of personal protective equipment
- safe work practices and procedures
- relevant hazards and control measures related to the competency
# Evidence Guide

## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>A person who demonstrates competency in this unit must be able to perform basic magnetic particle testing. Competency in this unit cannot be claimed until all prerequisites have been satisfied.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.</td>
</tr>
</tbody>
</table>
| Context of and specific resources for assessment | This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.  

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with performing basic magnetic particle testing procedures in a range of industrial applications or other units requiring the exercise of the skills and knowledge covered by this unit. |
| Method of assessment | Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials. |
EVIDENCE GUIDE

Guidance information for assessment

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Preparation processes | Surface cleaning and drying |

Unit Sector(s)

| Unit sector |

Co-requisite units

| Co-requisite units |

| |

| |

| |

| |
## Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Non-destructive testing</th>
</tr>
</thead>
</table>

Date this document was generated: 16 August 2014
MEM24012C Apply metallurgy principles

Modification History
Single band identifier removed to clarify dual status
**Unit Descriptor**

| Unit descriptor | This unit covers applying basic metallurgy principles related to selecting appropriate non-destructive testing techniques (NDT) and interpreting the results of NDT tests for metallurgical processes. |

**Application of the Unit**

| Application of the unit | This unit applies to knowledge of metallurgy principles, and the relationship between the various non-destructive testing methods and their capabilities and limitations when applied to the detection of specific discontinuities in metals and alloys.  

The unit applies to employees other than NDT technicians such as metallurgists, welding supervisors etc. who select and order NDT tests and who interpret results provided by tests for metal manufacturing, casting, shaping, and joining processes. The unit does not apply to the conduct of NDT tests.  

Such variables as the type of discontinuity, manufacturing process and limitations will assist in determining the sequence of testing and the ultimate selection of one non-destructive test method in preference to another. Any testing that may be carried out must be completed with particular attention to personal and OH&S regulations.  

Where materials and chemicals which are subject to codes and regulations are stored and used - for example, chemicals, explosives, solvents, dangerous materials, acids, or noxious waste products - safe work habits must be considered. 

**Band:**  
This unit has dual status and is to be regarded as both a Specialisation band A unit and Specialisation band B unit for progression to C5 (AQF level V). |

**Unit Weight:** 4
Licensing/Regulatory Information
Not Applicable

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interpret and apply the principles of solidification and crystal structures in metals and alloys</td>
<td>1.1. Principles of solidification and crystal structures in metals and alloys are interpreted and applied in relation to NDT techniques.</td>
</tr>
<tr>
<td>2. Interpret equilibrium diagrams for metals and alloys</td>
<td>2.1. Equilibrium diagram for metal or alloy is correctly sourced 2.2. Equilibrium diagrams are correctly interpreted.</td>
</tr>
<tr>
<td>3. Interpret and apply the principles of fusion welding of metals and alloys</td>
<td>3.1. Principles and methods for fusion welding of metals and alloys are applied to NDT test selection. 3.2. Defects in weldments are identified and classified from NDT test results.</td>
</tr>
<tr>
<td>4. Interpret and apply the principles of the formation of castings</td>
<td>4.1. Principles and methods used to produce metal castings are applied to NDT test selection. 4.2. Defects in metal and alloy castings are identified and classified from NDT test results.</td>
</tr>
<tr>
<td>5. Interpret and apply the principles of steel forging</td>
<td>5.1. Principles and methods used to produce steel forgings are applied to NDT test selection. 5.2. Defects in steel forgings are identified and classified from NDT test results.</td>
</tr>
<tr>
<td>6. Interpret and apply the principles of mechanical testing</td>
<td>6.1. Principles of mechanical testing are applied to NDT test selection. 6.2. Defects in metal product are identified and classified from NDT test results</td>
</tr>
</tbody>
</table>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

Look for evidence that confirms skills in:

- research
- understanding and applying metallurgy principles
- selecting NDT test appropriate to metal or alloy and manufacturing process
### REQUIRED SKILLS AND KNOWLEDGE

**Required knowledge**

Look for evidence that confirms knowledge of:

- principles of solidification and crystal structures in metal:
  - classification of materials
  - structure of atoms
  - process of solidification
  - crystal structures
  - defects formed during solidification
  - modification of crystal structure
  - heat treatment processes
  - defects formed during heat treatment

- meaning of equilibrium diagrams representative of a range of metals including aluminium, iron, steel and common non-ferrous alloys:
  - alloy systems
  - solid and liquid solubility
  - basic equilibrium diagrams
  - equilibrium diagrams for common alloys

- principles of fusion welding in relation to NDT testing
  - defects in fusion welding:
    - processing defects
    - grinding cracks
    - pickling cracks
    - heat treatment cracks
    - service defects
    - fatigue cracks
    - corrosion and stress corrosion cracks

- principles of the formation of castings
  - defects in castings
  - principles of steel forging
  - defects in steel forging

- principles of mechanical testing:
  - mechanical testing
  - tensile testing
  - impact testing
  - hardness testing
  - fatigue testing
  - other tests
# Evidence Guide

## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

A person who demonstrates competency in this unit must be able to apply metallurgy principles to NDT test selection and interpretation. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

### Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with applying basic metallurgy principles as related to non-destructive testing techniques, or other units requiring the exercise of the skills and knowledge covered by this unit.

### Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes,
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Principles and methods for fusion welding of metals and alloys

- MMAW
- SAW
- GMAW
- GTAW
- FCAW

Defects in weldments

Cracks, lack of fusion, cavities, imperfect shape, solid inclusions, miscellaneous

Defects in metal and alloy castings

Shrinkage cavities, hot tears, cold cracks, gas holes

Principles and methods used to produce steel forgings

Deformations, strengthening mechanisms, annealing

Principles of mechanical testing

Impact, tensile, hardness testing

Unit Sector(s)

Unit sector
## Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

## Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Non-destructive testing</th>
</tr>
</thead>
</table>
MSS402080A Undertake root cause analysis

Modification History
New unit, superseding MSACMT280A Undertake root cause analysis - Equivalent

Unit Descriptor
This unit of competency covers the skills and knowledge required to undertake root cause analysis (RCA) by any person. This will often be undertaken by people working in a team. This unit also covers the competencies needed by operators to contribute to an advanced maintenance strategy using RCA coupled with diagrams and charts.

Application of the Unit
This unit applies to individuals working in an organisation which is applying competitive systems and practices strategies. The unit applies to the formal problem solving to root cause that the individual must undertake in their own work area or where the individual contributes to problem solving to root cause as part of a team. This unit requires an ability to seek and apply information from a variety of sources in order to inform RCAs. Initiative and enterprise is also required to identify quick fix and permanent solutions to problems. Where training in a wider range of problem solving techniques and tools is required the unit MSAPMSUP390A Use structured problem solving tools should be selected.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1  Recognise problems
   1.1  Identify features or occurrences indicative of a problem
   1.2  Use appropriate tools, techniques and charts to define the problem

2  Implement quick fix
   2.1  Recommend a quick fix within the scope of competency and authority
   2.2  Use technology or processes relevant to the problem to implement quick fix

3  Determine root cause
   3.1  Identify a range of possible causes
   3.2  Gather data and other information to eliminate or confirm possible causes
   3.3  Use available data and information to link causes and effects
   3.4  Seek assistance, as required
   3.5  Identify root cause
<table>
<thead>
<tr>
<th>4</th>
<th>Develop permanent solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Identify a range of methods to eliminate the root cause or break the cause tree</td>
</tr>
<tr>
<td>4.2</td>
<td>Select the most appropriate solution</td>
</tr>
<tr>
<td>4.3</td>
<td>Liaise with relevant people</td>
</tr>
<tr>
<td>4.4</td>
<td>Recommend or implement solution within the limits of competency and authority</td>
</tr>
<tr>
<td>4.5</td>
<td>Monitor impact of solution and make further recommendations, as required</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:
- cooperating and working with others on problem solving
- assessing and recording information from a variety of sources
- defining potential problems factually, including:
  - location and extent of problem or incident
  - sequence of events where relevant
  - extent of deviation from normal operation or performance
- analysing potential problems across a range of varied activities and knowledge applications
- reading and constructing simple charts, such as cause and effect diagrams

Required knowledge

Required knowledge includes:
- RCA methodology, including difference between quick fixes and root cause elimination or breaking of causal tree
- principles and normal operation of equipment, plant and processes in own work area sufficient to undertake a RCA and propose solutions
- common variances to normal performance that are indicators of a problem
- use of relevant analysis tools (e.g. cause/effect diagrams, Pareto charts and 5 Whys)
- operations in own work area

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>A person who demonstrates competency in this unit must be able to provide evidence of the ability to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• undertake problem identification</td>
</tr>
<tr>
<td></td>
<td>• use appropriate processes to achieve root cause</td>
</tr>
</tbody>
</table>
| Identification | • prioritise solutions  
• recommend solutions and implementation procedures to problems within own area and range of technical skills and knowledge  
• evaluate implementation of solutions. |

**Context of and specific resources for assessment**

Assessment of performance must be undertaken in a workplace using or implementing one or more competitive systems and practices. Access may be required to:

- workplace procedures and plans relevant to work area
- specifications and documentation relating to planned, currently being implemented, or implemented changes to work processes and procedures relevant to the assessees
- documentation and information in relation to production, waste, overheads and hazard control/management
- reports from supervisors/managers
- case studies and scenarios to assess response to contingencies.

**Method of assessment**

A holistic approach should be taken to the assessment. Competence in this unit may be assessed by using a combination of the following to generate evidence:

- demonstration in the workplace
- workplace projects
- suitable simulation
- case studies/scenarios (particularly for assessment of contingencies, improvement scenarios, and so on)
- targeted questioning
- reports from supervisors, peers and colleagues (third-party reports)
- portfolio of evidence.

In all cases it is expected that practical assessment will be combined with targeted questioning to assess underpinning knowledge.

Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.

**Guidance information for**

Assessment processes and techniques must be culturally
assessment | appropriate and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Competitive systems and practices** | Competitive systems and practices may include, but are not limited to:
| - lean operations
| - agile operations
| - preventative and predictive maintenance approaches
| - monitoring and data gathering systems, such as Systems Control and Data Acquisition (SCADA) software, Enterprise Resource Planning (ERP) systems, Materials Resource Planning (MRP) and proprietary systems
| - statistical process control systems, including six sigma and three sigma
| - Just in Time (JIT), kanban and other pull-related operations control systems
| - supply, value, and demand chain monitoring and analysis
| - 5S
| - continuous improvement (kaizen)
| - breakthrough improvement (kaizen blitz)
| - cause/effect diagrams
| - overall equipment effectiveness (OEE)
| - takt time
| - process mapping
| - problem solving
| - run charts
| - standard procedures
| - current reality tree

Competitive systems and practices should be interpreted so as to take into account:
Features or occurrences indicative of a problem

Examples of features or occurrences indicating problems include:
- variation to normal plant or equipment operation
- unplanned or non-conforming process or operations outcomes
- out of specification products
- excess scrap
- accidents and emergencies
- regulatory breaches
- customer returns and complaints
- reduction or loss of sales

Root cause

There are many possible causes of any problem. The root cause contrasts with other possible causes of a problem which when eliminated have no impact or only ameliorate the problem. Elimination of the root cause permanently eliminates the problem. There should only be one root cause for any problem and so the analysis should continue until this one cause is found.

Cause tree

The series of causes is referred to as the cause tree. Not all root causes are accessible and able to be eliminated. Breaking the cause tree is such a way that the problem cannot recur is an acceptable alternative.

Not all situations can wait for the RCA and eventual elimination of the root cause as there may be serious current impacts. The quick fix will control these immediate impacts, but does not eliminate the root cause.

Quick fix

A quick fix is not a short cut or side step for a permanent solution to the root cause. It is a necessary step designed to control the immediate impacts of a problem, for example, to prevent ongoing errors or to ameliorate damage.

Appropriate techniques/charts

Appropriate techniques/charts may include:
- control charts
- Pareto charts
- run charts
- flow charts
MSS402080A Undertake root cause analysis

- cause and effect diagrams
- tree diagrams
- 5 Whys analysis

Unit Sector(s)

Unit sector: Competitive systems and practices

Custom Content Section

Not applicable.
NWP227B Control vegetation on a site

Modification History
NWP227B Release 2: Layout adjusted. No changes to content.
NWP227B Release 1: Primary release.

Unit Descriptor
This unit of competency describes the outcomes required to control vegetation on a site by inspecting, identifying and treating weeds, plants and shrubs. The ability to plan and undertake work safely, including the safe handling of chemicals and equipment, is essential to performance.

Application of the Unit
This unit supports the attainment of skills and knowledge required for field and operational staff involved in plant control but it does not reflect the requirements for undertaking plant control on the properties of third parties where further training and licensing requirements may apply.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan and prepare work. | 1.1 Plan work according to work specifications, *relevant legislation and organisational procedures*.  
1.2 Perform site check according to organisational requirements to prevent damage to other utilities and environment.  
1.3 Select and check *equipment and personal protective equipment* and material safety data sheets to meet safety requirements of task and site.  
1.4 Identify noxious weeds, plants and shrubs. |
| 2 Treat vegetation. | 2.1 Conduct monitoring programs to determine spread, growth rate and extent of problem caused by weeds.  
2.2 Store, handle, transport and mix chemicals and other control mechanisms according to relevant legislation and organisational procedures.  
2.3 Use *processes* to treat vegetation in a manner safe to all stakeholders and according to appropriate standards and organisational operational procedures.  
2.4 Implement controls according to organisational requirements to minimise environmental damage and deal with emergencies and spillage. |
| 3 Check work and restore work site. | 3.1 Clean equipment after use and prepare for safe storage or re-use.  
3.2 Identify potential hazards and dispose of waste according to organisational requirements. |
| 4 Complete records and reports. | 4.1 Record use of chemicals and control mechanisms according to legislative and organisational requirements.  
4.2 Complete work reports and documentation as required. |
Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- identify and report operational problems
- produce reports and logs
- use personal protective equipment
- use tools and machinery
- use chemicals and other treatments
- follow plans, charts and instructions
- perform work-related calculations
- interpret material safety data sheets (MSDS)
- apply procedures and standards
- communicate with employees and customers
- work effectively as part of a team
- use communication equipment
- use literacy skills in regard to verbal and written communication in the workplace
- give and receive instructions

Required knowledge:

- environmental aspects of controlling vegetation
- relevant utilities and service bodies
- communication systems
- use, storage, handling and transport of hazardous substances
- landscape and ground structure of work area
- risk factors and potential hazards of vegetation control processes
- equipment operation, capacity and limitations
- effects of weather and conditions on use of chemical treatment, site or plant
- control systems
- materials handling
- landscape and ground structure of work area
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The candidate should demonstrate the ability to control vegetation on a site by inspecting, identifying and treating weeds, plants and shrubs including:

- interpreting work requirements from given documentation
- identifying noxious weeds and appropriate control methods
- planning and preparing equipment and materials required for work
- treating vegetation according to legislative and organisational procedures
- identifying risks and implement controls
- restoring work site according to environmental and organisational requirements
- completing relevant documentation.

Context of and specific resources for assessment

Access to the workplace and resources including:

- documentation that should normally be available in a water industry organisation
- relevant codes, standards and government regulations.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice
- a decision of competence only taken at the point when the assessor has complete confidence in the person’s competence over time and in various contexts
- all assessment that is part of a structured learning...
experience must include a combination of direct, indirect and supplementary evidence

- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time

- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in a manner appropriate to the skill levels of the operator and cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

**Relevant legislation and organisational procedures** include:

- relevant federal and state or territory legislation and regulations
- codes of practice, associated standards and guidance material
- documented organisational policies, manuals and induction programs
- relevant community planning and development agreements, such as land care agreements

**Equipment and personal protective equipment** may include:

- hand and power tools
- on- and off-road vehicles
- lifting and winching equipment
- mechanical excavation equipment
- chemicals and mixers
- chemical spraying apparatus
- mixing equipment and storage areas
- communication equipment
- gas detection equipment
- rescue equipment
- breathing apparatus
- other appropriate personal protective equipment, including goggles and gloves

**Processes** used to treat and control vegetation include:

- application of chemicals
- manual extraction
- use of genetic plant modification
- companion planting
- other environmental controls, including use of insects

**Unit Sector(s)**

Not applicable.
Competency field
Common.
PMC552061C Deliver concrete to site

Modification History
Not applicable.

Unit Descriptor

<table>
<thead>
<tr>
<th>Unit descriptor</th>
<th>This unit of competency covers the efficient delivery of quality concrete to site using an agitator or similar.</th>
</tr>
</thead>
</table>

Application of the Unit

<table>
<thead>
<tr>
<th>Application of the unit</th>
<th>This competency covers the efficient delivery of quality concrete to site using an agitator or similar. It includes the operation of all ancillary equipment and the operation of plant using PLCs where appropriate. This competency is NOT intended to be used for the delivery of concrete within a site using mobile equipment or overhead cranes. <em>PMC562070B Move materials</em> should be used in these circumstances. In a typical scenario the agitator will be truck mounted. This unit does not cover the driving of the truck. Local regulations should be consulted and complied with. Typically an operator would: • deliver premix concrete to a customer. • determine the product/delivery requirements from the production schedule, specifications, delivery docket and/or other specifications. • resolve and prevent routine problems; and • ensure the delivered product is to specification. The operator generally works independently with frequent contact with the base plant.</th>
</tr>
</thead>
</table>
Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Load agitator.             | 1.1. Check job requirements  
1.2. Position agitator for loading  
1.3. Load agitator with correct concrete batch  
1.4. Check any special requirements and take action required.  
1.5. Check that slump is to specification and take any action required |
| 2. Deliver concrete.          | 2.1. Deliver concrete without delay  
2.2. Position vehicle/agitator as required by safety needs and if practical customer requirements  
2.3. Report breakdowns or lengthy delays en route to relevant person  
2.4. Maintain product quality as per requirements and procedures. |
| 3. Conform to site protocols  | 3.1. Check access to site with customer  
3.2. Assess site conditions and enter in a manner suited to the conditions, load and site requirements  
3.3. Mix concrete on site as per quality requirements  
3.4. Discharge concrete as required by customer  
3.5. Wash down chutes and agitator in the area designated by the customer  
3.6. Complete all records |
| 4. Rectify routine problems   | 4.1. Identify the range of faults that can occur during the operation  
4.2. Determine and rectify fault causes in accordance with procedures/work instructions  
4.3. Identify and rectify equipment failure causes in accordance with procedures  
4.4. Make sure appropriate records and log books of equipment operations are maintained to meet procedures  
4.5. Identify non-routine problems and take appropriate action.  
4.6. Ensure required checklists are completed |
| 5. Control hazards            | 5.1. Identify hazards from the job to be done  
5.2. Identify other hazards in the work area  
5.3. Assess the risks arising from those hazards  
5.4. Implement measures to control those risks in line |
ELEMENT | PERFORMANCE CRITERIA
---|---
| with procedures

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

Skills required for this unit include the ability to:

- communicate with customers
- determine, and meet customer requirements while maintaining HSE standards
- deliver product to site on time and within specification
- operate the equipment safely

Reading and numeracy is required to the level of interpreting workplace documents and technical information.

**Required knowledge**

- Knowledge and understanding of the equipment sufficient to recognise problems and the appropriate action to be taken.
- Knowledge of the organisation’s procedures and relevant regulatory requirements along with the ability to implement them within appropriate time constraints and in a manner relevant to the operation of the equipment.
- Knowledge of:
  - the relationship between mixing time/water cement ratio and product quality
  - importance of slump
  - quality procedures
  - handling techniques to maintain quality
- Knowledge of underlying causes of faults such as precipitated by:
  - irregular mixing action
  - mechanical failure
  - electrical equipment malfunction

as is relevant to the practical operation of the equipment.
Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>The unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency.</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | Competence must be demonstrated in the ability to recognise situations requiring action and then in implementing appropriate corrective action. Consistent performance should be demonstrated. In particular look to see that:  
  - concrete is delivered in full, on time and in specification  
  - there are good relations with the customers  
  - there is good liaison with the batching plant.  
These aspects may be best assessed using a range of scenarios/case studies/what ifs as the stimulus, with a walk-through forming part of the response. The assessment activities should include responding to a range of problems. |
| Context of and specific resources for assessment | Assessment for this unit of competency will be on an operating work site.  
Assessment will occur over a range of situations which will include disruptions to normal, smooth operation.  
Simulation or case studies/scenarios may be required to allow for timely assessment of parts of this competency unit (e.g., those parts of element 3 referring to dealing with customers). Simulation should be based on the actual plant and will include 'walk-throughs' of the relevant competency components. Simulations may also include the use of case studies/scenarios and role plays.  
Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios/case studies/what ifs will be required as will a bank of questions which will be used to probe the reasoning behind the observable actions. |
## EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>It may be appropriate to assess this unit together with:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• TLIC407D Drive heavy rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>• TLIC307C Drive medium rigid vehicle</td>
</tr>
<tr>
<td></td>
<td>• TLIC507D Drive heavy combination vehicle</td>
</tr>
<tr>
<td></td>
<td>or such other unit as may be appropriate.</td>
</tr>
<tr>
<td></td>
<td>This unit may be assessed in conjunction with:</td>
</tr>
<tr>
<td></td>
<td>• MSAPMSUP280A Manage conflict at work</td>
</tr>
<tr>
<td></td>
<td>• PMC562081B Deliver customer service.</td>
</tr>
<tr>
<td></td>
<td>Individual enterprises may choose to add prerequisites</td>
</tr>
<tr>
<td></td>
<td>and co-requisites relevant to their processes.</td>
</tr>
</tbody>
</table>

| Guidance information for assessment | Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed. |
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<table>
<thead>
<tr>
<th>Procedures</th>
<th>All operations are performed in accordance with standard procedures and work instructions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special requirements</td>
<td>Special requirements may be noted on the docket or instructed by the batcher or otherwise communicated. Special requirements may include the addition of water.</td>
</tr>
<tr>
<td>Relevant person</td>
<td>Relevant person for reporting delays/breakdowns may include batcher, dispatcher or other person as specified in the procedures.</td>
</tr>
</tbody>
</table>
| Records | Completion of records must include:  
- the addition of water  
- other items identified in the procedures and where possible the customer signature.  
Records may be completed on the docket or other means as specified in the procedures. |
| Checklists | Required checklists ma include:  
- maintenance checklists  
- pre start checklists  
- other checklists |
| Context | This unit includes:  
- determining and adding the correct amount of water taking into account required specification and moisture/water already in the mix  
- measurement of slump or similar tests  
- customer service and product knowledge  
- knowledge of relevant road rules and waste disposal requirements. |
## RANGE STATEMENT

- It does NOT include the driving of the truck (which is a prerequisite). However the driver's road skills should be observed to ensure that they meet the business's standards.

It does NOT include the driving of the truck. However, the driver's road skills should be observed to ensure that they meet the business's standards.

### Typical problems

Typical problems may include:
- sites with poor access/unstable soil
- transportation/site delays
- site conflicts
- disposal of agitator washings

## Unit Sector(s)

| Unit sector | Operational/technical |

## Competency field

| Competency field |

## Co-requisite units

| Co-requisite units |

| Co-requisite units |

| Co-requisite units |
PSPGOV306B Implement change

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>TP Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>PSP12V1</td>
<td>Unit descriptor edited.</td>
</tr>
<tr>
<td>2</td>
<td>PSP04V4.2</td>
<td>Layout adjusted. No changes to content.</td>
</tr>
<tr>
<td>1</td>
<td>PSP04V4.1</td>
<td>Primary release.</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit covers implementation of change and participation in refinement of work procedures. It includes preparing for, implementing and monitoring change and working with ambiguity in the face of change.

In practice, implementing change may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working effectively, contributing to the workgroup, organising information, using resources, etc.

This is one of 6 units of competency in the Working in Government and Management Competency Fields that deal with change. Related units are:

- PSPGOV205B Participate in workplace change
- PSPGOV405B Provide input to change processes
- PSPGOV514A Facilitate change
- PSPMNGT604B Manage change
- PSPMNGT703A Lead and influence change

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in \textit{bold italics} is explained in the Range Statement following.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare for change                        | 1.1 The need for *change* in work practices is accepted within the work unit and suggestions are made or options devised.  
1.2 Advantages, disadvantages and consequences of proposed suggestions are identified.  
1.3 Suggested workplace changes are discussed with supervisor and colleagues and acted upon as required.  
1.4 Contributions are made to planning for change in the workgroup in accordance with organisational requirements.  
1.5 Effects upon others of own emotions/reactions to change are considered and adjustments are made to support required change.                                                                                                                                                                                                 |
| 2. Implement and monitor change              | 2.1 Own work practices are changed according to agreed arrangements.  
2.2 Advice and support are given to assist others to adjust to changes in work practice.  
2.3 The benefits of change are promoted in the workplace as opportunity arises.  
2.4 Opportunities for continuous improvement in the workplace are identified, referred for approval and acted on.  
2.5 Change is monitored with others to determine the effectiveness of revised procedures, and findings are advised to senior staff.                                                                                                                                                                                                 |
| 3. Work with ambiguity in the workplace      | 3.1 Ambiguity/uncertainty relating to changed roles, functions and procedures is identified and *problem-focused strategies* are used for coping.  
3.2 A *flexible approach* is applied when carrying out instructions for changes to work practices.  
3.3 Issues relating to change that cannot be resolved immediately are accommodated whilst implementing change in accordance with *legislation, policy and procedures*.                                                                                                                                 |


Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying public sector legislation, policies and guidelines in an environment of change
- communicating including consultation and negotiation with a diverse workforce, including peers and supervisors
- responding to diversity, including gender and disability
- observing and evaluating
- giving and receiving feedback
- coping with ambiguity, emotions and stressors related to implementing change
- applying occupational health and safety and environmental requirements in the context of change

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies and guidelines relating to public sector environments
- principles of adapting to change
- group dynamics
- emotional intelligence
- workgroup practices
- at least one change management model
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of change management
Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units that must be achieved prior to this unit**: Nil
- **Co-requisite units that must be assessed with this unit**: Nil
- **Co-assessed units that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to**:
  - PSPETHC301B Uphold the values and principles of public service
  - PSPGOV301B Work effectively in the organisation
  - PSPGOV302B Contribute to workgroup activities
  - PSPGOV303B Build and maintain internal networks
  - PSPGOV307B Organise workplace information
  - PSPGOV308B Work effectively with diversity
  - PSPGOV312A Use workplace communication strategies
  - PSPGOV314A Contribute to conflict management
  - PSPGOV315A Give and receive workplace feedback
  - PSPLEGN301B Comply with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- changes implemented in a range of (3 or more) contexts (or occasions, over time).

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to change management
- case studies and workplace scenarios to capture the range of situations likely to be encountered when implementing change

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when implementing change, including coping with difficulties, irregularities and breakdowns in routine
- changes implemented in a range of (3 or more) contexts (or occasions, over time).
Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in **bold italics** in the Performance Criteria is explained here.

**Change** may be:
- imposed or self-initiated
- at individual, team, organisational or regional level

**Change** may include:
- technology
- work practices and procedures
- staffing
- resources
- work priorities and objectives
- budget
- organisational structure/restructure
- machinery of government changes
- amalgamation of agencies
- work location
- shared services environment
- workplace re-organisation

**Problem-focused strategies** may include:
- clearly identifying problem
- seeking advice and direction for clarifying/dealing with problem
- developing a plan of action
- seeking feedback on planned action
- implementing planned action and reflecting on/evaluating outcomes in order to modify/use same strategy

**Flexible approach** may include:
- positive attitude to change even though there may be some ambiguity about what is required
- being prepared to perform work differently one day to the next
- accepting an iterative approach to changes in work practices

**Legislation, policy and procedures** may include:
- Commonwealth, State/Territory and Local Government legislation
- government policy
- environmental and sustainability policies
- public sector code of ethics
- national standards related to service delivery area
- the organisation’s policies and practices
- organisational code of conduct
Unit Sector(s)
Not applicable.

Competency field
Working in Government.
PSPGOV404B Develop and implement work unit plans

Modification History
Not applicable.

Unit Descriptor

This unit covers development and implementation of work unit plans at both the work unit and individual level to achieve results through planning. It includes participating in the planning activities of the work unit, preparing individual work plans, and implementing and evaluating work plans.

In practice, development and implementation of work plans may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, gathering and analysing information, using resources, etc.

This is one of 6 units in the Working in Government and Management Competency Fields that deal with working with others. Related units are:

- PSPGOV302B Contribute to workgroup activities
- PSPGOV511A Provide leadership
- PSPGOV516A Develop and use emotional intelligence
- PSPGOV604A Foster leadership and innovation
- PSPMNGT701B Provide strategic

This unit replaces and is equivalent to PSPGOV404A Develop and implement work unit plans.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Participate in planning activities | 1.1 Contributions are made to planning that reflect a knowledge of corporate goals and their relationship to work unit and individual plans  
1.2 Consideration of *workplace requirements* is reflected in contributions to *work unit plans*  
1.3 Planning activities are completed as requested within the defined timeframe and meet the organisation's requirements  
1.4 Feedback is sought and acted on in relation to effectiveness of input to planning activities |
ELEMENT
2. Prepare individual work plans

PERFORMANCE CRITERIA
2.1 Work plan objectives are linked to and consistent with organisational and work unit aims
2.2 Objectives are stated as measurable targets with clear performance indicators
2.3 Innovative and cost-effective options for achieving objectives are explored and aligned to organisational aims
2.4 Individual work plans are used to promote the achievement of work unit objectives and to reflect personal and organisational accountability to all clients
2.5 Collaborative planning with other workgroup members is used to integrate individual plans and build working relationships

3. Implement and evaluate work plans

3.1 Work methods and practices to implement plans are identified in consultation with others
3.2 Workload and work flows are monitored and balanced
3.3 Work is completed in accordance with work plans and meets time and workplace requirements, legislation, policies and procedures
3.4 Problems in implementing work plans are monitored and solutions are proposed within area of responsibility
3.5 Work plans are revised according to changes in work priorities and organisational needs
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements
Look for evidence that confirms skills in:

- planning own work to achieve goals
- engaging in collaborative planning with other workgroup members
- applying problem solving
- monitoring and evaluation of progress towards work unit goals
- negotiating goals and outcomes
- responding to diversity, including gender and disability
- applying public sector legislation such as occupational health and safety and environment in the context of work planning

Knowledge requirements
Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to work planning in the public sector
- effective planning processes
- policies and procedures on sustainable practice
- corporate goals or aims
- organisational procedures
- importance of aligning work unit plans with organisational goals
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of work planning

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.
EVIDENCE GUIDE

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: *Nil*
- **Co-requisite units** that must be assessed with this unit: *Nil*
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPBORD401A Create and maintain profiles
  - PSPETHC401A Uphold and support the values and principles of public service
  - PSPGOV403B Use resources to achieve work unit goals
  - PSPGOV405B Provide input to change processes
  - PSPGOV406B Gather and analyse information
  - PSPGOV408A Value diversity
  - PSPGOV411A Deal with conflict
  - PSPGOV412A Use advanced workplace communication strategies
  - PSPGOV413A Compose complex workplace documents
  - PSPGOV417A Identify and treat risks
  - PSPGOV422A Apply government processes
  - PSPEGN401A Encourage compliance with legislation in the public sector
  - PSPOHS401B Implement workplace safety procedures and programs
  - PSPPM401B Design simple projects
  - PSPPM402B Manage simple projects
  - PSPPROC410A Administer contracts

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- work unit plans developed and implemented in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to work planning in the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when developing and implementing work unit plans

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when developing and implementing work unit plans, including coping with difficulties, irregularities and breakdowns in routine
- work unit plans developed and implemented in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment  Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Workplace requirements may relate to**
- staffing procedures
- resourcing allocations and requirements
- identified timeframes
- relevant legislation affecting organisational administration
- organisation, corporate and strategic plans and activity calendars
- relevant industrial awards
- financial circulars (or equivalent)
- organisation financial and personnel management guidelines
- technology and data associated with work
- environmental and sustainability practices

**Work unit plans may include**
- daily/weekly/monthly work unit plans
- project plans
- specific purpose plans including equal employment opportunity, industrial democracy and occupational health and safety
- resource plans
RANGE STATEMENT

Legislation, policy and procedures may include:

- State/Territory and Commonwealth legislation and regulations such as:
  - public sector management acts
  - financial management acts
  - privacy legislation
  - equal employment opportunity, anti-discrimination and harassment legislation
  - occupational health and safety legislation
  - consumer legislation
  - environmental and sustainability legislation
  - risk management guidelines.
  - ethics and accountability standards
  - public sector standards
  - fraud control standards
  - government security standards
  - organisational policy, procedures and protocols

Unit Sector(s)

Not applicable.

Competency field

Competency field  Working in Government
PSPGOV406B Gather and analyse information

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers collection and analysis of information to achieve work unit objectives and meet client needs. It includes identifying and collecting information, analysing and interpreting information, developing and applying workable solutions, presenting information and maintaining information.

In practice, gathering and analysing information may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, using resources, gathering evidence, carrying out projects, using financial processes, identifying and treating risks, monitoring for fraud, undertaking, court listings, conducting claim assessments, etc.

This is one of 5 units of competency in the Working in Government and Management Competency Fields that deal with information/knowledge management. Related units are:

- PSPGOV206B Handle workplace information
- PSPGOV307B Organise workplace information
- PSPGOV504B Undertake research and analysis
- PSMNGT614A Facilitate knowledge management

This unit replaces and is equivalent to PSPGOV406A Gather and analyse information.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in italics is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Identify and collect information | 1.1 Nature, extent and purpose of required information is identified  
1.2 Internal and external sources are identified and accessed to produce required information in accordance with legislation, policy and procedures  
1.3 Information is collected, organised, recorded and reported in accordance with organisational procedures and defined guidelines  
1.4 Information collected is organised in a way which enables easy access and retrieval by other staff |
| 2. Analyse and interpret information | 2.1 Information and its sources are critically evaluated for relevance and validity to business/client requirements  
2.2 Basic analysis of information is undertaken as required to identify key issues  
2.3 More detailed analysis of information is carried out as required using relevant techniques including mathematical calculations and methods for numerical/graphical information |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 3. Develop and apply workable solutions | 3.1 Workable solutions to business/client requirements are developed on consideration of analysed information  
3.2 Proposed solutions are communicated or implemented as required |
| 4. Present information | 4.1 Information is reported in the required format, style, structure and timeframe  
4.2 Information is presented in required medium in accordance with organisational requirements using relevant technology |
| 5. Maintain information | 5.1 A range of standard and complex information systems and operations is used in accordance with organisational policy and procedures  
5.2 Information and records are maintained in accordance with organisational procedures to ensure data and system integrity  
5.3 Routine data and records are reconciled as required  
5.4 Inadequacies in system/s relating to information retrieval are identified and corrected or reported to relevant staff as required |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying public sector legislation such as occupational health and safety and environment in the context of information management
- accessing and using information ethically and legally
- using manual and computerised techniques for information management
- applying computer technology to data storage, security, retrieval and presentation
- using basic statistical and numerical manipulation
- using critical analysis techniques
- communicating with colleagues and supervisors
- presenting information in a range of ways such as report format, numerically, in tables, with graphs, spatially
- responding to diversity, including gender and disability
- using problem solving and referring problems as required
- applying equal employment opportunity, equity and diversity principles

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies, procedures and guidelines relating to information handling in the public sector, such as confidentiality, privacy, security, freedom of information
- data collection and management procedures
- organisational information handling and storage procedures
- cultural aspects of information and meaning
- sources of public sector work-related information
- economic, legal, security and social issues surrounding the use of information
- public sector standards
- electronic and manual filing systems
- databases and data storage systems
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of information management
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite units* that must be achieved prior to this unit: Nil
- *Co-requisite units* that must be assessed with this unit: Nil
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

  - PSPCRT407A Undertake court listings
  - PSPETHC401A Uphold and support the values and principles of public service
  - PSPFIN401A Use public sector financial processes
  - PSPFRAU401B Monitor data for indicators of fraud
  - PSPGOV402B Deliver and monitor service to clients
  - PSPGOV403B Use resources to achieve work unit goals
  - PSPGOV404B Develop and implement work unit plans
  - PSPGOV405B Provide input to change processes
  - PSPGOV407B Provide a quotation
  - PSPGOV417A Identify and treat risks
  - PSPGOV422A Apply government processes
  - PSPIM401A Conduct initial claim assessments
  - SPLEGN401A Encourage compliance with legislation in the public sector
  - PSPPM404A Carry out simple project activities
  - PSPREG411A Gather information through interviews
  - PSPREG412A Gather and manage evidence
  - PSPSEC405A Handle security classified information
### EVIDENCE GUIDE

#### Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- information gathered and analysed in a range of (3 or more) contexts (or occasions, over time)

#### Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to information research, presentation and management
- access to electronic information/records management systems
- Case studies and workplace scenarios to capture the range of situations likely to be encountered when gathering and analysing information
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when gathering and analysing information, including coping with difficulties, irregularities and breakdowns in routine.
- information gathered and analysed in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Information may include**

- legislation, guidelines and awards
- organisation, legal and policy materials
- client information
- market trends
- media reports
- registries and file records
- library materials
- financial records
- basic statistical information
- human resources/personnel records
- asset records
- meta-data

**Sources of information may include**

- those internal to the organisation such as:
  - intranet
  - databases/files
  - library collections
  - internal publications
  - annual reports
  - newsletters
  - other staff.
- those external to the organisation such as:
  - Internet
  - local, state, national and international libraries and archives
  - other organisations' publications
  - staff in external organisations
RANGE STATEMENT

Legislation, policy and procedures may include

- Commonwealth and State/Territory legislation, standards and guidelines especially relating to privacy, confidentiality, freedom of information, security, fraud control, copyright, intellectual property
- government policy
- public sector code of ethics
- national standards
- Australian standards such as records management, knowledge management, risk management
- the organisation's policies/practices/code of conduct

Analysis of information may include

- qualitative analysis
- quantitative analysis
- critical analysis
- problem solving
- matching
- statistical analysis
- mathematical calculations
- forecasting

Presentation of information may include

- routine reports and submissions
- briefing notes, Ministerials
- proposals, project plans
- articles and promotional material
- tabular or graphical presentation
- overhead transparencies
- slideshow data presentation
- face-to-face
- telephone

Information systems may include

- file/records management systems
- personnel/human resources systems
- specific purpose databases
- library systems
- data warehouse systems
- web sites
- financial information systems
- workplace communication systems
Unit Sector(s)
Not applicable.

Competency field
Competency field  Working in Government
PSPGOV413A Compose complex workplace documents

Modification History
Not applicable.

Unit Descriptor
This unit covers written communication involving the evaluation and composition of complex workplace documents. It includes interpreting and evaluating workplace information, composing complex written materials and editing.

In practice, composing complex workplace documents may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, gathering and analysing information, using resources, etc.

This is one of 5 units of competency in the Working in Government Competency Field that deal with written communication. Related units are:
- PSPGOV208A Write routine workplace materials
- PSPGOV313A Compose workplace documents
- PSPGOV513A Refine complex workplace documents
- PSPGOV606A Prepare high-level/sensitive written materials

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in italics is explained in the Range Statement following.

Elements and Performance Criteria
ELEMENT  PERFORMANCE CRITERIA
ELEMENT

1. Interpret and evaluate workplace information
   1.1 Information is sourced from inside and outside the organisation in accordance with organisational requirements and sources analysed for reliability
   1.2 Cultural context of the information is distinguished and used to aid in interpretation
   1.3 Information is analysed for relevance to own work and assistance is sought with interpretation of complex materials in accordance with organisational procedures
   1.4 Assumed prior knowledge underpinning workplace information is identified and additional information is gathered if necessary to allow interpretation
   1.5 Implications of information are passed on to relevant personnel in accordance with legislation, policy and procedures

2. Compose complex written materials
   2.1 The purpose, objectives and format for the materials are determined in accordance with organisational requirements
   2.2 Information to inform the document is sourced, collated in a logical manner and assessed for relevance and inclusion
   2.3 Content, structure and sequencing of materials are determined in line with the purpose and intended audience
   2.4 Options/recommendations are considered for inclusion
   2.5 Possible impact on the target audience is assessed and potential criticism countered where necessary
   2.6 Written materials are composed, reviewed to confirm objectives, organisational and legislative requirements are met, and materials are submitted within required timeframes

3. Edit written material
   3.1 Intent of the communication is confirmed.
   3.2 Content is checked and proofread for grammar, spelling and punctuation
   3.3 Communication is assessed in light of the needs of the intended audience
   3.4 Recommendations for improvement are made if necessary and explained/recorded in a manner that provides a learning opportunity for the future
   3.5 Information is amended if required, and submitted for approval in accordance with organisational policy and procedures
**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the essential skills and knowledge and their level, required for this unit.

**Skill requirements**

Look for evidence that confirms skills in:

- reading and writing at a complex level to cope with a range of workplace materials
- integrating information from a diverse number of sources in order to generate meaning
- writing and sequencing abstract concepts according to the required purpose of written material
- linking complex ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose
- spelling, punctuation and grammar for workplace documents at an experienced level
- responding to diversity, including gender and disability
- implementing ergonomic requirements for office work
- complying with environmental policies such as those relating to paper use/wastage/recycling

**Knowledge requirements**

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to written communication in the public sector such as privacy, freedom of information, information security, confidentiality, copyright
- principles of effective written communication at a high level of complexity
- differences in register/style between workplace communication for different purposes
- government style manual
- organisation protocols for a range of complex written communication
- channels of communication and processes for obtaining advice, approvals etc
- organisational policy for recordkeeping - paper-based and electronic
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of preparing written materials
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- Pre-requisite units that must be achieved prior to this unit: Nil
- Co-requisite units that must be assessed with this unit: Nil
- Co-assessed units that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC401A Uphold and support the values and principles of public service
  - PSPGOV402B Deliver and monitor service to clients
  - PSPGOV405B Provide input to change processes
  - PSPGOV406B Gather and analyse information
  - PSPGOV408A Value diversity
  - PSPGOV411A Deal with conflict
  - PSPLEGN401A Encourage compliance with legislation in the public sector
  - PSPOHS401B Implement workplace safety procedures and programs

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- advanced communication strategies used in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to communication in the public sector, including freedom of information, privacy, equal employment opportunity, anti-discrimination, occupational health and safety
- case studies and workplace scenarios to capture the range of advanced communication situations likely to be encountered and required in the public sector

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when using advanced communication strategies, including coping with difficulties, irregularities and breakdowns in routine
- advanced communication strategies used in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

*Information for evaluation may include*

- applications
- briefing papers
- discussion papers
- expert opinion
- literature
- minutes
- project briefs
- reports
- research
- speeches
- strategic and operational plans
- submissions
- web site information
RANGE STATEMENT

Purpose may include
- to influence opinion
- to report on achievement
- to recommend options and corresponding actions
- to meet regulatory requirements
- to meet public sector reporting requirements
- to develop policy
- to document policy
- to obtain funding
- to provide briefing material
- to provide or contribute to strategic planning
- to respond to enquiries/complaints

Materials to be composed may include
- position papers
- discussion papers
- briefing materials
- funding submissions
- business cases
- project briefs
- reports
- operational and other plans

Content, structure and sequencing may include
- facts and observations
- case studies
- critical analysis
- opinion
- creative ideas
- recommendations and supporting arguments
- anticipated arguments and rebuttals
- conclusions
- division into chapters or sections
- tables of contents and indexes
- glossaries
- executive summary
- précis
- chronological structure
- alphabetic structure
- operating sequence
RANGE STATEMENT

Organisational and legislative requirements may include

- use of plain English
- style formats
- acknowledgements
- particular terminology to be used/not used:
  - acronyms
  - technical terms
  - bureaucratic language
  - abbreviations
- requirements for minimising jargon in written materials
- requirements for written material to take account of cultural, ethnic, religious or language differences, disabilities, etiquette
- guidelines for illustrative items
- standards for references, acknowledgements, citations, footnotes, endnotes, bibliographies
- particular communication channels
- State/Territory or Commonwealth legislation, regulations, policies, procedures and guidelines relating to the preparation and security of written information in the public sector, including freedom of information, copyright, privacy, confidentiality, equal employment opportunity, diversity, occupational health and safety
- risk assessment
- information security requirements
- public sector standards
- fraud control standards
- codes of practice
- codes of ethics
- private or confidential materials
- embargoed materials
- security requirements
- politically sensitive materials
- security standards for government information

Unit Sector(s)

Not applicable.
Competency field

Competency field  Working in Government
PSPGOV421A Exercise delegations

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers the exercise of delegations in the public sector. It includes confirming the delegation, applying other interacting legislation, policy and guidelines, and exercising delegations.

In practice, exercising delegations may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, gathering and analysing information, using resources, etc.

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills
This unit contains employability skills.
**Elements and Performance Criteria Pre-Content**

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

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**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Confirm delegation | 1.1 Current information relating to enabling *legislation, standards, instructions* and delegated authority is accessed and used to maintain up-to-date knowledge of requirements  
1.2 *Delegation* provided under legislation and the boundaries of that authority are confirmed  
1.3 Rights, responsibilities and accountabilities under the delegation are identified and confirmed  
1.4 All levels of authority under the delegation are confirmed with management and staff to ensure referrals as limits of authority are reached |
| 2. Apply other legislation, policies and instructions | 2.1 *Other legislation, policies or instructions* that impact on authority under a delegation are identified and these requirements confirmed  
2.2 Apparently conflicting legislative directions are resolved or referred in accordance with organisational policy and procedures |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. <strong>Exercise delegations</strong></td>
<td>3.1 Exercise of delegations is consistent with organisational processes and the boundaries and authority contained in legislation, policies and instructions</td>
</tr>
<tr>
<td></td>
<td>3.2 Decisions are documented and records kept in accordance with organisational policy and procedures to provide audit information of delegated authority exercised</td>
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<td></td>
<td>3.3 Circumstances requiring the exercise of delegations that are outside own limits are identified and approvals are obtained in accordance with organisational policy and procedures</td>
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<tr>
<td></td>
<td>3.4 <em>Risks</em> associated with the exercise of delegations are identified and strategies to manage risks are identified in accordance with the organisation's risk management strategy</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to delegations
- using information technology to access relevant legislation and procedures
- reading complex written materials such as legislation, instructions, and standards and applying them to work practices
- scanning techniques to locate main ideas in legislation, policy documents and instructions
- using questioning strategies to clarify understanding
- using communication strategies involving exchanges of often complex oral information
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of exercising delegations

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to delegations
- the range of delegations applicable in the public sector
- instructions and standards relating to delegations
- organisational structure and levels of authority/delegations
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of delegations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.
EVIDENCE GUIDE

Units to be assessed together

- **Pre-requisite unit** that must be achieved **prior** to this unit: Nil
- **Co-requisite unit** that must be assessed **with** this unit: Nil
- **Co-assessed units** that **may** be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

  PSPETHC401A Uphold and support the values and principles of public service
  PSPFIN401A Use public sector financial processes
  PSPGOV403B Use resources to achieve work unit goals
  PSPGOV406B Gather and analyse information
  PSPGOV422A Apply government processes
  PSPHR402A Administer human resource processes
  PSPLEGN401A Encourage compliance with legislation in the public sector
  PSPPROC405B Dispose of assets
  PSPPROC406A Procure goods and services

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- exercising delegations in a range of (3 or more) contexts (or occasions, over time).

Resources required to carry out assessment

These resources include:

- legislation, policy, standards, instructions and procedures relating to delegations
- case studies and workplace scenarios to capture the range of situations likely to be encountered when exercising delegations
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when exercising delegations, including coping with difficulties, irregularities and breakdowns in routine
- exercising delegations in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Enabling legislation may include**
- State/Territory and Commonwealth legislation related to:
  - public sector management, financial management, auditor general
  - customs and excise, quarantine, fisheries, agriculture, land management, conservation, coastal management, environmental protection, workers’ compensation, workplace relations, legal administration, planning, construction, transport, energy, mining, communications, education and children’s services, employment, vocational education and training.
  - audit, equal employment opportunity and anti-discrimination, occupational health and safety, environment

**Standards may include**
- public sector standards, such as human resource management standards
- government security standards
- fraud control standards

**Instructions may include**
- public service Commissioner’s instructions
- chief executive officer’s instructions

**Delegations are**
- functions or powers (under an act) assigned (by the Minister) to others
- made to specified limits
- made to persons in specified positions (i.e. made to the position rather than the individual)
RANGE STATEMENT

Delegations may include

- financial
- human resources
- purchasing
- contracting
- industrial relations
- licensing
- regulatory powers
- legislation

Other legislation, policies and instructions may include

- aspects of common law
- contract law
- administrative law
- industrial relations law
- financial management acts
- public service acts

Unit Sector(s)

Not applicable.

Competency field

Competency field Working in Government
PSPGOV503B Coordinate resource allocation and usage

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers coordination and monitoring of available resources to achieve work unit outcomes. It includes allocating available resources, monitoring and evaluation of resource usage and reporting on resource usage.

In practice, coordination of resource allocation and usage may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, leading a workgroup, working with diversity, research and analysis etc.

This is one of 5 units of competency in the Working in Government and Management Competency Fields that deal with resources. Related units are:
PSPGOV204B Access and use resources
PSPGOV305B Access and use resources and financial systems
PSPGOV403B Use resources to achieve work unit goals
PSPMNGT602B Manage resources
This unit replaces and is equivalent to PSPGOV503A Coordinate resource allocation and usage

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in italics is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Allocate available resources to achieve results</td>
<td>1.1 Required resources are identified, obtained and allocated to enable achievement of work unit objectives</td>
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<tr>
<td></td>
<td>1.2 Resource allocation is undertaken in accordance with legislation, policies and guidelines</td>
</tr>
<tr>
<td>2. Monitor and evaluate resource usage</td>
<td>2.1 Systems are implemented to enable timely and accurate monitoring and evaluation of resource usage against targets and organisational standards</td>
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<tr>
<td></td>
<td>2.2 Records of resource allocation and usage are maintained in accordance with relevant legislation and guidelines</td>
</tr>
<tr>
<td></td>
<td>2.3 Resource usage issues are identified, analysed and addressed within limits of individual delegation or referred in accordance with organisational procedures</td>
</tr>
<tr>
<td></td>
<td>2.4 Replacements or additional resources are allocated as required</td>
</tr>
</tbody>
</table>
ELEMENT

3. Report on resource usage

PERFORMANCE CRITERIA

3.1 Resource usage is reported in required format and on a regular basis in accordance with organisational requirements

3.2 Reports are completed to indicate the level of performance achieved and any follow-up action

3.3 Technology is applied to resource management systems in accordance with organisational requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- accessing and using legislation and guidelines relating to resource allocation and usage
- meeting organisational reporting requirements
- recordkeeping in relation to resource allocation and usage
- accessing and using information systems in the context of resource allocation and usage
- responding to diversity, including gender and disability
- applying public sector legislation including occupational health, safety and environment and sustainability in the context of resource allocation and usage

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policy and guidelines relating to resource allocation and usage
- operational procedures for accessing, storing, maintaining and using resources
- stock handling procedures
- financial management principles and procedures
- budget processes
- fraud control guidelines
- government security procedures relating to resources
- equal employment opportunity, equity and diversity principles
- public sector legislation including occupational health, safety and environment and sustainability in the context of resource allocation and usage
Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV502B Develop client services
  - PSPGOV504B Undertake research and analysis
  - PSPGOV505A Promote diversity
  - PSPGOV507A Undertake negotiations
  - PSPGOV511A Provide leadership
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV513A Refine complex workplace documents
  - PSPGOV517A Coordinate risk management
  - PSPLEG501B Promote compliance with legislation in the public sector
  - PSPOHS501A Monitor and maintain workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- coordination of resource allocation and usage in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to resource allocation and usage
- case studies and workplace scenarios to capture the range of situations likely to be encountered when coordinating resource allocation and usage

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when coordinating resource allocation and usage, including coping with difficulties, irregularities and breakdowns in routine
- coordination of resource allocation and usage in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- demonstration
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE
For consistency of assessment
Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Range Statement
RANGE STATEMENT
The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Resources may include
- finances
- facilities
- equipment
- stock and supplies
- human
- technical expertise
- consultants
- information, knowledge and other intellectual resources
RANGE STATEMENT

Legislation, policies and guidelines may include

• public sector legislation, policies and procedures
• procurement legislation and guidelines
• fraud control
• government security management
• environmental and sustainability practices
• organisational code of practice
• public sector code of ethics
• asset management legislation and guidelines
• financial management legislation and guidelines

Unit Sector(s)

Not applicable.

Competency field

Competency field Working in Government
PSPGOV504B Undertake research and analysis

Modification History
Not applicable.

Unit Descriptor

This unit covers research and analysis to develop advice and recommendations. It includes identifying and undertaking research, analysing information and applying the results of analysis, maintaining information systems, and compiling reports from information.

In practice, undertaking research and analysis may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, developing policy, preparing for community engagement, initiating projects, developing procedures for service delivery, undertaking scientific research, detecting fraud, identifying contaminated sites, assessing security risks, undertaking court listing activities, determining liability, etc.

This is one of 5 units of competency in the Working in Government and Management Competency Fields that deal with information/knowledge management. Related units are:

- PSPGOV206B Handle workplace information
- PSPGOV307B Organise workplace information
- PSPGOV406B Gather and analyse information
- PSPMNGT614A Facilitate knowledge management

This unit replaces and is equivalent to PSPGOV504A Coordinate research and analysis.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
**Pre-Requisites**

Not applicable.

**Employability Skills Information**

**Employability skills**

This unit contains employability skills.

**Elements and Performance Criteria Pre-Content**

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>


ELEMENT

1. Identify and undertake research

1.1 Information needs are defined based on work objectives and client and organisation requirements

1.2 Potential sources of information and the format in which they are presented are evaluated and selected in line with the purpose and audience for the research

1.3 Strategies are developed to acquire required information in accordance with legislation, policy and procedures

1.4 Information is researched in a timely and thorough way and within resource allocation

1.5 Quantity, quality and relevance of initial search results are assessed and gaps filled using the same or adjusted research strategies

1.6 The methods and outcomes of research, and the criteria used to make information decisions and choices are clearly communicated

2. Analyse information and apply the results of analysis

2.1 Information from various sources is examined, compared and evaluated for content, structure and logic

2.2 Analytical techniques and processes are selected in line with defined objectives

2.3 Information is collated, consolidated and analysed and outcomes are advised to senior staff in accordance with organisational policy and procedures

2.4 Facts, issues, patterns, interrelationships and trends are identified through analysis in accordance with research aims

2.5 Agreed project timelines are met, and the defined standards of the organisation are met for all work

3. Maintain information systems

3.1 Information systems are maintained, validated and reconciled so that data and system integrity are assured

3.2 A range of standard and complex information systems and applications is maintained in accordance with organisation standards

3.3 Information systems are reviewed and updated as necessary
ELEMENT

4. Compile reports from information systems

PERFORMANCE CRITERIA

4.1 The findings from analysing information are used to meet client/organisational needs and organisation standards

4.2 Content of reports is determined and organised in a manner that supports the purposes and format of the organisation and audience

4.3 Reporting of results is sequenced logically, is concise and clear, and includes predictions, assumptions and constraints where relevant
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying public sector legislation such as occupational health and safety and environment in the context of information management
- accessing and using information ethically and legally
- using manual and computerised techniques for information management
- applying computer technology to data storage, security, retrieval and presentation
- undertaking statistical analysis
- using critical analysis techniques
- communicating with colleagues and supervisors
- presenting information in a range of ways such as report format, numerically, in tables, with graphs, spatially
- responding to diversity, including gender and disability
- applying problem solving and referring problems as required

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies, procedures and guidelines relating to information handling in the public sector, such as confidentiality, privacy, security, freedom of information
- data collection and management procedures
- organisational information handling and storage procedures
- cultural aspects of information and meaning
- sources of public sector work-related information
- economic, legal and social issues surrounding the use of information
- public sector standards
- standard reporting procedures
- electronic and manual filing systems
- databases and data storage systems
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of information management
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite** unit that must be achieved prior to this unit: Nil
- **Co-requisite** unit that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV507A Undertake negotiations
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV513A Refine complex workplace documents
  - PSPGOV520A Scope statistical data collection
  - PSPGOV521A Collect statistical data
  - PSPGOV522A Process statistical data
  - PSPGOV523A Interrogate and analyse statistical data
  - PSPGOV524A Interpret data and related statistics
  - PSPSCI503A Develop and undertake scientific/technological research
  - PSPFRAU502B Anticipate and detect possible fraud activity
  - PSPLAND506A Identify and manage contaminated sites
  - PSPSEC501A Assess security risks
  - PSPCRT505A Undertake senior court listing activities
EVIDENCE GUIDE

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- research and analysis undertaken in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to research and analysis
- access to electronic and other information sources relevant to the workplace
- case studies and workplace scenarios to capture the range of situations likely to be encountered when undertaking research and analysis.
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when undertaking research and analysis, including coping with difficulties, irregularities and breakdowns in routine
- research and analysis undertaken in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Sources of information may include

- organisation materials
- client information
- market trends
- registries and file records
- library materials
- financial records
- statistical information
- personnel/human resource records
- asset records
- legislation
- policies

Information format may include

- multimedia
- database
- web site
- dataset
- audio/visual
- word processed documents
- books
- gazettes and other publications
- reports
- pivot tables
RANGE STATEMENT

**Strategies may include**
- research plan
- search strategy tailored to the information retrieval system selected:
  - using key concepts and terms
  - using classification schemes
  - using search engines
  - using analysis systems
  - using data warehouse systems
  - using internal organisers such as indexes in books

**Legislation, policy and procedures may include**
- Commonwealth and State/Territory legislation, standards and guidelines especially relating to privacy, confidentiality, freedom of information, security, fraud control, copyright, intellectual property
- government policy
- public sector code of ethics
- national standards
- Australian standards such as records management, knowledge management, risk management
- the organisation's policies and practices
- organisational code of conduct
- Internet etiquette (netiquette)
RANGE STATEMENT

Evaluation of content may include

- reliability
- validity
- accuracy
- authority
- currency
- point of view
- bias
- prejudice
- deception
- manipulation
- supporting arguments
- contradictions
- different viewpoints
- the cultural, physical or other context in which the information was created
- the impact of context on interpretation of the information
- comparison of new knowledge with prior knowledge
- whether information contradicts or verifies information from other sources

Analysis may include

- application of statistical methods
- mathematical calculations
- critical analysis
- problem solving
- forecasting
RANGE STATEMENT

Information systems may contain

- computers and networks
- communication channels
- records management guidelines
- data
- procedures
- protocols
- legislation, guidelines and awards
- organisation, legal and policy materials
- client information
- market trends
- registries and file records
- library systems
- financial records
- basic statistical information
- personnel records

Client/organisational needs may include

- provision of advice
- input into policy development
- solutions/options for action
- forecasting
- determining future outcomes
- identifying strategies derived from analysis of information

Unit Sector(s)
Not applicable.

Competency field

Competency field Working in Government
PSPGOV506A Support workplace coaching and mentoring

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers promotion and support for coaching and mentoring in the organisation. It includes developing a coaching/mentoring strategy, establishing a coaching/mentoring framework, implementing and supporting coaching/mentoring, monitoring coaching and mentoring arrangements and consolidating opportunities for further coaching/mentoring.

In practice, supporting workplace coaching and mentoring in the organisation may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, leading a group, developing policy, etc.

This unit is one of 4 units of competency in the Working in Government Competency Field that deal with coaching/mentoring.

Related units are:
- PSPGOV311A Work with a coach or mentor
- PSPGOV414A Provide workplace mentoring
- PSPGOV415A Provide workplace coaching

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Develop coaching/mentoring strategy | 1.1 The potential for *coaching* and *mentoring* within the work group/organisation is researched  
1.2 A strategy is developed to implement and promote a coaching and mentoring framework, linked to other *human resource strategies* in the organisation  
1.3 *Benefits* to all parties involved in coaching and mentoring are clearly outlined, consistent with the organisation's philosophy and goals  
1.4 *Ground rules* established for coaching and mentoring in the organisation are contained within the strategy  
1.5 Timelines for the implementation of the strategy are developed with key *stakeholders*  
1.6 Organisational support and resources are obtained for the strategy in accordance with organisational procedures |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
2. Establish a coaching/mentoring framework | 2.1 A range of coaching/mentoring models is identified to suit the organisation's needs
 | 2.2 Training is arranged for those interested in being coaches, coached, mentors and/or mentored
 | 2.3 The requirements of coaching and mentoring contracts/agreements are developed and monitored in accordance with the coaching and mentoring strategy
 | 2.4 The range of stages in coaching and mentoring relationships is identified and flexibility is built in to the framework to manage the stages where necessary
 | 2.5 Protocols for matching participants and dealing with difficulties, disputes and grievances are formalised in accordance with the organisation's existing procedures

3. Implement and support coaching and mentoring | 3.1 The value of coaching and mentoring is promoted at all levels of the organisation in accordance with organisational policy and procedures
 | 3.2 Opportunities for mentoring and coaching are identified and communicated to interested parties in accordance with the strategy
 | 3.3 Internal and external networks are used to support coaching and mentoring in accordance with legislation, policy and procedures
 | 3.4 Techniques and practices are suggested for resolving differences/problems without damaging relationships, or assistance/referral is provided in accordance with organisational policy and procedures

4. Monitor coaching and mentoring arrangements | 4.1 People involved in coaching and mentoring are encouraged to reflect on organisational processes, organisational support and their activities to identify opportunities for improvement and innovation
 | 4.2 Recommendations made for improvements in the coaching/mentoring strategy are evaluated and implemented as necessary in accordance with organisational policy and procedures
ELEMENT

5. Consolidate opportunities for further coaching and mentoring

PERFORMANCE CRITERIA

5.1 The positive contributions of individuals to coaching and mentoring arrangements are recognised and acknowledged

5.2 Positive changes created through coaching and mentoring arrangements are celebrated and rewarded in accordance with organisational policy and procedures

5.3 Ongoing opportunities for coaching and mentoring are identified and promoted in accordance with individual and organisational requirements
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to workplace coaching and mentoring
- undertaking research and analysis
- planning
- networking
- using effective communication with a diverse workforce including active listening, giving and receiving feedback
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and the environment in the context of workplace coaching and mentoring

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to workplace coaching and mentoring including privacy and freedom of information
- equal employment opportunity, equity and diversity principles
- codes of ethics
- code of conduct
- policy and procedures for specific environment
- human resource strategies that link to a coaching/mentoring strategy
- strategic goals and direction/plan
- principles and practices of coaching and mentoring that need to be addressed in the organisational strategy
- coaching/mentoring methodologies and strategies
- public sector legislation such as occupational health and safety and the environment in the context of workplace coaching and mentoring
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite unit** that must be achieved *prior* to this unit: *Nil*
- **Co-requisite unit** that must be assessed *with* this unit: *Nil*
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV502B Develop client services
  - PSPGOV503B Coordinate resource allocation and usage
  - PSPGOV504B Undertake research and analysis
  - PSPGOV505A Promote diversity
  - PSPGOV511A Provide leadership
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV516A Develop and use emotional intelligence
  - PSPHR503A Facilitate performance management processes
  - PSPHR504A Implement workforce planning and succession strategies
  - PSPHR508A Coordinate career development
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPOHS501A Monitor and maintain workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- coaching and mentoring supported in the organisation in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to workplace coaching and mentoring
- current theory and practice for workplace coaching and mentoring
- case studies and workplace scenarios to capture the range of situations likely to be encountered when supporting coaching and mentoring in the organisation

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when supporting coaching and mentoring in the organisation, including coping with difficulties, irregularities and breakdowns in routine
- coaching and mentoring supported in the organisation in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Coaching

- has a focus on the acquisition of job skills and knowledge and is generally short-term
- is a defined relationship to enhance performance
- is results oriented
- is performance or goal directed
- emphasises action or improved performance in a specific area
- requires good interpersonal relations
- is identified on personal learning and development plans
- is provided by a coach who:
  - provides learning opportunities
  - monitors performance
  - provides constructive feedback
  - maintains confidentiality
  - may have undertaken training/development to undertake the role
  - is not necessarily hierarchical
RANGE STATEMENT

Mentoring

- generally has a longer-term focus on personal growth and learning
- includes a wide range of learning oriented to:
  - exchange of wisdom
  - support
  - guidance in personal or professional growth.
- is a relationship, not just a procedure or activity
- is one person professionally assisting the professional development of another
- is a developmental effort to build skills and knowledge for advancement based on merit, rather than alliances/politically-based partnerships to advance careers based on politics rather than aptitude
- is provided by a mentor who:
  - facilitates the growth of the person being mentored and professional development
  - provides information, guidance and constructive comments
  - evaluates the plans of the person being mentored, decisions, goals and objectives
  - supports, encourages and, where necessary, highlights shortfalls in agreed performance
  - maintains confidentiality in the relationship
  - does NOT take over problems and try to solve them
  - does NOT give advice, criticisms or solutions, but supports the person being mentored to make their own decisions
  - is not the direct manager of the person being mentored

Other human resource strategies may include

- performance management
- learning and development
- succession planning
- career management
RANGE STATEMENT

Benefits may include

- for the organisation:
  - increased productivity
  - new competencies available
  - more committed, involved and responsible personnel at all levels
  - personal and trusting developmental relationships
  - knowledge sharing
  - safeguarding investment in high potential people
  - culture change.
- for the person being coached or mentored:
  - empowerment
  - opportunity to acquire competencies and professional experience
  - insights into the organisational culture, attitudes, protocols and expected behaviours
  - increased potential for career mobility and promotion
  - a supportive environment in which successes and failures can be evaluated
  - internal and external networking opportunities
  - development of professional abilities and self-confidence
  - recognition and job satisfaction
  - mutual respect.
- for the coach/mentor:
  - renewed enthusiasm for the role (if an experienced employee)
  - challenging discussions with people who may have fresh perspectives
  - satisfaction from contributing to another's development
  - opportunities to reflect upon and articulate the role of coach/mentor
  - improved ability to share experiences and knowledge
  - opportunities to test new ideas
  - being of service to others
  - increased self-esteem
RANGE STATEMENT

Ground rules may include

- relationship is voluntary, although the requirement to participate in coaching may not be
- mentoring partners should not be in the same chain of command
- supervisors of both partners must approve, if in-house rather than out-sourced arrangement
- guidance and counsel from a coach/mentor does not supersede that of the supervisor in work-related matters
- training for coaching and mentoring partners
- a formal agreement
- active involvement of both partners in the process
- commitment from the organisation and both parties to the arrangement
- effectiveness measures
- requirements to monitor/evaluate and report on outcomes
- provision for either party can end the relationship any time for any reason, or no reason

Stakeholders may include

- all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation’s behaviour, actions, products and services such as:
  - employees at all levels of the organisation
  - other public sector organisations
  - private sector organisations/businesses
  - non-government organisations
  - union and association representatives
  - boards of management
  - government
  - Ministers
RANGE STATEMENT

Matching participants may include consideration of

- age
- cultural background
- educational level
- ethnicity
- expertise
- family responsibilities
- gender
- goals
- interests
- interpersonal approach
- language
- learning/thinking styles
- life experience
- marital status
- personality
- physical ability
- religious belief
- sexual orientation
- socio-economic background
- work experience
- working style
- coach/mentor with particular attributes depending on the purpose and objectives of the arrangement

Mentoring opportunities may include

- secondments
- relieving opportunities
- work shadowing
- project assignments
- intra- and inter-departmental release
- networks
- outsourced (paid) - business coach/mentor when none is available internally

Networks may include

- professional organisations
- informal common interest groups
- public sector management consultants
RANGE STATEMENT

Legislation, policy and procedures may include
- State/Territory and Commonwealth legislation and regulations such as:
  - public sector management acts
  - privacy legislation
  - equal employment opportunity, anti-discrimination and harassment legislation
  - occupational health and safety legislation
  - ethics and accountability standards
  - public sector standards
  - organisational policy, procedures and protocols

Techniques and practices for resolving differences may include
- finding a mutually beneficial solution
- inviting discussion
- providing explanations
- not taking it personally when information is rejected
- not laying blame
- using ‘I’ messages
- self-disclosure

Unit Sector(s)
Not applicable.

Competency field
Competency field Working in Government
PSPGOV511A Provide leadership

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers achievement of operational results and effective working relationships through leadership, feedback and support of individuals in a workgroup that may exist in the workplace, be formed for a special purpose or project, or consist of community members, volunteers, interagency members, etc. It includes facilitating commitment to objectives and required standards; contributing to the development of a cooperative, high performance workgroup; giving and receiving feedback on performance; supporting and participating in development activities; and providing leadership, direction and guidance in the workgroup.

In practice, leading a workgroup may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, developing policy, building community relationships, improving workplace legislative performance, providing technical expertise, etc.

This is one of 6 units in the Working in Government and Management Competency Fields that deal with working with others. Related units are:

- PSPGOV302B Contribute to workgroup activities
- PSPGOV404B Develop and implement work unit plans
- PSPGOV516A Develop and use emotional intelligence
- PSPGOV604A Foster leadership and innovation
- PSPMNGT701B

This unit replaces, and for qualification purposes is equivalent to PSPGOV501A Coordinate a workgroup

Application of the Unit
Not applicable.
Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Facilitate commitment to objectives and required standards | 1.1 The organisation's vision, strategic objectives and required standards of performance are discussed and clarified with others in accordance with the needs, communication and learning styles of workgroup members  
1.2 Establishment of the purpose, objectives, roles and responsibilities in the *workgroup* is facilitated in accordance with organisational requirements and objectives  
1.3 Commitment to objectives and standards is modelled to provide leadership and develop workgroup commitment  
1.4 Equal employment opportunity, occupational health and safety, diversity management and participative work practices are modelled and promoted within the workgroup in accordance with *legislation, policy and procedures* |
ELEMENT

2. Contribute to the development of a co-operative, high performance workgroup

2.1 Work contributions or suggestions are encouraged, acknowledged and considered constructively

2.2 Workgroup members are supported to use, share and develop their skills according to work requirements

2.3 *Work allocation* is facilitated within the group on the basis of current skills and development needs

2.4 Implementation of new work practices is undertaken in consultation with workgroup members

2.5 Conflict and other issues which affect the performance of the workgroup are resolved within the workgroup wherever possible, or referred in accordance with organisational policy and procedures

3. Give and receive feedback on performance

3.1 Feedback is obtained from others outside the workgroup on personal and workgroup performance, and open and constructive responses to feedback are given

3.2 Regular constructive feedback on all aspects of work performance is gathered from and provided to the workgroup

3.3 Performance is assessed and addressed in a fair and timely manner and where possible notable performance is recognised/rewarded in accordance with organisational policy and procedures

3.4 Under-performance of self and others is addressed in accordance with relevant legislation, guidelines and procedures

3.5 Feedback is used to continuously improve performance and outcomes
ELEMENT

4. Support and participate in development activities

PERFORMANCE CRITERIA

4.1 An action plan to meet individual and group learning and development needs is developed, agreed and implemented

4.2 Individuals are supported to identify their specific learning/development needs

4.3 Workgroup members are encouraged and supported to take advantage of development opportunities in accordance with their needs and organisational requirements

4.4 Learning and development opportunities are accessed to continuously improve own leadership skills and other identified development needs

4.5 On-the-job learning opportunities are provided for in accordance with individual needs and to the required standard

4.6 Workgroup members are encouraged and supported in applying new skills and knowledge in the workplace

5. Provide leadership, direction and guidance in the workgroup

5.1 Participative decision making is used routinely in developing, implementing and reviewing the work of the group and the distribution of responsibilities, where appropriate

5.2 Opportunities and encouragement are given to workgroup members to develop new and innovative work practices and strategies

5.3 Workgroup members are provided with the support, leadership, advice and policy direction necessary to perform work safely and effectively

5.4 Tasks are allocated in accordance with the competencies of workgroup members, and autonomy and authority are delegated as appropriate

5.5 Leadership and guidance strategies are varied to meet changing priorities and situations, and take into account the differing needs and skills of individuals and the requirements of the tasks and workplace
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations, policies, procedures and guidelines
- providing leadership, supervision and performance feedback
- undertaking problem solving in a team environment
- using transparent decision making
- communicating with a diverse workplace including listening, facilitating, negotiating, mentoring
- responding to diversity, including gender and disability

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to the public sector
- principles of effective team operation
- principles of facilitation and empowerment
- group processes
- group dynamics
- range of leadership styles and the application of these to suit different groups and tasks
- learning and development in the workplace
- equal employment opportunity, equity and diversity principles
- occupational health and safety and environment legislation in the context of leading a workgroup

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.
EVIDENCE GUIDE

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: **Nil**
- **Co-requisite units** that must be assessed with this unit: **Nil**
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV503B Coordinate resource allocation and usage
  - PSPGOV504B Undertake research and analysis
  - PSPGOV505A Promote diversity
  - PSPGOV506A Support workplace coaching and mentoring
  - PSPGOV507A Undertake negotiations
  - PSPGOV508A Manage conflict
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV514A Facilitate change
  - PSPGOV517A Coordinate risk management
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPOHS501A Monitor and maintain workplace safety
  - PSPWPI502B Facilitate improvement in workplace legislative performance

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- provision of leadership in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when providing leadership to a workgroup

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when providing leadership to a workgroup, including coping with difficulties, irregularities and breakdowns in routine
- provision of leadership in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment
Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Workgroup may include**
- an existing team
- business unit
- group formed for a special purpose or project
- group of community members
- volunteers
- interagency members
- client group, such as employees on a safety committee
- group of employers
- members of the public in a special interest group etc

**Information affecting the workgroup/organisation may include**
- legislation
- plans
- industrial awards and agreements
- organisation policies, plans, procedures and protocols
- performance management systems
- quality standards
- efficiency indicators
RANGE STATEMENT

Legislation, policy and procedures may include

- State/Territory and Commonwealth legislation and regulations such as:
  - public sector management acts
  - financial management acts
  - privacy legislation
  - equal employment opportunity, anti-discrimination and harassment legislation
  - occupational health and safety legislation
  - consumer legislation
  - environment legislation.
  - risk management guidelines
  - ethics and accountability standards
  - public sector standards
  - fraud control standards
  - government security standards
  - organisational policy, procedures and protocols

Work allocation may include

- procedures and systems for team functioning
- procedures to identify development requirements

Individual learning needs includes

- needs of self and others
- self-awareness

Learning and development opportunities may include

- formal course participation
- on-the-job training
- work experience
- staff exchanges
- mentoring
- coaching
- external study
- conference and seminar attendance
- induction
- job rotation
- projects
- secondment
- opportunities to act in higher positions
Unit Sector(s)
Not applicable.

Competency field
Competency field Working in Government
PSPGOV512A Use complex workplace communication strategies

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers complex workplace communication for working at middle management level with internal and external clients, colleagues and other staff. It includes preparing for complex communication, analysing and responding to opinions, presenting a convincing argument, and developing a range of communication strategies.

In practice, using complex workplace communication strategies may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government systems, managing change, managing diversity, etc.

This is one of 5 units of competency in the Working in Government Competency Field that deal with communication. Related units are:
PSPGOV202B Use routine workplace communication techniques
PSPGOV312A Use workplace communication strategies
PSPGOV412A Use advanced workplace communication strategies
PSPGOV605A Persuade and influence opinion

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Prepare for complex communication</td>
<td>1.1 <em>Communication objectives</em> are clarified, those to be present are confirmed and communication mode is identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Analysis is undertaken to anticipate the likely positions to be taken by those present on the matters under discussion</td>
</tr>
<tr>
<td></td>
<td>1.3 Subject matter is researched/organised, key points to be conveyed are identified and recorded, and information to counter other positions is summarised</td>
</tr>
<tr>
<td></td>
<td>1.4 Requirements of <em>legislation, policy and guidelines</em> relevant to the discussion are identified and incorporated</td>
</tr>
</tbody>
</table>
## ELEMENT

### 2. Analyse and respond to opinions

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Discussion is evaluated to identify impartiality, bias or unsupported argument</td>
</tr>
<tr>
<td>2.2 Points of view of other speakers are noted and information to counter opposing views is presented objectively in accordance with required position</td>
</tr>
<tr>
<td>2.3 Reaction to speakers and their point of view is analysed to identify and manage emotional reactions and maintain objectivity</td>
</tr>
<tr>
<td>2.4 Opposing/challenging views are examined for their value in achieving the same ends</td>
</tr>
<tr>
<td>2.5 Active listening and questioning are used to clarify own understanding, challenge or justify other points of view</td>
</tr>
</tbody>
</table>

### 3. Present a convincing argument

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Communication approach is chosen and used to suit the given audience</td>
</tr>
<tr>
<td>3.2 Prepared position is asserted with conviction and purpose</td>
</tr>
<tr>
<td>3.3 Verbal and non-verbal behaviour are adjusted to maintain listener interest if the audience is unresponsive</td>
</tr>
<tr>
<td>3.4 Questions are used to elicit feedback and check audience understanding</td>
</tr>
<tr>
<td>3.5 Audience questions and argument are responded to objectively, and answers are backed by reasoned explanation</td>
</tr>
<tr>
<td>3.6 Agreement is negotiated where possible, concluding with a summary of agreed items</td>
</tr>
</tbody>
</table>

### 4. Develop a range of communication strategies

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Feedback from others is obtained and the outcomes of communication are assessed</td>
</tr>
<tr>
<td>4.2 Lessons learnt are recorded and used to underpin future interactions</td>
</tr>
<tr>
<td>4.3 Language structures and features that influence audiences to a preferred point of view are developed and practised</td>
</tr>
<tr>
<td>4.4 Communication strategies are explored and practised for a range of workplace applications in accordance with organisational requirements</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to communication in the public sector
- analysing and using language structures and features that influence the interpretation of spoken communication
- interacting confidently with groups on familiar topics in formal and informal workplace situations
- speaking with confidence and listening critically
- clarifying meaning, exploring issues and problem solving
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of high-level communication

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to communication in the public sector
- the power and effect of spoken language
- knowledge of organisation processes and hierarchy
- techniques to deal with opposing views and positions
- emotional intelligence techniques
- organisational protocols and etiquette for communication in meetings
- communication strategies to suit different audiences, such as workgroup, organisational, inter-agency
- ways to influence the interpretation of spoken communication
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of high-level communication
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite** unit that must be achieved prior to this unit: Nil
- **Co-requisite** unit that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV504B Undertake research and analysis
  - PSPGOV505A Promote diversity
  - PSPGOV507A Undertake negotiations
  - PSPGOV508A Manage conflict
  - PSPGOV511A Provide leadership
  - PSPGOV514A Facilitate change
  - PSPGOV515A Develop and use political nous
  - PSPGOV516A Develop and use emotional intelligence
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPOHS501A Monitor and maintain workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- use of complex communication strategies in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to public sector communication
- current theory and practice on influencing skills for the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when using complex communication strategies

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when using complex communication strategies, including coping with difficulties, irregularities and breakdowns in routine
- complex communications strategies used in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

*Communication objectives may be to*

- share information
- reach consensus
- contribute to policy
- represent the business unit's position/interests in internal negotiations
- resolve differences
- negotiate a joint position/compromise
- build reputation (of self and organisation/business unit)
- market services

*Those to be present may include*

- peers
- colleagues
- those senior or junior to the position
- staff from other agencies
RANGE STATEMENT

**Mode of communication may include**
- telephone
- teleconference
- video conference
- Internet (online forums)
- face-to-face
- one-on-one, or in a group
- forum, seminar or conference

**Organisation of subject matter may include**
- identifying features, advantages and benefits and aligning evidence/examples
- anticipating likely disagreements and structuring material to address these

**Legislation, policy and guidelines may include**
- State/Territory and Commonwealth legislation, regulations, policies, guidelines and standards relating to exchange of information in the public sector, such as:
  - ethics and accountability guidelines/codes of practice
  - information security standards
  - principles of equal employment opportunity, equity and diversity
  - freedom of information and privacy.
  - intellectual property
  - fraud standards
  - professional liability

**Reaction to speakers may include**
- own reaction
- others present
RANGE STATEMENT

**Communication approach may include**
- catering to political sensitivities
- working within government processes and operational frameworks
- balancing debate and action
- consideration of wider organisational/public sector issues
- speaking with confidence
- cultural, ethnic, diversity or equity considerations
- consultative
- collaborative
- assertive
- reasonable
- humorous

**Verbal and non-verbal behaviour may include**
- inclusive language, ideas and information
- congruent speech and body language
- speaking with confidence
- impartiality
- responsiveness
- drawing on different sources of information

**Language structures and features may include**
- use of metaphors and similes
- use of analogy, imagery and other comparisons
- use of passive voice
- using personal names repeatedly to convey intimacy or sincerity
- tone, style and point of view

**Unit Sector(s)**
Not applicable.

**Competency field**
Competency field Working in Government
PSPGOV513A Refine complex workplace documents

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers written workplace communication at a level where preliminary research or documents may have been prepared by others as input, and final documents are being prepared. It includes critical analysis of workplace information, composition, revision and refinement to meet workplace requirements.

In practice, refinement of complex workplace documents may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, leading a group, developing policy, undertaking research and analysis, etc.

This is one of 5 units of competency in the Working in Government Competency Field that deal with written communication. Related units are:

PSPGOV208A Write routine workplace materials PSPGOV313A Compose workplace documents PSPGOV413A Compose complex workplace documents PSPGOV606A Prepare high-level/sensitive written materials

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Critically analyse information | 1.1 *Information* is tested for relevance, reliability, consistency and usefulness to the task/organisation  
1.2 Fact is separated from opinion and underlying values and beliefs are identified  
1.3 Cultural context of the information is taken into account in the analysis  
1.4 Stereotypes, bias, prejudice and motive are recognised  
1.5 Conclusions are drawn and a critical analysis with supporting evidence is prepared and submitted in accordance with organisational requirements |
ELEMENT
2. Compose/refine complex documents

PERFORMANCE CRITERIA
2.1 The purpose, audience and objectives of complex documents are confirmed in accordance with organisational requirements

2.2 Structure and content of document is approved in line with the purpose and intended audience

2.3 Risk assessment is undertaken and risk management is implemented in relation to document preparation and content, in accordance with the nature and classification of the material

2.4 Information/documents provided by others are analysed for bias, gaps, the influence of values, attitudes and context, conflicting advice/evidence and political implications

2.5 Information is synthesised and complex documents are prepared and submitted in accordance with organisational requirements, legislation, policy and procedures

2.6 Feedback is provided to contributors of information/documents to improve future input in a manner that provides learning opportunities for the researchers/authors
Required Skills and Knowledge

REQUARED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading and writing at a level to cope with a range of complex and sensitive workplace materials
- critically analysing and synthesising information to compose complex written documents
- refining content, structure and sequence according to the required purpose of written material
- using spelling, punctuation and grammar for workplace documents at an experienced level
- providing feedback on other people's work in ways suited to the diversity of the workplace, including creation of learning opportunities to improve research/document input
- responding to diversity, including gender and disability
- implementing ergonomic requirements for office work
- complying with environmental policies such as those relating to paper use/wastage/recycling

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to written communication in the public sector such as privacy, freedom of information, information security, confidentiality, copyright, intellectual property
- critical analysis of complex information
- politically and culturally sensitive documents
- organisational requirements for complex written documents
- government style manual requirements
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of preparing written materials
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- Pre-requisite units that must be achieved prior to this unit: Nil
- Co-requisite units that must be assessed with this unit: Nil
- Co-assessed units that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV504B Undertake research and analysis
  - PSPGOV505A Promote diversity
  - PSPGOV515A Develop and use political nous
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPOHS501A Monitor and maintain workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- complex workplace documents composed/refined in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to written communication in the public sector
- examples of complex workplace documents
- government style guide
- case studies and workplace scenarios to capture the range of situations likely to be encountered when composing/refining complex workplace documents
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when refining complex workplace documents, including coping with difficulties, irregularities and breakdowns in routine
- complex workplace documents composed/refined in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Information for critical analysis may include

- applications
- briefing papers
- discussion papers
- expert opinion
- literature
- plans
- policy advice
- project briefs
- reports
- research
- speeches
- submissions
- web site information

Purpose may include

- influencing opinion
- reporting on achievement
- recommending options and corresponding actions
- meeting regulatory requirements
- meeting public sector reporting requirements
- documenting policy
- developing policy
- obtaining funding
- providing briefing material
- contributing to strategic planning
- responding to enquiries/complaints
RANGE STATEMENT

Complex documents may include

- funding submissions
- briefing papers
- speeches
- media briefs
- position papers
- discussion papers
- business cases
- reports
- project briefs
- strategic and operational plans
- functional area strategy
- justification for policy development
- policy guidance
- counter argument to submission

Structure and content may include

- executive summary
- division into sections or chapters
- tables of contents and indexes
- conclusions
- glossaries
- footnotes/endnotes
- references
- critical analysis
- facts and observations
- submissions
- creative ideas
- recommendations and supporting arguments
- opinion
- anticipated arguments and rebuttals
- case studies

Submission of document may include

- approvals
- sign-off procedures
RANGE STATEMENT

Organisational requirements may include

- use of plain English
- style formats
- acknowledgements
- particular terminology to be used/not used:
  - acronyms
  - technical terms
  - bureaucratic language
  - abbreviations.
- requirements for minimising jargon in written materials
- requirements for written material to take account of cultural, ethnic, religious or language differences, disabilities, etiquette
- guidelines for illustrative items
- standards for references, acknowledgements, citations, footnotes, endnotes
- using particular communication channels

Legislation, policy and procedures may include

- State/Territory or Commonwealth legislation, regulations, policies, procedures and guidelines relating to the preparation and security of written information in the public sector, including freedom of information, copyright, privacy, confidentiality, equal employment opportunity, diversity, occupational health and safety
- risk assessment
- information security requirements
- public sector standards
- fraud control standards
- codes of practice
- codes of ethics
- private or confidential materials
- embargoed material
- politically sensitive materials
- security standards for government information

Unit Sector(s)

Not applicable.
Competency field

Competency field: Working in Government
PSPGOV515A Develop and use political nous

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers the development and use of political nous to navigate and succeed in the political environment of the public sector. It includes identifying the political terrain, evaluating the political environment, forming alliances, and bargaining and negotiating to achieve outcomes.

In practice, developing and using political nous may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, leading a group, developing policy etc.

This is one of 3 units of competency in the Working in Government Competency Field that deal with government processes. Related units are:

PSPGOV422A Apply government processes PSPGOV601B Apply government systems

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

Employability skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.

Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Identify the political terrain</td>
<td>1.1 <em>Stakeholder</em> positions are identified and taken account of</td>
</tr>
<tr>
<td></td>
<td>1.2 Corporate politics are analysed to identify agendas and players</td>
</tr>
<tr>
<td></td>
<td>1.3 Awareness of and sensitivity to political agendas, both open and hidden, are developed and utilised.</td>
</tr>
<tr>
<td></td>
<td>1.4 The current agenda is located in the wider context to appreciate the big picture and provide more than one perspective</td>
</tr>
<tr>
<td></td>
<td>1.5 The impact of the agenda on the work area is identified and confirmed in accordance with organisational protocols</td>
</tr>
<tr>
<td>2. Evaluate the political environment</td>
<td>2.1 Information is sourced from inside and outside the organisation, and its authenticity and reliability are confirmed</td>
</tr>
<tr>
<td></td>
<td>2.2 An analysis of the political, social and economic environment is undertaken that takes into account emerging trends and current and possible future goals of the organisation</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 3. Form alliances       | 3.1 Power structure and sources of *power* are identified in the organisation and the wider public sector  
                         | 3.2 People prepared to trade mutual support are identified and the benefits assessed  
                         | 3.3 Risks and benefits of possible alliances are weighed  
                         | 3.4 Interested groups/individuals are lobbied to gain support and acceptance of ideas/courses of action  
                         | 3.5 Influence is built with key policy makers, *decision makers* and key influencers, in accordance with public sector standards and legislation |
| 4. Bargain and negotiate to achieve outcomes | 4.1 Sound positions are developed with supporting arguments  
                         | 4.2 Responses to possible contradictory positions are formulated  
                         | 4.3 Positions are negotiated and refined with feedback from the negotiation process  
                         | 4.4 Consensus with others is achieved for one's position  
                         | 4.5 Outcomes are implemented in accordance with organisational policy and procedures |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to the public sector
- undertaking research and analysis
- using a range of communication activities such as negotiating, consulting, influencing, bargaining, resolving conflict, networking, etc
- responding to diversity, including gender and disability
- applying risk management strategies
- applying procedures relating to occupational health and safety and environment in the context of the political environment.

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to the public sector environment
- organisational policies and procedures
- organisational and public sector power structures and sources of power
- macro view of agendas, positions, and power
- government directions and agendas
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment and sustainability

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.
EVIDENCE GUIDE

Units to be assessed together

- *Pre-requisite units* that must be achieved prior to this unit: *Nil*
- *Co-requisite units* that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC501B Promote the values and ethos of public service
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPGOV510A Undertake and promote career management
  - PSPGOV511A Provide leadership
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV516A Develop and use emotional intelligence
  - PSPPOL501A Develop organisation policy.

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- development and use of political nous in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the public sector
- organisational and public sector power structures and sources of power
- case studies and workplace scenarios to capture the range of situations likely to be encountered when developing and using political nous
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when developing and using political nous, including coping with difficulties, irregularities and breakdowns in routine
- development and use of political nous in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Stakeholders may include

• people within the organisation and the public sector
• public sector organisations
• non-government organisations
• community organisations
• peak bodies
• lobby groups
• statutory bodies
• industry groups
• local government

Identification of positions may include

• knowing who to talk to
• recognising informal as well as formal structures
• using personal profile within the organisation

Power may include

• positional power
• coercive power
• power in relationships
• control of scarce resources
• information and knowledge
• interpersonal alliances
RANGE STATEMENT

**Key decision makers may include**
- senior executive officers
- government bodies
- special interest groups
- policy officers

**Unit Sector(s)**
Not applicable.

**Competency field**

Competency field Working in Government
PSPGOV516A Develop and use emotional intelligence

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

In practice, developing and using emotional intelligence may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, facilitating change, leading a group, developing policy etc.

This is one of 6 units in the Working in Government and Management Competency Fields that deal with working with others. Related units are:
- PSPGOV302B Contribute to workgroup activities
- PSPGOV404B Develop and implement work unit plans
- PSPGOV511A Provide leadership
- PSPGOV604A Foster leadership and innovation
- PSPMNGT701B Provide strategic

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.
Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in italics is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Identify the impact of own emotions on others in the workplace</td>
<td>1.1 Own emotional strengths and weaknesses are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Personal stressors and own emotional states related to the workplace are identified</td>
</tr>
<tr>
<td></td>
<td>1.3 Awareness of own emotional triggers is developed and used to enable control to be exercised over emotional responses</td>
</tr>
<tr>
<td></td>
<td>1.4 Workplace behaviours that demonstrate management of emotions are modelled</td>
</tr>
<tr>
<td></td>
<td>1.5 Self-reflection is utilised and feedback from others is obtained to improve development of emotional intelligence</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 2. Recognise and appreciate the emotional strengths and weaknesses of others | 2.1 The emotional states of co-workers are assessed and emotional cues responded to  
2.2 The varying cultural expressions of emotions are identified and utilised to respond to emotional cues in a diverse workforce  
2.3 Flexibility and adaptability are demonstrated in dealing with others  
2.4 The emotions of others are taken into account when making decisions |
| 3. Promote the development of emotional intelligence in others           | 3.1 Opportunities are provided for others to express their thoughts and feelings  
3.2 Others are assisted to understand the effect of their behaviour and emotions on others in the workplace  
3.3 Self-management of emotions is encouraged in others  
3.4 Others are encouraged to develop their own emotional intelligence to build productive relationships and maximise workplace outcomes |
| 4. Utilise emotional intelligence to maximise team outcomes              | 4.1 A positive emotional climate is encouraged in the workplace  
4.2 The strengths of workgroup members are used to achieve workplace outcomes |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to the public sector
- keeping check of emotions when challenges arise and maintaining composure
- perceiving the emotional motivators that drive individuals and groups in the workplace and engaging those motivators, where appropriate, to optimise organisational performance
- using a variety of words and language structures to explain complex ideas to different audiences
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to the public sector
- emotional intelligence principles and strategies
- the relationship between effective people and the attainment of business unit objectives
- communication with a diverse workforce
- varying cultural expressions of emotion
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of using emotional intelligence

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.
EVIDENCE GUIDE

Units to be assessed together

- **Pre-requisite units** that **must** be achieved **prior** to this unit: *Nil*
- **Co-requisite units** that **must** be assessed **with** this unit: *Nil*
- **Co-assessed units** that **may** be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPCOM502A Develop and implement community engagement strategies
  - PSPCOM503A Build and maintain community relationships
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV507A Undertake negotiations
  - PSPGOV508A Manage conflict
  - PSPGOV511A Provide leadership
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV514A Facilitate change
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPPOL501A Develop organisation policy

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- development and use of emotional intelligence in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the public sector
- emotional intelligence background material and workplace strategies
- case studies and workplace scenarios to capture the range of situations likely to be encountered where the use of emotional intelligence is relevant
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when developing and using emotional intelligence, including coping with difficulties, irregularities and breakdowns in routine
- development and use of emotional intelligence in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

Emotions may include

- anger
- anxiety
- apathy
- apprehension
- caring
- confidence
- depression
- elation
- enthusiasm
- excitement
- fear
- happiness
- inadequacy
- joy
- nervousness
- over-confidence
- pride
- stress
- under-confidence
- unhappiness

Emotional intelligence is

- widely recognised as the ability of an individual to monitor their own and others’ emotions in a social or work environment, to discriminate among the emotions and to use the information to guide their thinking and actions
- characterised by:
  - self-awareness (personal)
  - self-management (personal)
  - social awareness (social)
  - relationship management (social)
RANGE STATEMENT

Development of emotional intelligence may include

- mentoring
- shadowing
- coaching
- training
- simulation

Unit Sector(s)

Not applicable.

Competency field

Competency field Working in Government
PSPGOV518A Benchmark performance

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers benchmarking performance of a functional area or business unit of an organisation. It includes designing a benchmarking approach, establishing benchmarks, establishing and managing a benchmarking exercise, gathering and analysing information and reporting on/acting on benchmarking outcomes.

In practice, benchmarking performance may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, leading a group, developing policy, etc.

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information

Employability skills
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in italics is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Design benchmarking approach** | 1.1 The organisation's core business, functions, and purpose are confirmed to provide a context for the *benchmarking* exercise  
1.2 The organisation's strategic and organisational context is analysed to identify factors with current or future impact on the organisation  
1.3 The *scope* of the benchmarking exercise is established and objectives, desired outcomes, timeframes and *resources* are determined  
1.4 A *benchmarking approach* is designed in accordance with the scope, desired objectives/outcomes and available resources  
1.5 A project plan is prepared and approved in accordance with organisational policy and procedures |
| **2. Establish benchmarks** | 2.1 *Key result areas* are identified for benchmarking in accordance with determined scope and objectives  
2.2 *Research* is conducted to establish the *benchmarks* to be used for the measurement of organisational performance  
2.3 Consultation to consider and confirm the validity and usefulness of the benchmarks is conducted with key *stakeholders*  
2.4 Benchmarks are confirmed and obtained, or arrangements made to develop/use them in accordance with *legislation, standards, policies and guidelines* |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 3. Establish and manage benchmarking exercise | 3.1 *Staffing arrangements* are established and resourced in accordance with project plan  
3.2 Consultation, communication with stakeholders and ongoing progress reports are included as a feature of the management of the exercise to ensure the engagement and cooperation of those people in the areas being benchmarked  
3.3 Benchmarking exercise is managed in accordance with timeframes and budgetary constraints |
| 4. Gather and analyse information | 4.1 Networking and consultation are undertaken with staff in the areas to be benchmarked, to gather *tacit knowledge*  
4.2 Encouragement of open and honest input is provided to ensure outcomes are valid, reliable and useful for improving performance  
4.3 Organisational data is gathered, collated with information from consultation and analysed against benchmarks in accordance with the project plan  
4.4 Benchmarking findings are discussed with staff and management, and feedback is incorporated into final results |
| 5. Report on/act on benchmarking outcomes | 5.1 Benchmarking report is written to meet audience needs and is presented in accordance with organisational requirements  
5.2 Areas of excellence/strengths and recommendations for improvement are identified in the report in accordance with pre-determined objectives and outcomes  
5.3 When required, a strategy is developed for phased implementation of recommendations that meet organisational requirements  
5.4 Research information is preserved and stored in accordance with organisational and security requirements to provide historical data for subsequent benchmarking exercises  
5.5 Benchmarking outcomes are acted upon/recommendations implemented in accordance with organisational requirements |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to benchmarking
- planning and managing projects
- collecting, recording and collating information
- undertaking research and analysis
- using records management systems
- interpreting organisational information
- communicating/consulting with a range of diverse stakeholders
- responding to diversity, including gender and disability
- writing recommendations and reports requiring formality of expression
- using numeracy skills for data analysis
- applying procedures relating to occupational health and safety and environment in the context of benchmarking

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to benchmarking
- principles of benchmarking performance
- organisational structure and functions, systems and processes
- public sector standards including ethics and security relating to organisational information
- project management
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of benchmarking
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* unitsthat *must* be achieved *prior* to this unit: *Nil*
- *Co-requisite* unitsthat *must* be assessed *with* this unit: *Nil*
- *Co-assessed units* that *may* be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  
  - PSPETHC501B Promote the values and ethos of public service
  - PSPIM503A Maintain and monitor service standards
  - PSPGOV503B Coordinate resource allocation and usage
  - PSPGOV504B Undertake research and analysis
  - PSPGOV505A Promote diversity
  - PSPGOV507A Undertake negotiations
  - PSPGOV508A Manage conflict
  - PSPGOV511A Provide leadership
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV517A Coordinate risk management
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPPM502B Manage complex projects
  - PSPSEC502A Develop security risk management plans

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- performance benchmarked in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to benchmarking
- industry best practice standards for benchmarks
- access to similar organisations/areas/functions for comparison
- case studies and workplace scenarios to capture the range of situations likely to be encountered when benchmarking performance

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when benchmarking performance, including coping with difficulties, irregularities and breakdowns in routine
- performance benchmarked in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment  Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Benchmarking is

- an activity undertaken by an organisation to gauge its performance against a set of internal or industry-specific best practice standards
- applied organisation-wide, to departments or business units or to areas such as finance, human resources, customer service/satisfaction, etc

Scope may include

- organisation-wide
- functional area
- business unit
- skill area, such as management behaviours and practices
- procedures, policies, guidelines, work instructions
- resource deployment and usage
- business practices
- performance outcomes
- organisational processes
RANGE STATEMENT

Resources may include

- personnel
- funding
- downtime when benchmarking is underway
- equipment and supplies
- research materials
- technology

Benchmarking approach may include

- a project team approach
- comparison with similar organisation/function
- visit to and critique of a similar organisation
- collaboration in 'critical friends' program
- comparison with pre-determined standard
- identifying and setting targets for improved performance
- change management
- resourcing commensurate with the size and perceived importance of the exercise
- training/education about benchmarking
- benchmarking networks

Key result areas may include

- service delivery
- finance
- people management
- client service
- administration
- safety
- security
- fraud control
- process improvement, especially key business processes

Research may include

- key stakeholders
- current literature
- industry research
- internal, local, national or international search for benchmarks
- ensuring benchmarks are valid (comparing apples with apples) and reliable
- identifying confounding variables
RANGE STATEMENT

**Benchmarks may include**
- internal standards/performance indicators
- historical data - past performance
- external standards
- industry standards
- best/leading practice standards
- national standards
- international standards

**Stakeholders may include**
- all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation's behaviour, actions, products and services, including:
  - boards of management
  - clients
  - community organisations
  - contractors
  - employees at all levels of the organisation
  - government
  - Ministers
  - other public sector organisations
  - service providers
  - suppliers
  - the public
  - union and association representatives
  - volunteers

**Legislation, standards, policies and guidelines may include**
- public sector management acts
- financial management acts
- audit acts
- public sector standards
- fraud control standards
- government security standards
- risk management guidelines
- Australian standards, such as accounting standards, audit standards, risk management standards, knowledge management standards, quality standards
- ethics and accountability standards
- codes of conduct
- confidentiality agreements
RANGE STATEMENT

Staffing arrangements may be

- internal
- external
- contracted expertise

Tacit knowledge is

- knowledge that is not written down/recorded that resides in the mind and may include aspects of culture or 'ways of doing things'

Unit Sector(s)

Not applicable.

Competency field

Competency field Working in Government
PSPGOV519A Manage performance

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers supervision and performance management in accordance with the organisation's performance management system. It includes linking individual/workgroup activities to organisational goals, setting performance expectations, measuring performance achievements, and renegotiate performance and development plans.

In practice, performance management may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, leading a group, managing projects, supervising inspections, benchmarking performance, etc.

This is one of 4 units in the Working in Government and Management Competency Fields that deal with performance. Related units are:

PSPGOV315A Give and receive workplace feedback
PSPGOV416A Monitor performance and provide feedback
PSPMNGT603B Facilitate people management

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
## Employability Skills Information

**Employability skills** This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Link individual/workgroup activities to organisational goals** | **1.1** The organisation's mission, vision and goals are identified, linked and explained in accordance with each individual's needs  
 **1.2** Individual and *workgroup* activities are aligned with organisational goals in consultation with workgroup members  
 **1.3** Individual and workgroup activities are prioritised in accordance with *organisational directions* |
| **2. Set performance standards expectations** | **2.1** *Performance standards* are identified and clarified in accordance with organisational policy and procedures  
 **2.2** Performance standards are consulted upon, negotiated and agreed  
 **2.3** Performance and learning/development plans are developed and agreed, to document team and individual performance targets, standards and professional development objectives  
 **2.4** Performance targets and key performance indicators are developed that are specific, realistic and measurable  
 **2.5** Performance plans are implemented in accordance with organisational requirements |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
3. Measure performance achievements | 3.1 Individual performance is monitored, *appraised* and measured against performance goals and required business outcomes
3.2 Performance is assessed and addressed in a fair and timely manner in accordance with *legislation, policy and procedures*
3.3 Disagreement or conflict is managed and documented in accordance with organisational policy and procedures
3.4 Where possible, outstanding performance is recognised/rewarded in accordance with organisational policy and procedures
3.5 Under-performance is addressed promptly in accordance with organisational guidelines, procedures and the principles of natural justice
3.6 Areas/strategies for improvement are identified and implemented to continuously improve performance and outcomes

4. Renegotiate performance and learning/development plans | 4.1 The results of performance management are documented in accordance with legislative and organisational requirements and used to identify strengths and performance gaps
4.2 Learning is captured to inform knowledge management strategies and transfer skills to other staff
4.3 Performance standards are renegotiated and agreed in accordance with organisational procedures
4.4 *Learning and development* objectives are identified and agreed to enhance performance and meet developing organisational and workgroup goals
4.5 Agreed performance standards and related professional development are documented in accordance with organisational policy and procedures
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to performance management
- giving feedback on performance
- maintaining confidentiality
- communicating with a diverse workforce including listening, questioning, clarifying, negotiating and managing conflict
- responding to diversity, including gender and disability
- identifying future learning and development requirements
- applying time management
- recordkeeping
- applying procedures relating to occupational health and safety and environment in the context of performance management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to performance management such as:
  - equal employment opportunity
  - grievance procedures
  - disciplinary procedures
  - code of conduct
  - privacy legislation
  - freedom of information.
  - organisation's performance management system
  - organisation's learning and development system
  - impact of learning and development opportunities on performance
  - remuneration systems
  - equity and diversity principles
  - public sector legislation such as occupational health and safety and environment in the context of performance management
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite** unit that must be achieved prior to this unit: N\textit{i}l
- **Co-requisite** unit that must be assessed with this unit: N\textit{i}l
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV505A Promote diversity
  - PSPGOV507A Undertake negotiations
  - PSPGOV508A Manage conflict
  - PSPGOV511A Provide leadership
  - PSPGOV512A Use complex workplace communication strategies
  - PSPGOV516A Develop and use emotional intelligence
  - PSPGOV518A Benchmark performance
  - PSPLEGN501B Promote compliance with legislation in the public sector
  - PSPOHS501A Monitor and maintain workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- performance management in a range of (3 or more) contexts (or occasions, over time)
**EVIDENCE GUIDE**

**Resources required to carry out assessment**

These resources include:

- legislation, policy, procedures and protocols relating to performance management
- performance management processes
- access to previous performance assessments
- case studies and workplace scenarios to capture the range of situations likely to be encountered when managing performance

**Where and how to assess evidence**

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing performance, including coping with difficulties, irregularities and breakdowns in routine
- performance management in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include a combination of 2 or more of:

- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

**For consistency of assessment**

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Workgroup may include**
- an existing team
- group formed for a special purpose or project
- business unit

**Organisational directions may relate to**
- strategic plan
- business plan
- operational plan
- sector-wide requirements
- organisational capability framework
- succession planning

**Information affecting the workgroup/organisation may include**
- legislation
- plans
- industrial awards and agreements
- organisation policies, plans, procedures and protocols
- performance management system
- quality standards
- efficiency indicators
- capability frameworks
- leadership capabilities
- standards/conditions outlined in performance contracts
RANGE STATEMENT

Performance standards may include
- selection criteria
- best practice standards
- quality standards
- organisational practice standards
- competencies
- service level standards
- standards in codes of ethics/conduct/confidentiality
- standards in legislation/regulations/policy/guidelines
- agreed goals and outcomes at workgroup (business) and organisation (strategic) level

Appraisal processes may include
- 360° feedback
- performance data
- supervisor/employee feedback
- peers
- client/customer feedback
- assessor feedback
- evaluation of job position statement against current job role
- validation feedback
- feedback from subject matter experts
- results of training needs analyses for workgroup/individual
- previous performance and development plans with agreed goals
RANGE STATEMENT

Legislation, policy and procedures may include

- State/Territory and Commonwealth legislation and regulations such as:
  - public sector management acts
  - privacy legislation
  - freedom of information
  - equal employment opportunity, anti-discrimination and harassment legislation
  - employment legislation
  - occupational health and safety legislation.
  - ethics and accountability standards
  - public sector standards
  - organisational policy, procedures and protocols
  - international legislation/codes of behaviour
  - enterprise bargaining agreements
  - award conditions/requirements
  - strategic and business plans

Learning and development opportunities may include

- formal course participation
- on-the-job training
- work experience
- staff exchanges
- mentoring
- coaching
- external study
- conference and seminar attendance
- induction
- job rotation
- higher duties
- work shadowing opportunities

Unit Sector(s)

Not applicable.
Competency field

Working in Government
PSPGOV524A Interpret data and related statistics

Modification History
Not applicable.

Unit Descriptor

This unit covers the interpretation of data and related statistics. It includes interpreting graphs or tables, interpreting data and its summarised highlights, interpreting a range of official statistics in a policy environment, presenting statistical results and guiding others in the interpretation of data.

In practice, interpreting data and related statistics may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working safely, conducting research and analysis, etc.

This is one of 5 units of competency in the Working in Government Competency Field that deal with statistics. Related units are:

- PSPGOV520A Scope statistical data collection
- PSPGOV521A Collect statistical data
- PSPGOV522A Process statistical data
- PSPGOV523A Interrogate and analyse statistical data

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.  Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

**ELEMENT** | **PERFORMANCE CRITERIA**
--- | ---

1. Interpret a graph or table

| 1.1 Reports based on the data are written which identify relevant relationships within the data |
| 1.2 Row and column percentages are calculated from a table |
| 1.3 A table/graph is interpreted in accordance with data reflected |

2. Interpret data and its summarised highlights

| 2.1 Data summaries and trends are defined and explained in a manner suited to the audience |
| 2.2 Survey data is interpreted according to *accepted standards* |
| 2.3 Data is interpreted and its highlights are summarised |
| 2.4 Interpretation is verified with a suitably qualified person |

3. Interpret a range of official statistics in a policy environment

| 3.1 Data summaries and trends are identified and explained |
| 3.2 *Statistical tests* are interpreted and this interpretation explained |
| 3.3 The sampling method/survey design is critiqued |
| 3.4 Interpretation of the data is undertaken in such a way as to inform decision making |
| 3.5 Interpretation is verified with a suitably qualified person |
| 3.6 The shortcomings of statistical applications in the policy environment are identified |
ELEMENT

4. Present statistical results

PERFORMANCE CRITERIA

4.1 Data is *presented* in tables, charts and maps so that the reader does not misconstrue it

4.2 Glossaries, technical notes and referencing are included where required

4.3 Reports that include *statistical concepts*, tables, charts and maps are prepared and presented in accordance with organisational policy and procedures

4.4 *Findings* are presented in a way that is most appropriate for the audience

4.5 Charts are used appropriately in presentations for the variables being charted and conform to *accepted standards*

5. Guide others in the interpretation of data

5.1 Data summaries and trends are clearly defined and communicated to staff involved in the project

5.2 Report findings are presented in a way that is most appropriate for the audience

5.3 The assumptions on which the interpretation is based are communicated in accordance with audience needs
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to statistical work
- explaining the results of an analysis in writing
- constructing graphs, tables and maps using software
- using presentation software
- communicating with diverse audiences including explaining, interpreting, presenting results
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of statistical interpretation

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to statistical work
- summary statistics
- statistical tests and related assumptions
- different methodologies and related assumptions
- the quality of a statistic
- sources of error including standard error
- data collection methodologies
- sources of expertise within the organisation
- 'how numbers relate' or the associations between statistics
- the ethical issues associated with presenting statistical results
- intellectual property issues and how they might relate to the data
- confidentiality issues relating to the data
- relevant style manuals
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of statistical work
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite unit** that must be achieved prior to this unit: Nil
- **Co-requisite unit** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC501B Promote the values and ethos of public service
  - PSPGOV503B Coordinate resource allocation and usage
  - PSPGOV504B Undertake research and analysis
  - PSPGOV520A Scope statistical data collection
  - PSPGOV521A Collect statistical data
  - PSPGOV522A Process statistical data
  - PSPGOV523A Interrogate and analyse statistical data
  - PSPLEGN501B Promote compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- interpretation of data and related statistics in a range of (3 or more) contexts (or occasions, over time)
EVIDENCE GUIDE

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to interpretation of statistics
- tools/equipment for interpreting and explaining statistics
- case studies and workplace scenarios to capture the range of situations likely to be encountered when undertaking statistical interpretation

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when interpreting data and related statistics, including coping with difficulties, irregularities and breakdowns in routine
- interpretation of data and related statistics in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and/or apply the competency in different situations or environments.

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

Accepted standards for survey data may include

- showing awareness of data accuracy and reliability
- identifying other related issues, such as sample size

Statistical tests include

- equivalence of means and proportions
- tests of association and prediction

Data presentation may include

- the use of footnotes, caveats and references.

Statistical concepts include

- the results of statistical tests
- trends over time
- statistical associations
- variability
- sampling error

Presentation of findings may include

- a mix of text, tables, charts, maps etc
RANGE STATEMENT

Accepted standards for charts may include

- appropriately labelled
- appropriate scale selection
- clear formatting

Unit Sector(s)

Not applicable.

Competency field

Competency field Working in Government
PSPGOV602B Establish and maintain strategic networks

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers establishing, expanding and utilising strategic networks. It includes identifying features of required strategic networks, identifying or establishing network links with key stakeholders and building strategic relationships.

In practice, establishing and maintaining strategic networks may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government systems, managing change, managing diversity, etc.

This unit is one of 3 units of competency in the Working in Government Competency Field that deal with networks. Related units are:

PSPGOV303B Build and maintain internal networks
PSPGOV418A Develop internal and external networks

This unit replaces and is equivalent to PSPGOV602A Establish and maintain external networks

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

Employability skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in italics is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Identify features of required strategic networks** | 1.1 The strategic value and likely outcomes of participating in networks are identified at an individual and organisational level  
1.2 The benefits of existing networks are researched and assessed  
1.3 Key stakeholders and their needs, expectations and roles are identified |
| **2. Identify or establish network links with key stakeholders** | 2.1 Existing network links between key stakeholders are identified, and strategies to maintain or expand them are identified and initiated  
2.2 New network links between self and key internal and external stakeholders are established and used effectively  
2.3 Strong working relationships are developed and maintained among network members |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Build strategic relationships</td>
<td>3.1 Effective communication channels are established to exchange strategic information for the mutual benefit of network members.</td>
</tr>
<tr>
<td></td>
<td>3.2 Interaction and consultation with key stakeholders are used to anticipate developments that may impact on the organisation and require a strategic approach to dealing with them.</td>
</tr>
<tr>
<td></td>
<td>3.3 Misunderstandings and conflict situations are identified and constructively addressed in accordance with principles of conflict resolution.</td>
</tr>
<tr>
<td></td>
<td>3.4 Opportunities are sought and acted upon to improve communication processes and achieve mutually beneficial outcomes.</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to public sector environment
- using a range of communication methods with diverse strategic networks including consultation, liaison, negotiation, building influence and reputation, transparency
- using formal and informal industry communication channels
- responding to diversity, including gender and disability
- resolving conflict in a strategic networking context
- applying procedures relating to occupational health and safety and environment in the context of strategic networking

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to work in a public sector environment
- local/national/international public sector structures/protocols
- industry/professional communication channels and networks
- principles of interpersonal, group and inter-agency communication
- principles of conflict resolution in a strategic context
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of strategic networking

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.
EVIDENCE GUIDE

Units to be assessed together

- **Pre-requisite unit** that must be achieved **prior** to this unit: Nil
- **Co-requisite unit** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC601B Maintain and enhance confidence in public service
  - PSPGOV601B Apply government systems
  - PSPGOV605A Persuade and influence opinion
  - PSPLEGN601B Manage compliance with legislation in the public sector
  - PSPMNGT604B Manage change
  - PSPMNGT605B Manage diversity
  - PSPMNGT609B Formulate business strategies
  - PSPMNGT613A Develop partnering arrangements

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- strategic networks established/maintained in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the public sector environment
- organisational charts
- case studies and workplace scenarios to capture the range of situations likely to be encountered when establishing and maintaining strategic networks
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when establishing and maintaining strategic networks, including coping with difficulties, irregularities and breakdowns in routine
- strategic networks established/maintained in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Networks may include**
- formal or informal networks
- circulation lists
- e-networks
- bulletin boards
- virtual communities
- mailing lists

**Key stakeholders may include**
- officers from other government organisations
- Ministerial advisers
- community members
- council members
- industry representatives
- professional associations
- international public sector staff
- international associations

**Unit Sector(s)**
Not applicable.

**Competency field**

**Competency field** Working in Government
PSPGOV605A Persuade and influence opinion

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers high-level workplace communication for working at a senior level with internal and external clients, colleagues and other staff. It includes preparing for high-level communication, critically analysing and responding to opinions, persuading and influencing others, and reflecting on and honing communication strategies.

In practice, persuading and influencing others may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government systems, managing change, managing diversity, etc.

This is one of 5 units of competency in the Working in Government Competency Field that deal with communication. Related units are:
PSPGOV202B Use routine workplace communication techniques
PSPGOV312A Use workplace communication strategies
PSPGOV412A Use advanced workplace communication strategies
PSPGOV512A Use complex workplace communication skills
This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| 1. Prepare for high-level communication | 1.1 *Communication objectives* are clarified, those to be *present* are confirmed and communication *mode* is identified  
1.2 Analysis is undertaken to anticipate the likely attitudes of and positions to be taken by those present on the matters under discussion  
1.3 *Communication styles* of those to be present are considered and their effect on the tone and likely direction/progress of the discussion is assessed  
1.4 Critical self-evaluation of communication strengths and vulnerabilities is undertaken and compared with other participant/s knowledge, styles and likely approaches in planned encounters  
1.5 Subject matter is researched/organised, key messages to be conveyed are distilled and tactics planned to utilise personal strengths and maximise outcomes for the organisation in accordance with *legislation, policy and guidelines* |
ELEMENT

PERFORMANCE CRITERIA

2. Critically analyse and respond to opinions

2.1 Others are listened to critically and responsively to evaluate complex levels of meaning in spoken communication and to identify impartiality, bias or unsupported argument

2.2 Tone, style, non-verbal elements and points of view of speakers are noted and their use in influencing and affecting particular outcomes is considered

2.3 Reaction to speakers and their point of view is analysed to identify and manage emotional triggers and maintain objectivity

2.4 Opposing/challenging views are welcomed and examined for their value in achieving the same ends

2.5 Communication is examined for subtext, significant inclusions and exclusions, socio-cultural values, attitudes and assumptions

2.6 Complex concepts and ideas are explored to clarify understanding, and to challenge and justify interpretations based on underlying assumptions, beliefs and values

3. Persuade and influence others

3.1 Communication approach is chosen and used to maximise effect with the given audience

3.2 Sustained points of view are asserted with determination and conviction

3.3 Content and approach are modified when speaking to an unresponsive audience, and diversions and unexpected questions handled confidently

3.4 A variety of verbal and non-verbal behaviour is used to explain abstract ideas and expand on complex issues to maintain listener interest

3.5 Complex questions and arguments are responded to quickly and saliently, backed by reasoned explanation

3.6 Disagreements or conflicting personalities are handled objectively and agreements are negotiated where possible, concluding with positive summaries of achievement
ELEMENT

4. Reflect on and hone communication strategies

PERFORMANCE CRITERIA

4.1 Feedback from others is obtained, outcomes are assessed and underlying interactions and motivations analysed

4.2 Own vulnerability to emotional and other seductive appeals is analysed dispassionately

4.3 Lessons learnt are articulated and used to underpin future interactions

4.4 *Sophisticated language structures and features* that influence audiences to a preferred point of view are developed and practised

4.5 Creative and innovative communication strategies are explored and practised for a range of workplace applications in accordance with organisational requirements
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to communication in the public sector
- analysing and using language structures and features that influence the interpretation of spoken communication
- interacting responsively, critically and confidently with both familiar and unfamiliar groups on specialised topics in formal and informal workplace situations
- speaking with confidence and listening evaluatively and critically
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of high-level communication

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to communication in the public sector
- the power and effect of spoken language
- stylistic devices and their ethical use for calculated effect
- the ways in which socio-cultural factors, language features and structures, and non-verbal elements combine to influence the interpretation of spoken communication
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of high-level communication

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.
EVIDENCE GUIDE

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  
  PSPETHC601B Maintain and enhance confidence in public service
  PSPGOV601B Apply government systems
  PSPGOV602B Establish and maintain strategic networks
  PSPGOV604A Foster leadership and innovation
  PSPLEGN601B Manage compliance with legislation in the public sector
  PSPMNGT604B Manage change
  PSPMNGT605B Manage diversity
  PSPMNGT606B Manage quality client service
  PSPMNGT613A Develop partnering arrangements
  PSPMNGT614A Facilitate knowledge management
  PSPOHS602A Manage workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- opinion influenced in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to public sector communication
- current theory and practice on influencing skills for the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when persuading and influencing opinion
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when persuading and influencing opinion, including coping with difficulties, irregularities and breakdowns in routine
- opinion influenced in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

**Communication objectives may include**

- share information
- brief Minister
- reach consensus
- shape opinion
- influence policy
- represent the organisation's position
- represent the business unit's interests in internal negotiations
- resolve differences
- negotiate a joint position/compromise
- build reputation (of self and organisation)
- market services

**Those to be present may include**

- peers
- colleagues
- those senior or junior to the position
- staff from other agencies
- senior executives/chief executive
- ministerial liaison personnel
- Minister
- Minister's chief of staff

**Mode of communication may include**

- telephone
- teleconference
- video conference
- Internet (online forums)
- face-to-face
- one-on-one, or in a group
- forum, seminar or conference
RANGE STATEMENT

Communication styles may include

- inter-cultural, equity or diversity considerations
- consultative
- collaborative
- competitive
- confrontational
- soft
- passive
- assertive
- aggressive
- reasonable
- bombastic
- humorous

Organisation of subject matter may include

- identifying features, advantages and benefits and aligning evidence/examples
- anticipating likely disagreements and structuring material to address these

Legislation, policy and guidelines may include

- State/Territory and Commonwealth legislation, regulations, policies, guidelines and standards relating to exchange of information in the public sector, such as:
  - ethics and accountability guidelines/codes of practice
  - information security standards
  - principles of equal employment opportunity, equity and diversity
  - freedom of information and privacy acts
  - intellectual property guidelines and policy
  - fraud standards
  - professional liability requirements

Reaction to speakers may include

- own reaction
- others present
RANGE STATEMENT

Communication approach may include

- catering to political sensitivities
- working within government processes and operational frameworks
- balancing intellectual debate and action
- considering wider organisational/public sector issues
- using language calculated to appeal emotionally to a particular audience, such as humorous, serious, cajoling, authoritarian
- speaking with confidence and authority
- covering cultural, ethnic, diversity or equity considerations
- selecting a communication style appropriate to the occasion/audience such as consultative, collaborative, assertive, reasonable etc.

Verbal and non-verbal behaviour may include

- inclusive language, ideas and information
- congruent speech and body language
- speaking with confidence
- impartiality
- responsiveness
- drawing on different sources of information

Sophisticated language structures and features may include

- use of metaphors and similes
- use of analogy, imagery and other comparisons
- stylistic devices such as using pronounced downward inflection to convey 'the final word', or upward inflection to invite opinion/agreement
- use of passive voice
- using personal names repeatedly to convey intimacy or sincerity
- using 'we' rather than 'I' to infer corporate rather than personal position
- tone, style and point of view
- rhetorical devices
- irony

Unit Sector(s)

Not applicable.
Competency field

Competency field Working in Government
PSPGOV606A Prepare high-level/sensitive written materials

Modification History
Not applicable.

Unit Descriptor
Unit descriptor  This unit covers high-level written communication including the preparation of complex, sensitive materials. It includes preparing for high-level written communication, critically analysing other positions and preparing persuasive written communication.

In practice, preparing high-level/sensitive written materials may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government systems, managing change, managing diversity, etc.

This is one of 5 units of competency in the Working in Government Competency Field that deal with written communication. Related units are:

- PSPGOV208A Write routine workplace materials
- PSPGOV313A Compose workplace documents
- PSPGOV413A Compose complex workplace documents
- PSPGOV513A Refine complex workplace documents

This is a new unit of competency, added to the Working in Government Competency Field of the Training Package in 2004

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare for high-level written communication | 1.1 *Communication objectives* are clarified, stakeholders are identified and political or other sensitivities are determined  
1.2 Research is undertaken to anticipate the likely attitudes of and positions of *stakeholders* on the matter/s under consideration  
1.3 Subject matter is researched/organised, key messages to be conveyed are distilled and tactics are planned to utilise written materials to maximise outcomes for the organisation in accordance with *legislation, policy and guidelines* |
2. Critically analyse other positions

2.1 Other positions are considered critically to evaluate complex levels of meaning in written communication and to identify impartiality, bias or unsupported argument

2.2 Written materials are examined for subtext, significant inclusions and exclusions, socio-cultural values, attitudes and assumptions

2.3 Complex concepts and ideas are explored to clarify understanding, and justify, or challenge interpretations based on underlying assumptions, beliefs and values

2.4 Evidence is compared and contrasted and sources referred to are evaluated for reliability and authenticity

2.5 Evidence is used to test other positions and draw conclusions about their validity and strengths

3. Prepare persuasive written communication

3.1 Communication approach is chosen and used to positively influence and remove barriers to understanding for the given audience

3.2 Risk assessment is undertaken and risk management is implemented in relation to document preparation and content

3.3 Input information/documents provided by others are analysed for fit with the chosen approach and to ensure consistency of values, attitudes and opinions

3.4 Information is synthesised and complex documents are prepared in accordance with organisational requirements, legislation, policy and procedures

3.5 Feedback from others is obtained on the documents' effectiveness for the purpose intended, outcomes are assessed and lessons learnt are articulated and used to underpin future writing

3.6 Feedback is provided to contributors of information/documents to improve future input in a manner that provides learning opportunities for the contributors
Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading and writing at a level to cope with a range of complex and sensitive workplace materials
- critically analysing and synthesising information to compose complex written documents
- researching other pertinent information, such as supporting/opposing position papers
- refining content, structure and sequence according to the required purpose of written material
- analysing and using language structures and features that influence the interpretation of written communication
- using spelling, punctuation and grammar for workplace documents at an experienced level
- providing feedback on other people's work in ways suited to the diversity of the workplace, including creation of learning opportunities to improve research/document input
- cross-cultural communication requirements
- implementing ergonomic requirements for office work
- complying with environmental policies such as those relating to paper use/wastage/recycling

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to written communication in the public sector such as privacy, freedom of information, information security, confidentiality, copyright, intellectual property
- critical analysis of complex information in a government context
- politically and culturally sensitive documents
- organisational requirements for complex written documents
- government style manual requirements
- persuasive written language devices and their ethical use for calculated effect
- the ways in which socio-cultural factors, language features and structures combine to influence the interpretation of written information
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of preparing complex/sensitive written materials
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC601B Maintain and enhance confidence in public service
  - PSPGOV601B Apply government systems
  - PSPGOV605A Persuade and influence opinion
  - PSPMNGT605B Manage diversity
  - PSPMNGT608B Manage risk
  - PSPMNGT609B Formulate business strategies
  - PSPLEGN601B Manage compliance with legislation in the public sector
  - PSPOHS602A Manage workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- preparation of high-level/sensitive written materials in a range of (3 or more) contexts (or occasions, over time)
**EVIDENCE GUIDE**

**Resources required to carry out assessment**

These resources include:

- legislation, policy, procedures and protocols relating to written communication in the public sector
- examples of complex workplace documents
- government style guide
- organisational writing guides
- case studies and workplace scenarios to capture the range of situations likely to be encountered when preparing high-level/sensitive written materials

**Where and how to assess evidence**

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when preparing high-level/sensitive written materials, including coping with difficulties, irregularities and breakdowns in routine
- preparation of high-level/sensitive written materials in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Communication objectives may include:

- influencing opinion
- share information
- brief Minister
- reach consensus
- shape opinion
- influence policy
- represent the organisation's position
- represent the business unit's position
- build reputation (of self and organisation)
- market services
- obtain funding
RANGE STATEMENT

Stakeholders may include

- all those individuals and groups both inside and outside the government that have some direct interest in government conduct, actions, products and services, such as:
  - employees at all levels of the public sector
  - government
  - Ministers
  - clients
  - the public
  - other public sector organisations
  - other jurisdictions
  - union and association representatives
  - boards of management
  - international governments
  - international bodies
  - community groups
  - non-government organisations
  - special interest groups
  - key individuals of influence

Organisation of subject matter may include

- identifying features, advantages and benefits and aligning evidence/examples
- anticipating likely disagreements and structuring material to address these

Legislation, policy and guidelines may include

- State/Territory and Commonwealth legislation, regulations, policies, guidelines and standards relating to high-level written communication in the public sector, such as:
  - ethics and accountability guidelines/codes of practice
  - information security standards
  - principles of equal employment opportunity, equity and diversity
  - confidentiality
  - freedom of information
  - privacy
  - intellectual property
  - fraud standards
  - copyright
  - risk management
RANGE STATEMENT

Communication approach may include

- consideration of wider organisational/public sector issues
- consideration of political sensitivities
- language calculated to appeal emotionally to a particular audience, such as authoritative, serious, informal, informative
- cultural, ethnic, diversity or equity considerations
- working within government processes and operational frameworks
- consultative
- collaborative
- assertive
- reasonable

Complex documents may include

- Cabinet submissions
- briefing papers
- speeches
- media briefs
- position papers
- discussion papers
- business cases
- reports
- public policy strategies
- justification for policy development
- policy guidance
RANGE STATEMENT

Organisational requirements may include

- use of plain English
- style formats
- acknowledgements
- particular terminology to be used/not used:
  - acronyms
  - technical terms
  - bureaucratic language
  - abbreviations.
- requirements for minimising jargon in written materials
- requirements for written material to take account of cultural, ethnic, religious or language differences, disabilities, etiquette
- guidelines for illustrative items
- standards for references, acknowledgements, citations, footnotes, endnotes
- use of particular communication channels
- private or confidential materials
- embargoed material
- politically sensitive materials
- security standards for government information

Unit Sector(s)
Not applicable.

Competency field

Competency field  Working in Government
PSPHR620A Manage organisational development

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers management of organisational development in order to facilitate optimal performance by the business unit(s) or the organisation as a whole. It includes determining organisational development needs and opportunities, and planning and implementing intervention strategies.

In practice, managing organisational development overlaps with other generalist and specialist workplace activities such as managing change, managing diversity, managing policy implementation, facilitating workforce effectiveness, etc.

This unit replaces PSPHR610A Design and implement an organisational development strategy. The units are not equivalent. The revised unit has additional requirements and no longer covers evaluation of an intervention strategy. Evaluation is addressed in PSPMNGT611A Manage evaluations, added to the Management Competency field of the Training Package in 2004.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.  Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
### Elements and Performance Criteria

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<thead>
<tr>
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</thead>
</table>
| 1. Determine organisational development needs and opportunities | 1.1 An *environmental scan* is undertaken to determine internal and external factors which will impact on organisational performance  
1.2 A consultation process is agreed with *stakeholders* in line with *organisational policy and legislation*  
1.3 Ethical principles are applied in consulting with key stakeholders  
1.4 Information gathered through consultative processes is analysed and presented to a diverse stakeholder base and options are determined  
1.5 Recommendations are made to management on a proposed *organisational development strategy*, resourcing implications, risk assessment and timeframes |
| 2. Plan intervention strategies | 2.1 *Intervention strategies* that support the organisation's strategic goals and stakeholder responses are agreed  
2.2 The organisation's culture and legislative and policy framework are considered in developing the strategies  
2.3 Feedback is obtained from stakeholders and is used to redevelop/redefine the strategies prior to implementation  
2.4 Strategies are developed to embody the principles of natural justice, equity and fairness  
2.5 Information and advice are provided to facilitate effective implementation, monitoring and evaluation of intervention strategies |
| 3. Implement an intervention strategy | 3.1 Resources are obtained and deployed to implement the strategy, and reports on progress are provided on a regular basis  
3.2 Facilitation and advice are provided to *champion* required changes using a range of *communication* strategies to suit a diverse workforce and support implementation of the strategy  
3.3 Systems are developed and used to monitor the effectiveness of the strategy and to determine necessary adjustments  
3.4 Procedures are developed to allow the *business unit* self-sufficiency in continuing implementation  
3.5 Legislative and policy requirements are complied with in implementing the strategy |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- engaging in effective consultation with stakeholders using a variety of words and language structures to explain complex ideas to different audiences
- undertaking project management and evaluation
- undertaking counselling and negotiation
- using effective leadership involving systems and people
- analysing and explaining complex, formal documents and assisting others to apply them in the workplace
- preparing written advice and reports requiring reasoning and precision of expression
- undertaking training, coaching, mentoring and facilitation
- applying public relations strategies
- responding to diversity, including gender and disability
- applying occupational health and safety, environmental and sustainability procedures relevant to organisational development and change management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- a range of evaluation methodologies related to organisational development
- change management strategies
- employee involvement strategies
- employment relations in the context of organisational development
- organisational learning
- equal employment opportunity, equity and diversity principles
- human resource policies and practices
- human resource strategy and planning
- industry trends
- jurisdictional legislation applying to organisational development including occupational health and safety and environmental and sustainability requirements
- needs analysis techniques in the context of organisational development
- organisational policies and procedures
- organisational development theory and practices including national and/or international good practice models and conceptions of organisation development
- organisational culture and dynamics
- organisational planning - vision, mission, values, goals
REQUIRED SKILLS AND KNOWLEDGE

the concept of diversity and its integration within and across all human resource functions and areas

the relationships between human resource functions
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- Pre-requisite units that must be achieved prior to this unit: Nil
- Co-requisite units that must be assessed with this unit: Nil

Co-assessed units that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

- PSPETHC601B Maintain and enhance confidence in public service
- PSPGOV601B Apply government systems
- PSPGOV604A Foster leadership and innovation
- PSPGOV605A Persuade and influence opinion
- PSPHR603B Provide advisory and mediation services
- PSPHR615A Manage human resource development strategies
- PSPLEGN601B Manage compliance with legislation in the public sector
- PSPMNGT604B Manage change
- PSPMNGT605B Manage diversity
- PSPMNGT608B Manage risk
- PSPMNGT611A Manage evaluations

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- organisational development managed in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, organisational policies and procedures
- workplace scenarios and case studies to capture the range of situations likely to be encountered when managing organisational development
EVIDENCE GUIDE

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing organisational development, including coping with difficulties, irregularities and breakdowns in routine
- organisational development managed in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Sources of information for environmental scan may include**
- statistical analyses
- interviews with stakeholders
- surveys
- focus groups interviews
- research on existing programs
- solicited and unsolicited feedback
- organisational reviews
- workforce management data
- work level standards

**Stakeholders may include**
- all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation's behaviour, actions, products and services including:
  - users of the human resource service
  - employees at all levels of the organisation
  - strategic planners
  - executive
  - decision makers
  - other public sector organisations
  - inter-agency forums
  - union and association representatives
  - boards of management
  - government
  - Ministers
  - clients

**Organisational policy and legislation may**
- Commonwealth and State/Territory legislation including equal employment opportunity, anti-discrimination and
RANGE STATEMENT

include

- employment law
- public sector management legislation
- national and international codes of practice and standards
- the organisation's policies and practices
- government policy
- codes of conduct
- codes of ethics
- public sector standards
- security policy and procedures
- sustainability/environmental standards

Organisational development strategies may be developed and applied to

- the human resource business unit
- one or more of the business units within the organisation
- the entire organisation

Intervention strategies may include

- business planning
- performance incentives
- business re-engineering
- rewards and recognition awards schemes
- market testing
- organisational skills profiling
- team enhancement
- quality management
- organisational culture development
- individual enhancement/coaching/mentoring
- learning and development activities
- workforce planning
- succession planning

Championing required changes may include

- consulting
- advising
- leading
- persuading
- influencing
RANGE STATEMENT

- communicating
- facilitating
- assisting
- developing and delivering awareness/briefing sessions

Communication may include:
- email
- intranet
- web site
- face-to-face
- pamphlets
- newsletters
- manuals

Business unit may refer to:
- a program
- sub-program
- cost centre
- area
- division
- branch
- production unit or section located within the organisation

Unit Sector(s)
Not applicable.

Competency field

Competency field: Human Resource Management
PSPMNGT602B Manage resources

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers management of resources in accordance with planned business strategies. It includes analysing resource requirements, developing resource plans, allocating resources, and reviewing and reporting on resource usage.

In practice, the management of resources occurs in the context of other generalist or specialist public sector work activities such as managing people, managing diversity, managing risk, developing a business case, formulating business strategies etc.

This unit is one of 6 units of competency in the Working in Government and Management Competency fields that deal with resources. Related units are:

PSPGOV204B Access and use resources
PSPGOV305B Access and use resources and financial systems
PSPGOV403B Use resources to achieve work unit goals
PSPGOV503B Coordinate resource allocation and usage

This unit replaces and is equivalent to PSPMNGT602A Manage resources.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
## Elements and Performance Criteria

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</table>
| **1. Analyse resource requirements** | 1.1 Resource bids are developed in line with outputs identified in business plans  
1.2 Key *stakeholders* are consulted in determining the nature and level of *resources* required  
1.3 Analysis of resource requirements is used to identify proposed costs and benefits  
1.4 Opportunities to share resources across *business units* within the organisation are identified |
| **2. Develop resource plans to support achievement of business unit objectives** | 2.1 Resource plans are developed that detail the acquisition and allocation of resources, and the relationship to *business strategies*, contingencies, plans, programs and processes  
2.2 Internal resourcing capabilities and external resourcing requirements are identified  
2.3 Procedures for the evaluation of resource allocation are identified in resource plans  
2.4 Processes for managing changing government priorities are included in resource plans  
2.5 Approval for resource plans is obtained from senior management  
3.1 Resources are allocated in accordance with relevant *legislation*, *organisational policy and practices*  
3.2 Resource allocation is managed to enable achievement of business unit objectives  
3.3 Resources are negotiated and obtained within required timeframe to enable achievement of business unit objectives  
3.4 Systems are developed and implemented to enable timely and accurate monitoring and review of resource usage  
3.5 Efficient use of *technology* is incorporated into work practices |
| **3. Allocate resources to achieve stated business objectives** | 4.1 Procedures to review resource allocation against business unit objectives are developed and implemented  
4.2 Compliance with program and project budgets is monitored and corrective action is recommended and actioned where necessary  
4.3 Reports are prepared that clearly indicate the level of performance achieved and any action taken to adjust or rectify procedures in meeting service and product delivery standards |
| **4. Review and report on resource usage** |  

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations, policies, procedures and guidelines relating to resource management in the public sector
- using effective consultation and negotiation with stakeholders
- writing reports requiring reasoning and precision of expression
- communicating using complex exchange of oral information
- responding to diversity, including gender and disability
- applying budgeting and financial management
- applying occupational health and safety and environmental strategies to resource management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- resource plans
- financial management and budgetary processes in the organisation
- business strategies
- risk management concepts
- organisational goals, policies and procedures
- equal employment opportunity, equity and diversity principles
- jurisdictional legislation and guidelines applicable to resource management, including occupational health and safety and environment
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

  - PSPETHC601B Maintain and enhance confidence in public service
  - PSPGOV601B Apply government systems
  - PSPGOV602B Establish and maintain strategic networks
  - PSPLEGN601B Manage compliance with legislation in the public sector
  - PSPMNGT610A Manage public sector financial resources
  - PSPPOL603A Manage policy implementation

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- management of resources in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- procedures and protocols
- jurisdictional legislation and guidelines applicable to resource management
- workplace information such as resource allocations, resource plans
- workplace scenarios and case studies to capture the range of situations likely to be encountered when managing resources

Where and how to assess evidence

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing resources, including coping with
EVIDENCE GUIDE

difficulties, irregularities and breakdowns in routine
• management of resources in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:
people with disabilities
people from culturally and linguistically diverse backgrounds
Aboriginal and Torres Strait Islander people
women
young people
older people
people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:
case studies
portfolios
projects
questioning
scenarios
authenticated evidence from the workplace and/or training courses

For consistency of assessment
Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

*Stakeholders may include* all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation's behaviour, actions, products and services such as:
- other public sector organisations
- union and association representatives
- boards of management
- government
- Ministers

*Resources may include* human
- physical
- financial
- technological and information resources

*Business units may be* programs
- sub-programs
- cost centres
- areas
- divisions
- branches
- production units or sections located within the organisation

*Business strategies may include* programs, projects, processes and plans used to attain the business unit's strategic objectives

*Legislation, organisational policies and practices may include* Commonwealth and State/Territory legislation including equal employment opportunity and anti-discrimination law
- national and international codes of practice and standards
- the organisation's policies and practices
- government policy
RANGE STATEMENT

codes of conduct

Technology may include
computers and computer software
photocopiers
communication systems

Unit Sector(s)
Not applicable.

Competency field
Competency field  Management
PSPMNGT608B Manage risk

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers maximising results and minimising consequences for a business unit activity by managing risk. It includes establishing the risk management context, planning for risk management, managing risk and evaluating the risk management plan.

In practice, managing risk may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government systems, managing resources, managing change, managing diversity, formulating business strategies, etc.

The unit is one of 4 in the Working in Government and Management Competency fields dealing with risk. Related units are:
- PSPGOV417A Identify and treat risks
- PSPGOV517A Coordinate risk management
- PSPMNGT704A Undertake enterprise risk management

This unit replaces and is equivalent to PSPMNGT608A Manage risk.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.  Together, performance criteria specify the requirements for competent performance. Text in bold italics is explained in the Range Statement following.
Elements and Performance Criteria

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| 1. Establish the risk management context | 1.1 The nature and extent of business unit activity, its objectives and outcomes are established within the organisational context  
1.2 The strategic and risk management context are identified in accordance with organisational requirements  
1.3 Stakeholders are identified and consulted to ensure their views, concerns and needs are taken into account in the risk management process  
1.4 Criteria for risk assessment are determined in accordance with legislation, policy and procedures  
1.5 Risk management criteria are determined to provide guidance on balancing risk, costs, benefits and opportunities  
1.6 Risk management criteria are monitored, reviewed and adjusted to ensure opportunities and current and emerging trends are reflected |
| 2. Plan for risk management | 2.1 Sources of risk are investigated and potential, perceived and actual risks are identified and consulted upon to ensure full coverage  
2.2 Risks are analysed and documented in consultation with stakeholders, and levels of risk are determined as the basis for risk management planning in a specific activity  
2.3 Risk management methods/techniques/tools are selected and modified as necessary to evaluate risks to determine those that are acceptable and those that are unacceptable  
2.4 Risk treatment options are identified for unacceptable risks and preferred risk treatment approaches are determined  
2.5 A risk management plan is developed and communicated to key stakeholders to ensure clarity and achievement of objectives throughout the activity's life cycle |
| 3. Manage risk | 3.1 Activity is managed in accordance with agreed risk management plan  
3.2 Performance is reviewed, variance is analysed and risk responses are initiated to achieve objectives with minimal disruption and conflict  
3.3 Internal and external risks to outcomes are monitored and remedial actions are initiated to achieve business unit objectives |
| 4. Evaluate the risk management plan | 4.1 A valid and reliable evaluation methodology is developed and implemented  
4.2 Outcomes are reviewed and analysed to assess the effectiveness of current risk management strategies  
4.3 Evaluation is used to monitor existing risks, identify new risks |
ELEMENT PERFORMANCE CRITERIA

and identify any trouble spots

4.4 A variety of information, including the perspectives of key stakeholders, is obtained and utilised

4.5 Recommendations on enhancements to the plan are formulated and acted upon to inform subsequent risk management processes

4.6 The outcomes of evaluation are communicated to relevant personnel
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to risk management
- researching and analysing the wider context affecting the organisation
- assessing and evaluating risks
- monitoring and reviewing risks and risk treatments
- using communication and consultation with a diverse range of stakeholders
- applying problem solving using conceptual and reasoning skills
- using formal language and style for written plans
- engaging in discussion using exchange of complex oral information
- using a variety of words and language structures to explain complex, formal documents
- and assisting others to apply them in the workplace
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of risk management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to risk management
- Australian and New Zealand standards - Risk management AS/NZS 4360:1999 or as revised
- international standards such as SIRCA 8001:2003
- Guidelines for managing risk in the Australian and New Zealand public sector - HB 143:1999 or as revised
- risk management cycle
- the relationship of risk to context - how the context may define the risks
- the importance of consultation and communication at every stage of the risk management cycle
- legal requirements related to the activity
- whole-of-life considerations
- approval processes
- range of evaluation methodologies
- the diversity of risks in the public sector
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the
REQUIRED SKILLS AND KNOWLEDGE

context of risk management
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite** units that must be achieved prior to this unit: *Nil*
- **Co-requisite** units that must be assessed with this unit: *Nil*

**Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

- PSPETHC601B Maintain and enhance confidence in public service
- PSPGOV601B Apply government systems
- PSPGOV602B Establish and maintain strategic networks
- PSPLEGN601B Manage compliance with legislation in the public sector
- PSPMNGT602B Manage resources
- PSPMNGT604B Manage change
- PSPMNGT605B Manage diversity
- PSPMNGT609B Formulate business strategies
- PSPMNGT611A Manage evaluations
- PSPMNGT612A Review and improve business performance
- PSPMNGT613A Develop partnering arrangements
- PSPMNGT614A Facilitate knowledge management
- PSPPOL603A Manage policy implementation

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- management of risk in a range of (2 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to risk
EVIDENCE GUIDE

management

Australian and New Zealand standards - Risk management AS/NZS 4360:1999 or as revised

Guidelines for managing risk in the Australian and New Zealand public sector - HB 143:1999 or as revised

other national and international standards relating to risk management such as SIRCA 8001:2003

case studies and workplace scenarios to capture the range of risk management situations likely to be encountered

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing risk, including coping with difficulties, irregularities and breakdowns in routine

- management of risk in a range of (2 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular target groups, such as:

people with disabilities

people from culturally and linguistically diverse backgrounds

Aboriginal and Torres Strait Islander people

women

young people

older people

people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

case studies

portfolios

projects

questioning

scenarios

authenticated evidence from the workplace and/or training courses

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the
EVIDENCE GUIDE

For consistency of competency in different situations or environments assessment
Range Statement
RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

<table>
<thead>
<tr>
<th>Business unit may refer to</th>
<th>a program</th>
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<tbody>
<tr>
<td></td>
<td>sub-program</td>
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<td></td>
<td>cost centre</td>
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<td>area</td>
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<td>division</td>
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<td></td>
<td>branch</td>
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<td>production unit or section located within the organisation</td>
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<table>
<thead>
<tr>
<th>Organisational context may include</th>
<th>the organisation, how it is organised, and its capabilities</th>
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<tbody>
<tr>
<td></td>
<td>any official resources, including physical areas and assets, that are vital to the operation of the organisation</td>
</tr>
<tr>
<td></td>
<td>key operational elements and services of the organisation</td>
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<td>any major projects</td>
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<table>
<thead>
<tr>
<th>Strategic and risk management context may include</th>
<th>the relationship between the organisation and the environment in which it operates</th>
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<tr>
<td></td>
<td>the organisation's functions:</td>
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<td>political</td>
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<td></td>
<td>commercial</td>
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<td>the various stakeholders and clients</td>
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<table>
<thead>
<tr>
<th>Stakeholders may include</th>
<th>employees</th>
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<tr>
<td></td>
<td>managers</td>
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<td></td>
<td>volunteers</td>
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<td></td>
<td>unions</td>
</tr>
<tr>
<td></td>
<td>financial managers</td>
</tr>
</tbody>
</table>
RANGE STATEMENT

self-insurers
clients
suppliers
contractors
service providers
community organisations
the public

Risk management

- is a logical and systematic process of identifying, analysing, evaluating, treating, and monitoring risks related to any strategy plan, process, program or procedure that will enable the organisation to minimise losses and maximise opportunities
- may be considered in relation to an organisation's:
  - people
  - assets and physical environment
  - reputation and image
  - legal issues
  - business continuity
  - finances

may include written procedures to ensure staff know:

- what
- how
- when, and
- by whom, action is to be taken to treat risks in the organisation

Risk evaluation criteria

are used to rank risks and decide whether they are acceptable or not affected by:

- legal requirements
- perceptions of internal/external stakeholders
- cost-benefit analysis, for example, cost of risk management being less than financial cost if the risk occurred

Legislation, policy and procedures may include

- Commonwealth and State/Territory legislation relating to risk management
- national and international codes of practice and standards, such as SIRCA 8001:2003
- the organisation's risk management policies and practices
- codes of conduct/codes of ethics

Australian and New Zealand standards - Risk management AS/NZS
RANGE STATEMENT

4360:1999 or as revised

- Guidelines for managing risk in the Australian and New Zealand public sector - HB 143:1999 or as revised
- professional standards for risk management, for example CPRM - certified practising risk manager
- jurisdictional policies, guidelines and web sites, for example www.riskmanagement.qld.gov.au

Sources of risk may include human behaviour
technology/technical issues
occupational health and safety
legal
political
property/equipment
environmental
financial/market
natural events

Risks may be internal
external
random
real
perceived

Risks may include physical injury or death
failure of machinery or equipment
breaches of security
fraud
litigation
client dissatisfaction
unfavourable publicity

Analysis of risks includes likelihood of risks:
almost certain
likely
possible
RANGE STATEMENT

unlikely

rare

consequences of risks:

insignificant

minor

moderate

major

catastrophic

current control measures

Documentation of analysis may include a table showing all risks, any existing controls, likelihood of occurring, consequences and subsequent level of risk.

Level of risk may be:

low, treated with routine procedures

moderate, with specific responsibility allocated for the risk, and monitoring and response procedures implemented

high, requiring action, as it has potential to be damaging to the organisation

extreme, requiring immediate action, as the potential could be devastating to the organisation

Methods/techniques/tools may include:

- computer modelling
- sensitivity analysis
- structured interviews
- statistical data
- questionnaires
- fault trees
- analysis of consequences - loss of money, time, labour, intangibles

Acceptable risks are those which an organisation has determined have the least potential for harm

not necessarily insignificant

Risks may be acceptable because:

the risk level is so low that it does not warrant spending time and money to treat it

the risk is low and the benefits outweigh the cost of treating it

the opportunities presented are much greater than the threat

Unacceptable risks are those which an organisation has determined have the most potential...
RANGE STATEMENT

for harm

Options for treating risks may include

- avoiding the risk, for example, by terminating the activity or conducting it in another way (these actions may have different risks attached)
- controlling the risk, by reducing the likelihood of the risk occurring, the consequences of the risk, or both
- transferring the risk, for example, by arranging insurance, contracting some or all of the activity to another organisation or person, etc
- retaining the risk, and making contingency plans/funds allocation for covering any loss or other negative effect from the risk

Risk management plan may include

- sources of risk and risk events
- analysis of risks - likelihood, consequences and risk levels
- prioritised list of unacceptable risks
- treatment options selected
- person/s responsible for implementing treatment options
- resources required
- performance measures
- timeframe for implementation
- timetable for review of plan

Evaluation methodology may include

- observations
- physical inspections
- incident reports
- questionnaires
- interviews with stakeholders
- regular reviews of risk treatment procedures
- repeat of the risk management process

Unit Sector(s)

Not applicable.
Competency field

Management
PSPMNGT610A Manage public sector financial resources

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers input into public sector budgeting, financial forecasting and reporting requirements, and the allocation and management of resources to achieve the required outputs of the business unit. It includes contributing to financial bids and estimates, allocating funds, managing budgets and reporting on financial activity.

In practice, the management of public sector financial resources may occur in the context of other generalist or specialist public sector workplace activities such as managing compliance with legislation, maintaining and enhancing ethical practice, managing people, policy etc.

This unit is one of 6 units of competency in the Working in Government and Management Competency fields that deal with resources.

Related units are:
PSPGOV204B Access and use resources
PSPGOV305B Access and use resources and financial systems
PSPGOV403B Use resources to achieve work unit goals
PSPGOV503B Coordinate resource allocation and usage

This is a new unit of competency, added to the Management Competency field of the Training Package in 2004.

Application of the Unit
Not applicable.
Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency.  Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| 1. **Contribute to financial bids and estimates** | 1.1 Organisational initiatives requiring the preparation of bids and estimates are identified in accordance with resource constraints and organisational needs  
1.2 Information for bids/estimates is substantiated, contains logical assumptions and takes account of strategic plans, government policies and priorities  
1.3 Information for bids/estimates is prepared in accordance with government budgetary requirements including a timeframe to meet critical submission dates  
1.4 Documentation to support bids/estimates is prepared in accordance with budget guidelines |
| 2. **Allocate funds** | 2.1 Budgets are approved and financial resources are allocated according to organisational priorities/business plan  
2.2 Allocations are made in accordance with organisational policy and procedures and take account of any statutory requirements or constraints  
2.3 Audit trails are maintained to ensure accurate tracking and to identify variances between agreed and actual allocations  
2.4 Financial allocation is monitored against organisational objectives and priorities and corrective action is taken as required in accordance with organisational policy and procedures |
| 3. **Manage budgets** | 3.1 Budget management is undertaken that meets the financial accountability requirements of the organisation  
3.2 Expenses are monitored against budget and authorised in accordance with financial delegation and organisational financial controls  
3.3 Financial reports are obtained and provided in accordance with organisational requirements  
3.4 Expenses are monitored through analysis of financial information/reports and problems are resolved or referred in accordance with organisational procedures and financial delegation  
3.5 Expenditure is aligned with service delivery milestones/expectations  
3.6 Changes to the budget are negotiated to account for potential under-spending, delays in service/program delivery, overruns and unneeded line items in accordance with organisational policy and procedures |
| 4. **Report on financial** | 4.1 Requirements for financial management and reporting are identified in accordance with the public sector financial |
ELEMENT | PERFORMANCE CRITERIA
---|---
activities | management framework

4.2 Financial management and reporting are undertaken in accordance with organisational requirements and public sector financial management policy and procedures
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- preparing information and reports requiring precision of expression
- meeting formatting and process requirements for bids and estimates and linkages to strategic plans
- monitoring financial information
- interpreting and signing off on financial reports
- interpreting organisational information in financial terms
- adjusting communication to suit different audiences
- using cross-cultural communication relating to financial management - across professional cultures such as accounting, IT, arts, policy areas
- responding to diversity, including gender and disability
- accessing information and legislation electronically or in hard copy
- applying environmental, sustainability and occupational health and safety procedures relating to working in the public sector

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- financial management principles
- legislation, policies and processes relating to public sector financial management, such as conflicts of interest, procurement, value for money
- the organisation's financial accountability mechanisms
- corporate governance requirements
- internal controls and why they are used
- delegations and why the public sector uses them
- public sector financial management framework (detailed knowledge) and the relationship between the elements of the framework
- documents that make up the financial management framework
- legislation related to working in the public sector such as equal employment opportunity, environmental, sustainability and occupational health and safety requirements
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together
- **Pre-requisite** unit/s that must be achieved prior to this unit: *Nil*
- **Co-requisite** unit/s that must be assessed with this unit: *Nil*
- **Co-assessed unit/s** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC601B Maintain and enhance confidence in public service
  - PSPLEGN601B Manage compliance with legislation in the public sector
  - PSPMNGT603B Facilitate people management
  - PSPMNGT602B Manage resources
  - PSPMNGT608B Manage risk
  - PSPMNGT609B Formulate business strategies
  - PSPPOL603A Manage policy implementation

Overview of evidence requirements
In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:
- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- management of public sector financial resources in a range of (2 or more) contexts (or occasions, over time)

Resources required to carry out assessment
These resources include:
- public sector and organisational financial procedures and protocols
- workplace scenarios and case studies to capture the range of situations likely to be encountered when managing public sector financial resources
- financial legislation and guidelines such as central agency guidelines
- budget process and guidelines

Where and how to assess evidence
Valid assessment of this unit requires:
- a workplace environment or one that closely resembles normal
EVIDENCE GUIDE

work practice and replicates the range of conditions likely to be encountered when managing public sector financial resources, including coping with difficulties, irregularities and breakdowns in routine

- management of public sector financial resources in a range of (2 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

*Bids may include*
- program discretionary bids
- program, sub-program, section, business unit bids
- portfolio managed bids

*Estimates may include*
- budget estimates
- additional estimates
- forward estimates
- long-term estimates
- forecasts

*Information may include*
- historical information
- cost-benefit analysis
- staff requirements
- contractual information
- efficiency/sustainability requirements

*Budgetary requirements may include*
- zero-based budgeting
- accrual budgeting
- activity-based costing/management
- output-based budgeting
- top-down/bottom-up approach
- base plus increment

*Supporting documentation may include*
- phasing for liability and expenditure/cash flow implications
- impact statements
- reasons for major variations to financial guidance
- staffing resources

*Budgets may include*
- capital expenses
- recurrent expenses
- staffing costs
- cash flow
- forward estimates

*Corrective action may include*
- re-prioritising activities
- funds transfer
- re-phasing liability/expenditure

*Delegations are*
- functions or powers (under an act) assigned to others
RANGE STATEMENT

- limited to specified powers or amounts
- made to persons in specified positions

Financial controls should

- identify, record and measure revenue, expenses, assets, liabilities and equity
- ensure assets are safeguarded and used to avoid waste, extravagance, loss and misuse
- ensure liabilities are not incurred without proper authority
- ensure correct valuation, cut-off, presentation and disclosure of financial balances and transactions
- be linked to the organisation’s risk management strategy

Financial reports may include

- program, sub-program, section, business unit financial reports
- accrual reports
- monthly/quarterly financial reports including cost/unit, costs incurred compared with share of program delivered
- annual reports

Elements of the public sector financial management framework may include

- internal controls
- segregation of duties
- delegations
- corporate governance requirements
- service level agreements
- internal and external reporting
- risk management

Public sector financial policies and procedures may include

- financial management acts and regulations
- financial administration and audit acts
- Treasury guidelines
- public sector finance standards
- financial management benchmarking studies
- the organisation’s:
  - financial management practice manual
  - delegation manual
  - budget manual/instructions
  - style manual
  - quality manual
  - government financial policy statements

Unit Sector(s)

Not applicable.
Competency field

Management
PSPMNGT613A Develop partnering arrangements

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers the exploration of opportunities for government organisations to develop partnering arrangements with the private sector and to proceed to formal agreement based on evaluation to ensure the public interest is fully protected. It includes exploring partnering opportunities, assessing feasibility, establishing partnering arrangements and fostering productive partnering relationships.

In practice, development of partnering arrangements may overlap with other generalist or specialist public sector workplace activities such as applying government systems, establishing and maintaining strategic networks, planning procurement, managing risk etc.

This is one of two units dealing with partnering arrangements. The second unit is an imported unit, CHCCD19A Establish and maintain community, government and business partnerships from the Community Services Training Package which may be used in Diploma or Advanced Diploma qualifications.

This is a new unit of competency, added to the Management Competency field of the Training Package in 2004.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.  Together, performance criteria specify the requirements for competent performance. Text in bold italics is explained in the Range Statement following.

Elements and Performance Criteria

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<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
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</tr>
</tbody>
</table>
| **1. Explore partnering opportunities** | 1.1 Rigorous assessment is undertaken to establish the potential for private sector involvement in the delivery of public sector services or infrastructure  
1.2 Need, affordability and priority for private sector partnering are determined to ensure the public interest is fully protected  
1.3 The service/infrastructure requirement to be provided through a partnering arrangement is identified, benefits to the community are confirmed and potential partners are identified |
| **2. Assess feasibility** | 2.1 A full feasibility study is conducted that includes environmental analysis, social impact and cost-benefit analysis to confirm the merits of partnering options for financing, delivery and value for money  
2.2 A full assessment of risk is conducted, including the risks and costs the government would be prepared to retain  
2.3 A detailed assessment of costs and potential revenue streams is undertaken and a comparison is undertaken with the costs associated with public sector provision  
2.4 Community stakeholders are consulted to provide input in the feasibility and planning stages of any partnering arrangement |
| **3. Establish partnering arrangements** | 3.1 Detailed requirements are determined for the partnering arrangement in accordance with government policy and priorities  
3.2 Procurement options are investigated, including a full public tender process, in accordance with legislative and organisational requirements  
3.3 Contracts are arranged that specify partnering duration, outputs, benefits and performance incentives, if any, in accordance with government policy and procedures  
3.4 Risk is allocated to whichever party is best able to manage it and an accountability structure and approval process is developed  
3.5 Government approvals are obtained and contractual arrangements are entered into in accordance with organisational policy and procedures |
| **4. Foster productive partnering relationships** | 4.1 Reasons/benefits for the partnering arrangement, roles, limitations and expectations are affirmed throughout the life of the relationship  
4.2 Ongoing communication is used to confirm vision, agreed goals, outcomes, measures of performance, agreed accountabilities and the limits of the arrangement for both parties  
4.3 Ethical standards and public sector accountabilities are maintained and, when necessary, explained to partners in a |
ELEMENT PERFORMANCE CRITERIA

manner suited to their requirements

4.4 Strategies for solving problems and dealing with conflict are agreed and used in accordance with organisational policy and procedures to build trust/mutual respect for the benefit of both parties

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- establishing and fostering trusting, ongoing relationships with individuals and businesses
- using a range of communication styles to suit different audiences and purposes
- explaining complex and formal policies and concepts to a variety of audiences
- responding to diversity, including gender and disability
- applying workplace safety procedures to partnering activities
- accessing/preparing information electronically or in hard copy

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- probity
- public sector ethics and accountability
- public sector values and codes of conduct
- government/agency policies and procedures relating to public private partnering
- relationship contracting with the private sector
- relationship management in the context of partnering
- management of expectations in the context of partnering
- principles of cultural awareness and cross-cultural communication
- equal employment opportunity, equity and diversity principles
- workplace safety issues relating to public private partnering
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- Pre-requisite units that must be achieved prior to this unit: Nil
- Co-requisite units that must be assessed with this unit: Nil
- Co-assessed units that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPGOV601B Apply government systems
  - PSPGOV602B Establish and maintain strategic networks
  - PSPPROC604A Plan for strategic procurement outcomes
  - PSPMNGT608B Manage risk

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- development of 1 significant long-term partnering arrangement or a number of (2 or more) smaller arrangements

Resources required to carry out assessment

These resources include:

- workplace scenarios or case studies
- government partnering policy, principles and practices
- legislation related to public private partnering arrangements
- public sector values and codes of conduct
- relationship contracts
- government requirements for value for money, public benefit testing
- public sector comparator

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when developing partnering arrangements, including coping with difficulties, irregularities and breakdowns in routine
- development of 1 significant long-term partnering arrangement
EVIDENCE GUIDE

or a number of (2 or more) smaller arrangements

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Partnering with the private sector may include**

- harnessing private sector management skills, innovation and efficiencies
- significant private sector involvement in provision of infrastructure or service need
- qualitative risk transfer to the private sector
- long-term output based contract arrangements
- relationship contract
- community input into specifications

**Potential partners will consist of**

- an identifiable market of private sector bidders prepared to compete for the partnering opportunity

**Value for money may be achieved where**

- the project size justifies the transaction and management costs
- there is a defined measurable service delivery function or output mechanism
- there is scope within the project delivery for the optimisation and the allocation of manageable risk to the private sector, delivering a cost-effective outcome
- there is scope for sector private sector innovation, value adding and/or cost reductions in the delivery and operation of the service
- there is real value in transferring responsibility for the operational and maintenance phase of the project to the private sector
- there is an identifiable market of private sector bidders prepared to compete for the opportunity to deliver the project

**Stakeholders may include**

- all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation's behaviour, actions, products and services such as:
  - employees at all levels of the organisation
  - community
  - clients
  - other public sector organisations
  - private sector
  - non-government organisations
  - union and association representatives
RANGE STATEMENT

- boards of management
- government
- Ministers

Requirements for the partnering arrangement may include

- statement of benefits
- specified outputs
- contract term
- risk assessment and management plan
- accountability structure
- performance incentives
- operational or management efficiencies
- optimally developed relationship contract
- best value for money
- responsible use of public and private resources
- probity
- transparency
- fair appeals process
- market sounding
- financing options

Risk management may include

- acceptance of risks
- avoidance of risks
- minimisation of risks

Unit Sector(s)

Not applicable.

Competency field

Competency field Management
PSPMNGT615A Influence workforce effectiveness

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers the competency to ensure the effectiveness of the workforce, whether staff or contractors, in promoting the attainment of strategic objectives. It includes providing leadership to individuals and work teams, creating a cooperative work environment, capitalising on workplace emotions, motivating the workforce to achieve quality results, and delegating work to achieve strategic objectives, and managing up.

In practice influencing workforce effectiveness occurs in the context of other generalist or specialist work functions such as managing performance, managing diversity, managing change, managing client service etc.

This unit is one of a series of 4 units of competency relating to working with others, located in the Competency fields of Working in Government and Management. Related units are:

PSPGOV302B Contribute to workgroup activities
PSPGOV404B Develop and implement work unit plans
PSPGOV511A Provide leadership

This unit replaces PSPMNGT601A Facilitate workforce effectiveness. The units are not equivalent as elements dealing with emotional intelligence and managing up have been added.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.  Together, performance criteria specify the requirements for competent performance. Text in bold italics is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>


ELEMENT

1. Provide leadership to individuals and work teams

PERFORMANCE CRITERIA

1.1 The vision and strategic goals of the organisation that impact on the work area are identified and promoted

1.2 Workforce members are regularly consulted on business objectives, plans and operational issues to minimise role ambiguity and uncertainty

1.3 Roles, functions, responsibilities and work goals are defined in accordance with organisational requirements, and are communicated and agreed

1.4 Opportunities are provided for workforce members to clarify aspects of particular tasks, resolve issues and seek feedback or further direction

1.5 Encouragement is provided to develop new and innovative practices, procedures, processes, technologies and strategies in line with corporate values, vision and goals

1.6 Leadership is provided appropriate to changing priorities and situations and takes account of the specific needs of a diverse workforce

2. Create a cooperative work environment

2.1 Cooperation in the work environment is actively facilitated through balanced and fair work allocation and recognition of all contributions

2.2 Teams and individuals are encouraged to find styles of working which are consistent both with team and individual competencies, preferences and business unit objectives

2.3 Conflict management strategies are used to facilitate a cooperative work environment

2.4 Cooperative and productive relationships with individuals and teams are established

2.5 Leadership style and guidance that take into account the differing needs and background of a diverse workforce are used

3. Monitor and respond to workplace emotions

3.1 Emotional strengths and triggers are identified for self and others in the workplace, and communication, client service or work allocations are tailored to take account of these

3.2 Self-reflection and feedback is used to identify the effect on others of own emotions, and emotional control is exerted to model positive workplace behaviour

3.3 Opportunities are provided for others to express their thoughts and feelings, and emotions are taken into account in decision making to maintain a positive emotional climate in the workplace

3.4 Assistance is provided to others to identify the effect of emotions in the workplace and to develop and use their own emotional intelligence to build productive relationships and
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Motivate the workforce to achieve quality results</td>
<td>maximise workplace outcomes</td>
</tr>
<tr>
<td>4.1 Ways to motivate a diverse workforce are explored and matched to individual needs</td>
<td></td>
</tr>
<tr>
<td>4.2 Opportunities are identified for individuals to develop competencies required to meet work objectives</td>
<td></td>
</tr>
<tr>
<td>4.3 Individuals’ career development requirements are recognised and balanced with team objectives</td>
<td></td>
</tr>
<tr>
<td>4.4 Feedback that is prompt, consistent and constructive and ongoing is provided on performance</td>
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</tr>
<tr>
<td>4.5 Achievements are promoted and rewarded in a way which openly acknowledges the contribution of individuals and teams</td>
<td></td>
</tr>
<tr>
<td>4.6 Team building strategies are applied to strengthen individual and team commitment to organisational vision and work unit goals</td>
<td></td>
</tr>
<tr>
<td>5. Delegate work to achieve business unit strategic objectives</td>
<td>5.1 Work is delegated in accordance with individual competencies or as development opportunities arise, and sufficient information is communicated, resources allocated and support provided to enable tasks to be completed successfully</td>
</tr>
<tr>
<td>5.2 Responsibilities are delegated while still accepting accountability for their success/failure</td>
<td></td>
</tr>
<tr>
<td>5.3 Mechanisms for monitoring progress in achieving work goals are established and implemented in accordance with organisational policy and practices</td>
<td></td>
</tr>
<tr>
<td>5.4 Areas for improvement are determined collaboratively and improved processes/strategies are implemented</td>
<td></td>
</tr>
<tr>
<td>5.5 Tasks are delegated effectively to facilitate the attainment of business unit objectives and the continuous improvement of business processes</td>
<td></td>
</tr>
<tr>
<td>5.6 Up-to-date and accessible record of delegations is maintained in accordance with organisational policy and procedures</td>
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<tr>
<td>6. Manage up</td>
<td>6.1 People and influences outside the immediate work environment with the potential to affect work priorities, outcomes and resources are identified</td>
</tr>
<tr>
<td>6.2 Role relationships and responsibilities for managing up are analysed</td>
<td></td>
</tr>
<tr>
<td>6.3 Strategies are developed and implemented to ensure executives consider the operational consequences of policy changes</td>
<td></td>
</tr>
<tr>
<td>6.4 Strategies are used to engage support for public sector activities and ensure sufficient resources are provided to implement initiatives</td>
<td></td>
</tr>
<tr>
<td>6.5 Self-evaluation and feedback from others on own performance is used to continuously improve performance and outcomes</td>
<td></td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

delegating work to others
counselling and resolving conflict in teams
using team building strategies
using facilitation, negotiation and consultation requiring exchanges of complex oral information
using consensual decision making skills
keeping check of emotions when challenges arise, maintaining composure, perceiving the emotional motivators that drive individuals and groups in the workplace and engaging those motivators, where appropriate, to optimize organisational performance
using a variety of words and language structures to explain complex ideas to different audiences
interpreting and explaining complex, formal documents and assisting others to apply them in the workplace
responding to diversity, including gender and disability
applying occupational health and safety strategies relevant to managing and working with others in a public sector workplace

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

organisational goals, policies and procedures
equal employment opportunity, equity and diversity principles
the relationship between effective human resource functions and the attainment of business unit objectives
human resource policies and practices
emotional intelligence principles and strategies
group processes and facilitation techniques
team building strategies
the organisation's career and human resource development strategies, programs and plans
conflict resolution strategies
jurisdictional legislation applicable to management and human resource management functions
occupational health and safety issues relevant to managing and working with others in
REQUIRED SKILLS AND KNOWLEDGE

a public sector workplace

environmental and sustainability issues relevant to managing and working in a public sector environment
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC601B Maintain and enhance confidence in public service
  - PSPGOV601B Apply government systems
  - PSPGOV602B Establish and maintain strategic networks
  - PSPLEGN601B Manage compliance with legislation in the public sector
  - PSPPOL603A Manage policy implementation

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- workforce effectiveness influenced in a range of (3 or more) contexts (or occasions, over time) such as working with staff, clients and contractors

Resources required to carry out assessment

These resources include:

- procedures and protocols
- public sector policies and legislation such as those dealing with: human resource management and development workforce capability
- case studies and workplace scenarios to capture the range of situations likely to be encountered when influencing workforce effectiveness

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be
EVIDENCE GUIDE

encountered when facilitating workforce effectiveness, including coping with difficulties, irregularities and breakdowns in routine

- workforce effectiveness influenced in a range of (3 or more) contexts (or occasions, over time) such as working with staff, clients and contractors

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Workforce members may include employees, consultants, external contractors, job rotation staff, trainees.

Leadership refers to the process of influencing others to engage in work behaviours that facilitate the attainment of the business unit's strategic objectives.

Business unit may refer to a program, sub-program, cost centre, area, division, branch, production unit or section located within the organisation.

Emotional strengths may include ability to monitor and control negative emotions, recognise and respond to others’ emotional states, see beyond an immediate emotional reaction to the real cause, rather than responding to the emotions on face value.

Identification of emotions may need to take account of the varying cultural expressions of emotion.

Others in the workplace may include management staff, clients, contractors.
RANGE STATEMENT

*Emotions may include*  
anger  
anxiety  
apprehension  
caring  
confidence  
depression  
elation  
enthusiasm  
excitement  
fear  
happiness  
inadequacy  
joy  
nervousness  
over-confidence  
pride  
stress  
under-confidence  
unhappiness

*Development of emotional intelligence may occur through*  
mentoring  
shadowing  
coaching  
training  
simulation

*Emotional intelligence is*  
widely recognised as the ability of an individual to monitor their own and others’ emotions in a social or work environment, to discriminate among the emotions and to use the information to guide their thinking and actions  
characterised by self-awareness (personal), self-management (personal), social awareness (social) and relationship management (social)

*Team building strategies may include*  
defining and clarifying objectives/work area plans
RANGE STATEMENT

strengthening communication processes
clarifying ground rules and behavioural expectations
fostering creativity
offering constructive feedback
providing facilitated meetings
recognising achievements

Others may include
superiors
reportees

Unit Sector(s)
Not applicable.

Competency field
Competency field Management
PSPMNGT701B Provide strategic direction

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers the provision of strategic direction within the organisation. It includes analysing factors in the operating environment, developing and coordinating a strategy for determining strategic priorities, and formulating and communicating strategic priorities.

In practice, providing strategic direction overlaps with other generalist or specialist public sector work activities such as providing ethical leadership, influencing strategic policy, managing diversity, leading human resources etc.

This unit replaces and is equivalent to PSPMNGT701A Provide strategic direction.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1. Analyse factors in the operating environment | 1.1 The organisation's purpose and direction within the overall government strategy, and its integration with other government service providers, are analysed with a view to determining key factors and issues for consideration and response  
1.2 The organisation's culture, values and strategic priorities are analysed with a view to determining key factors and issues for consideration and response  
1.3 Internal and external factors likely to impact upon the organisation are continually monitored and analysed  
1.4 Best practice models related to the nature of the organisation's core business are explored  
1.5 Client needs and preferences are identified and analysed  
1.6 Legislation and organisational policies and practices that may impact upon organisation's operations are identified and analysed |
| 2. Develop and coordinate a strategy for determining strategic priorities | 2.1 Consultation with key stakeholders is conducted in a manner that maximises their commitment and contribution  
2.2 Constructive solutions are found where stakeholders are in conflict  
2.3 Analysis and evaluation of information gained from a variety of sources, including key stakeholders, is used to identify strategic options for prioritisation  
2.4 Benchmarking is undertaken with other organisations or best practice standards to inform development of strategic priorities  
2.5 Priorities of other government service providers are considered to ensure duplication will be avoided and services integrated for the benefit of clients |
| 3. Formulate and communicate strategic priorities | 3.1 Strategic priorities are developed that support overall government strategy  
3.2 Strategic priorities are developed that embody the organisation's values, beliefs and philosophy  
3.3 Strategic priorities are used to draw together and reflect the suggestions and interests of stakeholders  
3.4 Strategic priorities are developed that embody a shared vision for the future and set out challenging but realistic objectives that encourage staff to be creative and innovative in their approach to attaining objectives  
3.5 Strategic priorities are communicated to stakeholders using a variety of strategies and in such a way as to attract their support  
3.6 Implementation is monitored to ensure strategic priorities are addressed through related business unit and individual
<table>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>objectives</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:
- delegating work to others
- counselling and resolving conflict in teams
- using team building strategies
- using facilitation, negotiation and consultation requiring exchanges of complex oral information
- using consensual decision making skills
- keeping check of emotions when challenges arise, maintaining composure, perceiving the emotional motivators that drive individuals and groups in the workplace and engaging those motivators, where appropriate, to optimise organisational performance
- using a variety of words and language structures to explain complex ideas to different audiences
- interpreting and explaining complex, formal documents and assisting others to apply them in the workplace
- responding to diversity, including gender and disability
- applying occupational health and safety, environmental and sustainability strategies relevant to managing and working with others in a public sector workplace

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:
- organisational goals, policies and procedures
- equal employment opportunity, equity and diversity principles
- the relationship between effective human resource functions and the attainment of business unit objectives
- human resource policies and practices
- environmental and sustainability practices
- emotional intelligence principles and strategies
- group processes and facilitation techniques
- team building strategies
- the organisation's career and human resource development strategies, programs and plans
- conflict resolution strategies
- jurisdictional legislation applicable to management and human resource management functions
REQUIRED SKILLS AND KNOWLEDGE

occupational health and safety issues relevant to managing and working with others in a public sector workplace
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC701A Lead and influence ethical practice in the public sector
  - PSPHR703A Provide leadership in strategic human resource management
  - PSPMNGT702A Influence and shape diversity management
  - PSPMNGT703A Lead and influence change
  - PSPMNGT704A Undertake enterprise risk management
  - PSPPOL701A Influence strategic policy

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
  - provision of strategic direction in a range of (2 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- strategic planning guidelines
- relevant legislation, procedures and protocols
- workplace information such as mission, vision, goals etc
- case studies and scenarios to capture the range of situations likely to be encountered when providing strategic direction

Valid assessment of this unit requires:

Where and how to assess evidence

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when providing strategic direction, including
EVIDENCE GUIDE

coping with difficulties, irregularities and breakdowns in routine
• provision of strategic direction in a range of (2 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:
people with disabilities
people from culturally and linguistically diverse backgrounds
Aboriginal and Torres Strait Islander people
women
young people
older people
people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:
case studies
portfolios
projects
questioning
scenarios
authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Best practice models may include**  
- state, national and international models

**Legislation, organisational policies and practices may include**  
- Commonwealth and State/Territory legislation including equal employment opportunity and anti-discrimination law  
- national and international codes of practice and standards  
- environmental/sustainability standards  
- the organisation’s policies and practices  
- government policy  
- codes of conduct

**Stakeholders may include**  
- all those individuals and groups both inside and outside the organisation that have some direct interest in the organisation's behaviour, actions, products and services, such as:  
  - employees at all levels of the organisation  
  - other public sector organisations  
  - union and association representatives  
  - boards of management  
  - government  
  - Ministers

**Strategic priorities may be**  
- objectives in key result areas identified through the organisation's strategic planning process that have the highest priority rating demanding immediate action

**Unit Sector(s)**

Not applicable.
Competency field

Management
PSPPM401B Design simple projects

Modification History
Not applicable.

Unit Descriptor
This unit covers the planning and development of simple, generally low risk projects that may be small scale and managed by one person or by a person with a small team. It includes identifying project requirements, preparing a business case, preparing the project plan and establishing project infrastructure. Contract management requirements are not included as this aspect is addressed by units of competency within the Competency field of Procurement and Contract Management.

In practice, project planning and development overlaps with other generalist and specialist work activities such as applying government processes, using resources, developing work plans, gathering information, etc.

When this unit is completed in conjunction with PSPPM402B Manage simple projects and PSPPM403B Close simple projects, the three units together are equivalent to the eight private sector Business Services project management competencies: BSBPM401A - BSBPM408A inclusive.

This unit, and unit PSPPM405A Administer simple projects, are mutually exclusive. One or the other, but not both, may contribute to a qualification.

This unit replaces and is equivalent to PSPPM401A Develop a project.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1. Identify project requirements | 1.1 A rationale for the project is outlined that identifies the purpose, outcomes and likely benefits for the user/s  
1.2 Stakeholders are identified and their input is obtained at the planning stage to ensure the project proposal and its objectives are required and achievable  
1.3 The project environment is assessed and environmental issues are addressed in the project proposal  
1.4 Project parameters are determined and a project proposal is completed to organisational standards and within guidelines  
1.5 The project proposal is structured so it is compatible with organisational objectives and other organisational projects, and is designed in accordance with the organisation's policies and procedures and in consultation with specialists to meet user/client requirements |
| 2. Prepare business case | 2.1 Research and analysis is undertaken to identify impacts and risks, constraining factors and alternate options  
2.2 Options and solutions are identified, advice is obtained and recommendations are made in accordance with the strategic direction of the organisation/work unit  
2.3 A report is prepared that demonstrates a business case for the project in accordance with organisational requirements  
2.4 Approvals for the project proposal are obtained in accordance with organisational policy and procedures |
| 3. Prepare project plan | 3.1 Project scope is determined in terms of objectives, outcomes and project deliverables  
3.2 Specialists are consulted where necessary, to advise on potential risks, and options to manage risks are investigated and recorded in the project plan  
3.3 Each of the parameters identified in the proposal are addressed in the project plan in consultation with relevant parties and appropriate approvals are sought and recorded  
3.4 Project management tools are utilised for planning in accordance with project requirements  
3.5 Project outputs are determined that are measurable and achievable and indicators to monitor the performance of the project are developed, under guidance, and agreed by relevant parties in accordance with organisational policy and procedures |
| 4. Establish project infrastructure | 4.1 An implementation strategy is developed in accordance with the project plan and organisational guidelines, and presented to stakeholders to gain project support  
4.2 Terms of reference and project infrastructure requirements for |
ELEMENT PERFORMANCE CRITERIA

set-up and implementation of the project are clarified in the implementation strategy in accordance with the project plan

4.3 Resources are obtained to set up the project office, and roles and responsibilities are assigned to team members and stakeholders as agreed in the project plan

4.4 Processes identified for monitoring, evaluating and reporting performance against project objectives are established in accordance with the project plan
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

detailing requirements, writing recommendations and preparing plans requiring precision of expression

negotiating timelines, roles and responsibilities with stakeholders or team members

communicating with stakeholders or team members using a range of communication styles to suit different audiences and purposes

responding to diversity, including gender and disability

using project management tools

applying workplace safety procedures in line with project planning requirements

accessing/preparing information electronically or in hard copy

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

legislation, organisational policies and procedures that may impact on the project and management of the project, for example:

public sector codes of ethics/conduct

occupational health and safety and environment requirements

quality standards

risk management

financial management

procurement

human resources

equal employment opportunity, equity and diversity principles

organisational project approval processes

scheduling

change management

project planning methods for small scale or low risk projects

project management tools to suit the projects planned

principles relating to the planning phase of project management for small scale or low risk projects
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC401A Uphold and support the values and principles of public service
  - PSPGOV402B Deliver and monitor service to clients
  - PSPGOV403B Use resources to achieve work unit goals
  - PSPGOV405B Provide input to change processes
  - PSPGOV408A Value diversity
  - PSPGOV411A Deal with conflict
  - PSPGOV412A Use advanced workplace communication strategies
  - PSPGOV416A Monitor performance and provide feedback
  - PSPGOV422A Apply government processes
  - PSPLEGN401A Encourage compliance with legislation in the public sector
  - PSPOHS401B Implement workplace safety procedures and programs
  - PSPPROC409A Receive and select offers
  - PSPPROC410A Administer contracts
  - PSPPM402B Manage simple projects
  - PSPPM403B Close simple projects

- **Excluded units** that may not contribute to the same qualification as this unit:
  - PSPPM405A Administer simple projects

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
EVIDENCE GUIDE

- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- design of simple projects in a range of (2 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, guidelines, procedures and protocols relating to project management
- workplace project documentation
- scenarios and case studies
- documented information and/or examples of the assessee's personal work
- project management tools

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when planning projects, including coping with difficulties, irregularities and breakdowns in routine
- design of simple projects in a range of (2 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses
EVIDENCE GUIDE

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

Stakeholders may include

- project sponsor/funding bodies
- clients or customers (internal and external)
- industry
- other agencies
- general public
- relevant interest groups
- unions
- functional areas
- the organisation's senior management
- Ministers
- project team
- steering committee
- end user
- supplier/service provider

Project parameters include

- project scope - outcomes, objectives, project deliverables
- feasibility
- skills required for project team
- people required for project including specialist expertise
- communications including reporting requirements
- risks associated with project including people, environment, resources, technology change during the life of the project, if applicable
- steering committee arrangements
- timeframe and milestones
- cost
- resources for project
- acquisition/procurement
- organisational structure for project
- project quality control and operational flexibility
- project governance structure
- monitoring through staged rollout
- project delivery requirements
- pilot outcomes
RANGE STATEMENT

- intellectual property
- integration of project within organisation
- transition arrangements
- change management
- project evaluation

Policies and procedures may include

- government legislation (Federal, State and Local) affecting organisation's administration such as:
  - public sector management acts
  - financial management and accounting legislation and regulations
  - privacy legislation
- government and organisational guidelines and procedures relating to:
  - project governance
  - resourcing
  - security
  - strategic plans
  - recruitment
  - risk management
  - procurement guidelines
  - designation approvals
  - industrial agreements

Specialists may include

- legal
- technical
- financial
- other functional areas
- other relevant agencies
- logistics
RANGE STATEMENT

Constraining factors may include:
- political
- industrial
- legislative
- technical
- financial
- resourcing
- social and cultural considerations
- cultural change management (internal)
- security/privacy
- environmental
- logistic support

Analysis report will contain:
- cost-benefit analysis

Approval may be required from:
- project sponsor/funding body
- business owner of the project
- program manager
- line manager
- project governance office/personnel in the organisation
- chief executive officer, manager or management representative
- customer or client

Project scope is defined by:
- objectives - aims/goals for doing the project
- outcomes - measurable benefit achieved from the utilisation of the outputs delivered by the project
- outputs/project deliverables - the services/products delivered by the project

Options to manage risks may include:
- acceptance
- avoidance
- minimisation
- transfer
- strategies
- flexibility
- empathy
- emotional intelligence

Project plan will include some or all of:
- acquisition strategies
- budget and financial management strategy
- contract management
- cost estimates
- evaluation criteria
- expected outcomes/measurable benefits of the project
RANGE STATEMENT

- facilities
- inclusions and exclusions from project
- information/communication strategy
- intellectual property strategies
- milestones
- objectives
- outputs/project deliverables and their acceptance criteria
- people plan including human resource management and human resource development
- performance criteria/indicators
- project control mechanisms
- project implementation strategy
- project governance strategy
- purpose
- quality assurance
- quality control
- quality standards for project
- rationale
- required project resources
- resource management
- risk management
- roles and responsibilities
- schedule/timeline
- task/work breakdown structure (WBS)
- risk management
- schedule management
- financial management
- communication, including reporting
- resources management
- logistics management
- scope management
- change management
- quality management
- people management
- occupational health and safety management

Project parameters may include

- risk analysis
- organisational project governance framework
- communications plan
- reporting framework
- project management software and other tools:
RANGE STATEMENT

- Gantt and bar charts
- Program Evaluation and Review Technique (PERT) charts
- Critical Path Method
- cost schedule control system
- logistics support analysis
- life cycle cost analysis
- spreadsheets
- recording systems - electronic and manual
- staffing levels/need for recruitment action and training
- equipment and technical support
- resource requirements including travel, finance etc
- project office accommodation
- management infrastructure

Project infrastructure may include

Unit Sector(s)
Not applicable.

Competency field

Competency field  Project Management
PSPPM402B Manage simple projects

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers management of generally low risk projects that may be small scale and managed by one person or a person with a small team. It includes implementing project start-up activities, coordinating project implementation, monitoring the project and arranging follow-up activities. Contract management requirements are not included as this aspect is addressed by units of competency within the Competency field of Procurement and Contract Management.

In practice, managing simple projects overlaps with other generalist and specialist work activities such as applying government processes, using resources, gathering information, managing contracts etc.

When this unit is completed in conjunction with PSPPM401B Design simple projects and PSPPM403B Close simple projects, the three units together are equivalent to the eight private sector Business Services project management competencies:
BSBPM401A - BSBPM408A inclusive.

This unit, and unit PSPPM405A Administer simple projects, are mutually exclusive. One or the other, but not both, may contribute to a qualification.

This unit replaces and is equivalent to PSPPM402A Implement projects.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
1. Implement start-up activities | 1.1 The project plan is updated with confirmed information for key dates and activities, resources and project governance details in accordance with the project implementation strategy
1.2 Project stakeholders' understanding of and agreement to fulfil the project requirements and their roles and responsibilities are confirmed
1.3 Required systems are established and maintained throughout the project in accordance with the project plan
1.4 A working knowledge of project management tools is used to facilitate integration of project activities and achievement of project outcomes

2. Coordinate project implementation | 2.1 Integration and management of project activities are handled in accordance with the project plan
2.2 Stakeholder input and expectations are managed and their commitment is maintained throughout the life of the project in accordance with organisational policy and procedures and the project plan
2.3 Disagreements and disputes are resolved or referred to a higher authority in accordance with organisational policy and procedures
2.4 Project change proposals are received and changes are recommended/made in accordance with the project plan, and documented in accordance with policy and procedures

3. Monitor project | 3.1 All aspects of the project are continually monitored and corrective action is taken as necessary to maintain progress in accordance with the project plan
3.2 Consultation and reporting mechanisms are applied in accordance with the communication plan when dealing with management, staff and/or contractors, steering committee members or other stakeholders
3.3 Project governance plans and any related contracts are monitored, reviewed and amended as appropriate, and results are reported in accordance with the communication plan
3.4 Project progress is monitored against agreed milestones in accordance with the project plan to provide a measure of performance throughout the life of the contract
3.5 Programmed review of objectives and achievement is implemented in accordance with the project plan

4. Arrange project follow-up activities | 4.1 Project deliverables are analysed against specifications, performance standards and project objectives, under broad guidance, and the results are reported to stakeholders
4.2 An initial support package or product manual is produced, if
ELEMENT

PERFORMANCE CRITERIA

required, to provide guidance for stakeholders who will be required to apply the project results

4.3 The support package includes options for stakeholders to take account of environmental and cultural factors in applying project results

4.4 Operational and support authorities are consulted to research any testing/trialling/building requirements resulting from the project, and evaluation of any recommendations are included in the project report
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:
leading and mentoring people to achieve project deliverables
maintaining agreement of stakeholders and team members to timelines, roles and responsibilities
communicating with stakeholders and team members using a range of communication styles to suit different audiences and purposes
responding to diversity, including gender and disability
using project management tools applicable to small scale or low risk projects
applying ethical decision making and problem solving related to project management of small scale or low risk projects
writing recommendations and preparing implementation support packages requiring precision of expression
applying workplace safety procedures in line with project requirements
accessing/preparing information electronically or in hard copy

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:
legislation, organisational policies and procedures that may impact on project management, for example:
  public sector codes of ethics/conduct
  occupational health and safety and environment requirements
  project governance requirements
  quality standards
  risk management
  procurement guidelines
human resources
  equal employment opportunity, equity and diversity principles
  project management tools to suit a range of small scale or low risk projects
  project management principles
  organisational and political context
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

  - PSPETHC401A Uphold and support the values and principles of public service
  - PSPGOV402B Deliver and monitor service to clients
  - PSPGOV403B Use resources to achieve work unit goals
  - PSPGOV411A Deal with conflict
  - PSPGOV412A Use advanced workplace communication strategies
  - PSPGOV422A Apply government processes
  - PSPLEGN401A Encourage compliance with legislation in the public sector
  - PSPPROC410A Administer contracts
  - PSPPM401B Design simple projects
  - PSPPM403B Close simple projects

  - **Excluded units** that may not contribute to the same qualification as this unit:

    - PSPPM405A Administer simple projects

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- simple projects managed in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, guidelines, procedures and protocols relating to project management
EVIDENCE GUIDE

- workplace project documentation
- scenarios and case studies
- examples of project management tools

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when implementing projects, including coping with difficulties, irregularities and breakdowns in routine
- simple projects managed in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

*Project plan will include some or all of*

- acquisition strategies
- budget and financial management strategy
- contract management
- cost estimates
- evaluation criteria
- expected outcomes/measurable benefits of the project
- facilities
- inclusions and exclusions from project
- information/communication strategy
- intellectual property strategies
- milestones
- objectives
- outputs/project deliverables and their acceptance criteria
- people plan including human resource management and human resource development
- performance criteria/indicators
- project control mechanisms
- project implementation strategy
- project governance strategy
- purpose
- quality assurance
- quality control
- quality standards for project
- rationale
- required project resources
- resource management
- risk management
- roles and responsibilities
- schedule/timeline
- task/work breakdown structure (WBS)

*Stakeholders may include*

- project sponsor/funding bodies
- clients or customers (internal and external)
- industry
RANGE STATEMENT

- other agencies
- general public
- relevant interest groups
- unions
- functional areas
- the organisation’s senior management
- Ministers
- project team
- steering committee members
- end user
- supplier/service provider
- planning and monitoring system
- financial management including:
  - budget allocation/funding
  - income generated
  - expenditure
  - recordkeeping for documented information such as:
    - correspondence
    - quality data including survey, needs, test results
    - contracts
    - time allocated and spent on each aspect of the project
    - progress reports
    - performance reports against milestones
    - project outcomes
    - samples, prototypes, models

Required systems for project management may include

Project management tools may include

- risk analysis
- organisational project governance framework
- communications plan
- reporting framework
- project management software and other tools:
  - Gantt and bar charts
  - Program Evaluation and Review Technique (PERT) charts
  - Critical Path Method
  - cost schedule control system
  - logistics support analysis
  - life cycle cost analysis
  - spreadsheets
  - recording systems - electronic and manual

Integration of project activities may include

- scope
- time
RANGE STATEMENT

- cost
- quality
- human resources
- communications
- risk
- procurement

Management may include
- scope management
- communication and reporting
- schedule management
- financial management
- quality management
- resources management
- people management
- logistics management
- risk management
- contract management
- change management

Change proposals may include
- scope
- administration
- engineering, technical, technology changes
- time
- cost
- resources

Policy and procedures may include
- government legislation (Federal, State and Local) affecting organisation's administration such as:
  - public sector management acts
  - financial management and accounting legislation and regulations
  - privacy legislation
  - government and organisational guidelines and procedures relating to:
    - project governance
    - resourcing
    - security
    - strategic plans
    - recruitment
    - risk management
    - procurement guidelines
    - designation approvals
    - industrial agreements
RANGE STATEMENT

Specifications may include

- functional
- technical
- performance
- material

Unit Sector(s)

Not applicable.

Competency field

Competency field Project Management
PSPPM403B Close simple projects

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers project evaluation and reporting for generally low risk projects that may be small scale and managed by one person or a person with a small team. It includes implementing project review activities and finalising projects. Contract management requirements are not included as this aspect is addressed by units of competency within the Competency field of Procurement and Contract Management.

In practice, closing simple projects may overlap with other generalist and specialist work activities such as applying government processes, using resources, gathering information, providing input to change, managing contracts etc.

When this unit is completed in conjunction with PSPPM401B Design simple projects and PSPPM402B Manage simple projects, the three units together are equivalent to the eight private sector Business Services project management competencies: BSBPM401A - BSBPM408A inclusive.

This unit, and unit PSPPM405A Administer simple projects, are mutually exclusive. One or the other, but not both, may contribute to a qualification.

This unit replaces and is equivalent to PSPPM403A Close projects.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills  This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.  Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| **1. Implement project review activities** | 1.1 Evaluation of project process and achievement against objectives is undertaken in consultation with stakeholders and results are reported in accordance with the project plan and organisational policy and procedures  
1.2 Action to rectify problems in meeting client needs is recommended and documented  
1.3 Implications of project results for policies and operating procedures are identified and recommendations are made for their amendment  
1.4 Information obtained from the evaluation of the project is structured so it may be used to improve relevant policy and practice in accordance with organisational requirements |
| **2. Finalise project** | 2.1 Contracts are finalised and financial records are checked for accuracy and completed in accordance with organisational procedures  
2.2 Project wind-down is managed, documentation is completed, records are archived and approvals are obtained in accordance with the project plan and organisational policy and procedures  
2.3 Project stakeholders are debriefed, and recommendations are made for redeployment of infrastructure/resources in accordance with organisational policy and procedures  
2.4 Project hand-over to user/s is completed in accordance with organisational procedures and lessons learnt are documented and reported to stakeholders to assist in continuous improvement  
2.5 Stakeholders are advised of procedures and authorities for initial support to implement project deliverables where relevant, and strategies are devised to manage long-term project momentum in accordance with organisational requirements |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:
- analysing results and evaluating results against objectives
- writing recommendations and preparing reports requiring precision of expression
- communicating with stakeholders and team members using a range of communication styles to suit different audiences and purposes
- responding to diversity, including gender and disability
- debriefing project team members
- reporting on resource expenditure including time and costs
- using project management tools suited to small scale or low risk projects
- applying workplace safety procedures in line with project requirements
- accessing/preparing information electronically or in hard copy

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:
- legislation, organisational policies and procedures that may impact on project finalisation, for example:
  - public sector codes of ethics/conduct
  - occupational health and safety and environment requirements
  - project governance requirements
  - quality standards
  - risk management
  - procurement guidelines
  - human resource management and development
  - equal employment opportunity, equity and diversity principles
  - project management tools to suit a range of small scale or low risk projects
  - project management principles
  - organisational and political environment
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: **Nil**
- **Co-requisite units** that must be assessed with this unit: **Nil**
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

  - PSPETHC401A Uphold and support the values and principles of public service
  - PSPGOV402B Deliver and monitor service to clients
  - PSPGOV403B Use resources to achieve work unit goals
  - PSPGOV411A Deal with conflict
  - PSPGOV412A Use advanced workplace communication strategies
  - PSPGOV422A Apply government processes
  - PSPLEGN401A Encourage compliance with legislation in the public sector
  - PSPPROC410A Administer contracts
  - PSPPM401B Design simple projects
  - PSPPM402B Manage simple projects
  - **Excluded units** that may not contribute to the same qualification as this unit:

    - PSPPM405A Administer simple projects

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- closure of simple projects in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, guidelines, procedures and protocols relating to project close-out
EVIDENCE GUIDE

- workplace project documentation
- scenarios and case studies
- examples of project management tools

Valid assessment of this unit requires:

Where and how to assess evidence

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when closing projects, including coping with difficulties, irregularities and breakdowns in routine
- closure of simple projects in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Stakeholders may include
- project sponsor/funding bodies
- clients or customers (internal and external)
- industry
- other agencies
- general public
- relevant interest groups
- unions
- functional areas
- the organisation's senior management
- Ministers
- project team
- steering committee members
- end user
- supplier/service provider

Project plan will include some or all of
- acquisition strategies
- budget and financial management strategy
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- cost estimates
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- project control mechanisms
- project implementation strategy
- project governance strategy
RANGE STATEMENT

- purpose
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- quality control
- quality standards for project
- rationale
- required project resources
- resource management
- risk management
- roles and responsibilities
- schedule/timeline
- task/work breakdown structure (WBS)
- government legislation (Federal, State and Local) affecting organisation's administration such as:
  - public sector management acts
  - financial management and accounting legislation and regulations
  - privacy legislation
  - government and organisational guidelines and procedures relating to:
    - project governance
    - resourcing
    - security
    - strategic plans
    - recruitment
    - risk management
    - procurement guidelines
    - designation approvals
    - industrial agreements

Policy and procedures may include

- government legislation (Federal, State and Local) affecting organisation's administration such as:

Management of project wind-down may include

- risks
- issues
- assets
- consultants
- project team
- support staff

Documentation may include

- project completion report
- supplier performance reports
- whole-of-life support plans
- transfer documents
- financial reports and acquittals

Approvals may be

- project sponsor/funding body
RANGE STATEMENT

required from

- business owner of the project
- program manager
- line manager
- project governance office/personnel in the organisation
- chief executive officer, manager or management representative
- customer or client

Unit Sector(s)

Not applicable.

Competency field

Competency field Project Management
PSPPM504A Carry out complex project activities

Modification History
Not applicable.

Unit Descriptor

Unit descriptor
This unit covers the work activities required to carry out complex project activities or multiple projects simultaneously. Typically this work is undertaken by project officers who are required to work on projects for multiple clients, or all aspects of larger projects. They are sometimes responsible for all the project deliverables, and at other times they work in teams on aspects of a number of projects. Contract management requirements are not included, as this aspect is addressed by units of competency within the Competency field of Procurement and Contract Management.

The unit includes reviewing and confirming requirements of each project/activity, organising and undertaking project activities, managing the progress of multiple projects/activities and finalising projects/activities.

In practice, conducting complex project activities overlaps with other generalist and specialist work activities such as acting ethically, coordinating resource allocation and usage, developing client services, undertaking research and analysis, etc.

This is a new unit of competency, added to the Project Management Competency field of the Training Package in 2004.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in bold italics is explained in the Range Statement following.

Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
ELEMENT

1. Review and confirm project requirements

   1.1 Limits of own responsibility and reporting requirements are confirmed for each of the projects/project activities assigned

   1.2 Information and supporting materials for each project/project activity are obtained in accordance with project requirements, organisational policy and procedures

   1.3 Project plans are analysed and requirements, timeframes, roles, responsibilities and stakeholder involvement are confirmed for each

   1.4 Project management procedures and controls are confirmed in accordance with each project plan, and any required changes are negotiated according to the project plan change management strategy

   1.5 Project plans are updated with confirmed information for milestones, resources, team members and steering committee details

2. Organise and undertake project activities

   2.1 Personal work plans are prepared to assign activities, timeframes and milestones for all projects/project activities to a single planning management framework to meet the progress requirements for each project/project activity

   2.2 Where project requirements cannot be accommodated and clashes occur, negotiations are conducted with project managers and/or supervisory staff to find a compromise satisfactory to all stakeholders

   2.3 Project tasks are accomplished in accordance with project plans and any changes are managed in accordance with the approved project change strategy

   2.4 Project data is captured and recorded in accordance with project requirements

   2.5 Specialist advice and support are provided to project managers, steering committees and stakeholders as required to achieve project objectives

3. Manage progress of multiple projects/activities

   3.1 Project management tools are used for integration and timing of project activities and achievement of project outcomes

   3.2 Risks to progress and achievement of project objectives are anticipated and reported to project management for action in accordance with risk management plans

   3.3 Completion of project activities and progress against targets and milestones are monitored and corrective action is taken if needed, in accordance with project plans and in consultation with project managers

   3.4 Problem solving to find innovative solutions to project problems or unplanned-for contingencies is undertaken in consultation with project management
4. Finalise project activities

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5</td>
<td>Progress reports are provided as required by project communication plans</td>
</tr>
<tr>
<td>4.1</td>
<td>Project deliverables for each project/activity are completed to the required standard in the required timeframes</td>
</tr>
<tr>
<td>4.2</td>
<td>Recordkeeping associated with each project is completed as required by project plans</td>
</tr>
<tr>
<td>4.3</td>
<td>Project processes are evaluated, issues identified and recommendations made for continuous improvement of projects/activities</td>
</tr>
<tr>
<td>4.4</td>
<td>Project reports are prepared containing required information completed to the required standard using agreed style, voice and formats</td>
</tr>
<tr>
<td>4.5</td>
<td>Project hand-overs of deliverables and return of borrowed/unused materials are completed in accordance with project plans and organisational procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- managing the logistics of dealing with multiple projects/activities, masters and milestones
- managing self, time and costs
- using project management tools
- negotiating changes to timelines, roles and responsibilities
- communicating with project managers and other stakeholders using a range of communication styles to suit different audiences and purposes
- responding to diversity, including gender and disability
- recording information, writing recommendations and preparing reports requiring complex language structures and precision of expression
- applying workplace safety procedures in line with project requirements
- accessing/preparing information electronically or in hard copy

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, organisational policies and procedures that may impact on projects and management of the projects, for example:
  - public sector codes of ethics/conduct
  - occupational health and safety and environmental and sustainability standards
  - project governance requirements
  - quality standards
  - risk management
  - procurement
  - financial management
  - human resources
  - equal employment opportunity, equity and diversity principles
  - principles of project management
  - project management tools to suit the combination of projects/activities carried out
  - risk management strategies for carrying out multiple projects
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: Nil
- **Co-requisite units** that must be assessed with this unit: Nil
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  
  PSPETHC501B Promote the values and ethos of public service
  PSPGOV502B Develop client services
  PSPGOV503B Coordinate resource allocation and usage
  PSPGOV504B Undertake research and analysis
  PSPGOV505A Promote diversity
  PSPGOV507A Undertake negotiations
  PSPGOV512A Use complex workplace communication strategies
  PSPPROC501A Manage contract risk
  PSPPROC502A Establish contract management arrangements
  PSPPROC503A Manage contract performance

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- complex project activities carried out in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, guidelines, procedures and protocols relating to project management
- workplace project documentation
- scenarios and case studies
- examples of project management tools

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal
EVIDENCE GUIDE

work practice and replicates the range of conditions likely to be encountered when conducting multiple project activities, including coping with difficulties, irregularities and breakdowns in routine

- complex project activities carried out in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

**Policy and procedures may include**

- government legislation (Federal, State and Local) affecting organisation's administration such as:
  - public sector management acts
  - financial management and accounting legislation and regulations
  - privacy legislation
  - government and organisational guidelines and procedures relating to:
    - project governance
    - resourcing
    - security
    - strategic plans
    - recruitment
    - risk management
    - procurement guidelines
    - designation approvals
    - industrial agreements
    - environmental and sustainability standards

**Project plans will include some or all of**

- acquisition strategies
- budget and financial management strategy
- contract management
- cost estimates
- evaluation criteria
- expected outcomes/measurable benefits of the project
- facilities
- inclusions and exclusions from project
- information/communication strategy
- intellectual property strategies
- milestones
- objectives
- occupational health and safety plan
- outputs/project deliverables and their acceptance criteria
- people plan including human resource management and human
RANGE STATEMENT

resource development
- performance criteria/indicators
- project control mechanisms
- project implementation strategy
- project governance strategy
- purpose
- quality assurance
- quality control
- quality standards for project
- rationale
- required project resources
- resource management
- risk management
- roles and responsibilities
- schedule/timeline
- task/work breakdown structure (WBS)

**Stakeholders may include**
- project sponsor/funding bodies
- clients or customers (internal and external)
- industry
- other agencies
- general public
- relevant interest groups
- unions
- functional areas
- the organisation's senior management
- Ministers
- project team
- steering committee members
- end user
- supplier/service provider

**Project data may include**
- research data
- quality data including trials or test results
- draft materials
- samples, prototypes, models
- project outcomes
- record of time spent on project and progress in completing project
- correspondence
- financial data including costs, expenditure, income generated, purchases
RANGE STATEMENT

Project management tools may include
- risk analysis
- organisational project governance framework
- communications plan
- reporting framework
- project management software and other tools:
  - Gantt and bar charts
  - Program Evaluation and Review Technique (PERT) charts
- Critical Path Method
- cost schedule control system
- logistics support analysis
- life cycle cost analysis
- spreadsheets
- recording systems - electronic and manual

Risk management may include
- removing the risk
- transferring the risk
- minimising the risk
- accepting the risk
- preparing a contingency plan
- keeping reserves

Consultation with project managers may also include
- steering committees
- project sponsors
- business owners of the projects
- program managers
- specialist project management office
- chief executive officer, manager or management representative
- funding body representatives
- customers or clients

Solutions to problems may include
- reducing costs
- researching and applying more efficient methods of completing project tasks
- seeking further resources to meet deadline
- negotiating an extension of deadline or redefining completion or quantities or quality of outcomes
- sharing of ideas to gain improvements to work undertaken within the project
- outsourcing aspects of the project
- changing roles and responsibilities within project team
Unit Sector(s)
Not applicable.

Competency field
Competency field  Project Management
PSPPOL404A Support policy implementation

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers the identification and application of policy in a public sector work environment. It includes identifying relevant policy, implementing policy, and monitoring and reporting on policy implementation.

In practice, supporting policy implementation occurs in the context of other generalist or specialist work activities such as delivering client services, providing input to change, implementing workplace safety procedures, awarding contracts etc.

This unit replaces and is equivalent to PSPPOLI401A Support policy implementation.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Identify relevant policy | 1.1 *Work situations* that are shaped by government or organisation policy are identified in accordance with public sector guidelines  
1.2 *Policy* relating to particular work situations is identified and located |
| 2. Implement policy | 2.1 Policy to be implemented is interpreted under direction to identify and plan for change in work practices  
2.2 The implications of policy for individual work practices are identified, and practices are confirmed/adjusted to reflect policy requirements in accordance with organisational procedures  
2.3 Others affected by policy requirements are supported to accommodate those requirements  
2.4 Policy is implemented to support achievement of outcomes intended in specific work areas |
| 3. Monitor and report on policy implementation | 3.1 Information that will assist with the evaluation of the effectiveness of policy implementation is gathered, recorded and reported under direction in accordance with organisational procedures  
3.2 *Information* that will assist with the evaluation of the impact of policy implementation on organisational outcomes is gathered, recorded and reported under direction in accordance with organisational procedures |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading complex and formal documents such as policy and legislation and providing information on their application
- researching and providing information
- preparing written reports requiring accuracy of expression and language and structures suited to the intended audience
- working with legislation drafters and legal advisers
- writing guidelines in plain English
- working as a member of a team to consult on and prepare policy guidelines
- adjusting communication to suit different audiences
- responding to diversity, including gender and disability
- gathering and analysing policy feedback
- accessing policies and legislation electronically or in hard copy
- identifying and addressing the environmental and occupational health and safety implications of policy/s being implemented

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- practices and procedures for developing policy guidelines
- policy feedback mechanisms
- current organisation policies
- whole of government policies and international policy obligations that impact on organisation policy
- organisation and government procedures and protocols
- public sector code/s of ethics and code/s of conduct
- equal employment opportunity, equity and diversity principles
- environmental and occupational health and safety implications of policy/s being implemented
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite units** that must be achieved prior to this unit: *Nil*
- **Co-requisite units** that must be assessed with this unit: *Nil*
- **Co-assessed units** that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to, public sector generalist and specialist units in the Certificate IV in Government.

Choice from the following is recommended:

- PSPGOV402B Deliver and monitor service to clients
- PSPGOV403B Use resources to achieve work unit goals
- PSPGOV408A Value diversity
- PSPGOV422A Apply government processes
- PSPREG407B Produce formal record of interview
- PSPREG410B Give evidence
- PSPPROC409A Receive and select offers

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- policy implementation supported in a range of (2 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- relevant policy and legislation
- public sector standards, procedures and protocols
- policy guidelines

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when supporting policy implementation, including coping with difficulties, irregularities and breakdowns in routine
EVIDENCE GUIDE

- policy implementation supported in a range of (2 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

- **Work situations may include**
  - processes
  - outcomes
  - priorities
  - client services
  - core business
  - service delivery mode/s
  - organisational structure

- **Policy may include**
  - government policy
  - organisation policy

- **Information for evaluation may include**
  - statistical data
  - qualitative data
  - anecdotal feedback
  - survey data
  - stakeholder opinions

**Unit Sector(s)**

Not applicable.

**Competency field**

**Competency field** Policy
PSPPOL602A Provide policy advice

Modification History
Not applicable.

Unit Descriptor
Unit descriptor This unit covers the provision of policy advice to policy developers, internal policy staff, other staff, and for external queries from the government, Ministers, other public sector organisations, the public, etc. It includes interpreting and advising on public policy, and providing input to policy evaluation and review.

In practice, the provision of policy advice may overlap with other generalist and specialist work activities such as managing change, managing diversity, managing workplace safety, managing the delivery of client services, managing risk, directing the management of contracts, etc.

This is a new unit of competency, added to the Policy Competency field of the Training Package in 2004.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Employability skills This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Interpret and advise on public policy | 1.1 *Policy* is analysed and interpretations on its intent and implications are *provided* in accordance with organisational procedures  
1.2 Interpretive advice is provided on the relevant acts, regulations, procedures, codes of practice, standards and guidelines related to policy, in accordance with organisational procedures  
1.3 Written interpretations are provided, supported by defensible evidence and reflect consideration of their intended use and consequences in accordance with legislative requirements  
1.4 Policy advice is communicated in a manner that addresses the requirements of users  
1.5 Policy questions referred by policy staff are resolved or consultative mechanisms are used to gain additional clarification or opinions |
| 2. Provide input to policy evaluation and review | 2.1 Policy feedback data is captured and analysed to identify strengths, weaknesses, and any implementation issues in accordance with organisational requirements  
2.2 Both planned and unintentional outcomes of policy implementation are analysed and feedback is provided against the evaluation criteria in the policy implementation plan  
2.3 A comparison of the intended versus actual outcomes of policy implementation is prepared and provided in accordance with organisational procedures  
2.4 The internal and external environments are monitored for policy implications, and strategies are prepared to respond to potential or impending *policy changes* in accordance with organisational requirements  
2.5 Recommendations for continuous improvement, termination or succession of policies are prepared in accordance with organisational requirements |
Required Skills and Knowledge

REQUiRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements
Look for evidence that confirms skills in:
- reading and evaluating complex and formal documents such as policy and legislation
- researching, analysing and presenting information
- preparing written reports requiring precision of expression and language and structures suited to the intended audience
- working as a member of an inter-agency team to consult on and validate policy
- adjusting communication to suit different audiences
- responding to diversity, including gender and disability
- dealing with different points of view and dissenting stakeholders
- accessing policies and legislation electronically or in hard copy
- identifying and addressing the environmental and occupational health and safety implications of policy/s being developed

Knowledge requirements
Look for evidence that confirms knowledge and understanding of:
- policy development processes and practices in the public sector
- current policies underpinning the work area
- government procedures and protocols
- public sector code/s of ethics and code/s of conduct
- principles of community engagement in policy development
- equal employment opportunity, equity and diversity principles
- environmental and occupational health and safety implications of policy/s being developed
Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- **Pre-requisite unit**: that **must** be achieved **prior** to this unit: Nil
- **Co-requisite unit**: that **must** be assessed with this unit: Nil
- **Co-assessed units**: that **may** be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPMNGT604B Manage change
  - PSPMNGT605B Manage diversity
  - PSPMNGT606B Manage quality client service
  - PSPMNGT608B Manage risk
  - PSPOHS602A Manage workplace safety
  - PSPPROC602B Direct the management of contracts

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- provision of policy advice in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- public sector policy and legislation
- public sector standards, procedures and protocols
- precedents for policy interpretation
- policy evaluation guidelines

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when advising on policy, including coping with difficulties, irregularities and breakdowns in routine
- provision of policy advice in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as
EVIDENCE GUIDE

literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

Policy may include

- public policy
- public sector policy
- central agency policy
- organisation policy relevant to any aspect of an organisation's business, such as policies relating to:
  - core business
  - client services
  - business structure
  - human resources
  - administration
  - financial management
  - work practices
  - training
  - information technology
  - technical/professional requirements
  - legal requirements

Policy advice may be provided to

- government
- Ministers
- other public sector organisations
- community groups
- the public
- policy developers
- internal policy staff
- other staff

Consultative mechanisms may include

- discussion with other policy managers
- seeking clarification from the policy developer
- seeking legal opinion
- workplace consultative committees

Policy changes may be caused by

- machinery of government changes
- a shift to designing policy around a set of government priorities not organisational structures/individual agencies
- a focus on whole of government policies
- changes to legal risks
RANGE STATEMENT

- emphasis on policy research focused on the mid to long term, as well as that developed to meet immediate needs of government
- national or international events such as:
  - change in government
  - changes in government policy
  - changes in strategic direction
  - changes in legislation
  - changes in the policies of other governments
  - changing social trends
  - economic/technological change

Unit Sector(s)
Not applicable.

Competency field

Competency field  Policy
PSPPOL603A Manage policy implementation

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit covers the interpretation of policy and the management of the policy implementation process. It includes interpreting and communicating the requirements of policy, and policy implementation.

In practice, the management of policy implementation occurs in the context of other generalist and specialist work activities such as managing change, managing diversity, managing workplace safety, managing the delivery of client services, managing risk, directing the management of contracts, etc.

This unit replaces and, for qualification purposes is equivalent to PSPPOL601A Manage policy implementation. The unit no longer requires evaluation of policy implementation. Evaluation is addressed in PSPMNGT611A Manage evaluations.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
</table>
| 1. Interpret and communicate requirements of policy | 1.1 The expected outcomes of policy implementation are identified and explained to staff in a manner suited to their levels of understanding, experience and *specific needs*  
1.2 *Policy* is interpreted relative to workplace responsibilities and accountabilities  
1.3 The impact on *work activities* of policy implementation is communicated to staff  
1.4 Staff are assisted with the interpretation of policy and its application to their work  
1.5 Policy and its implications are explained to other stakeholders using language and materials to suit their current level of knowledge, experience and specific needs |
| 2. Implement policy | 2.1 Potential or impending policy changes are identified and strategies are prepared to accommodate and communicate those changes  
2.2 Work plans are prepared in consultation with staff and management to ensure that policy is implemented as intended  
2.3 Staff performance is monitored to ensure that it complies with policy and corrective action is taken as necessary  
2.4 Staff are assisted in adjusting to changes in accordance with their needs and experience |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- interpreting complex and formal documents such as policy and legislation, and assisting others to apply them in the workplace
- using communication to suit different audiences
- responding to diversity, including gender and disability
- accessing legislation and codes of ethics electronically or in hard copy
- preparing work plans requiring attention to detail and the interpretation and application of complex language and/or concepts
- providing leadership to the workgroup in the interpretation and implementation of policy
- identifying and addressing the environmental and occupational health and safety implications of the policy/s to be implemented

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- range and type of policies relating to the public sector
- public sector code/s of ethics and code/s of conduct
- organisation and government procedures
- equal employment opportunity, equity and diversity principles
- environmental and occupational health and safety implications of policy/s being implemented
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- Pre-requisite units that must be achieved prior to this unit: Nil
- Co-requisite units that must be assessed with this unit: Nil
- Co-assessed units that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPMNGT604B Manage change
  - PSPMNGT605B Manage diversity
  - PSPMNGT606B Manage quality client service
  - PSPMNGT608B Manage risk
  - PSPOHS602A Manage workplace safety
  - PSPPROC602B Direct the management of contracts

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- management of policy implementation in a range of (2 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- relevant policy and legislation
- public sector standards, procedures and protocols
- policy guidelines

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing the implementation of policy, including coping with difficulties, irregularities and breakdowns in routine
- management of policy implementation in a range of (2 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as
EVIDENCE GUIDE

literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments
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RANGE STATEMENT

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Specific needs may include

- educational level
- preferred language
- literacy or numeracy
- cultural background
- ethnicity
- gender
- preferred interpersonal approach
- physical ability
- thinking/learning styles
- work experience
- working styles

Policy may include

- government policy
- organisation policy

Work activities may include

- processes
- outcomes
- priorities
- client services
- core business
- service delivery mode/s
- organisational structure

Unit Sector(s)

Not applicable.

Competency field

Competency field Policy
PSPPROC303A Carry out basic procurement

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor                        | This unit covers the expenditure of public monies for simple purchasing that requires simple and routine purchasing tasks to be undertaken under supervision. Goods and services are of low value or low risk, and purchasing is in accordance with government policy, public accountability requirements and organisational procedures. The unit includes planning for and undertaking procurement, and receiving goods and services. In practice, undertaking basic procurement may overlap with other generalist or specialist work activities, such as working effectively in the organisation, upholding the values of public service or local government, complying with legislation, and using resources and financial systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to those who undertake purchasing as part of their role, whether as an initiator of a purchase or as an approver. This unit may not be appropriate for those who have a significant role in procurement. |

Licensing/Regulatory Information
Not applicable.
**Pre-Requisites**

Not applicable.

**Employability Skills Information**

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

**Elements and Performance Criteria Pre-Content**

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Plan for basic procurement of goods or services.** | 1.1. *Delegation/limit of authority* for basic procurement of goods or services is confirmed.  
1.2. Procurement requirements are researched, confirmed and clarified as necessary with *relevant personnel*.  
1.3. Most suitable *option for acquiring goods or services* is determined in accordance with legislation, policy and procedures, and value for money considerations.  
1.4. Approval processes for procurement options are identified.  
1.5. *Risk planning* is conducted for the procurement activity in accordance with procedures, delegation and guidelines. |
| 2. **Undertake procurement.** | 2.1. Approvals are obtained as necessary for procurement of goods or services in accordance with organisational policy and procedures.  
2.2. Quotations are obtained if necessary in accordance with legislation, policy and procedures, and any conflict of interest is declared and resolved in accordance with organisational policy and procedures.  
2.3. Suppliers or service providers are assessed and selected on the basis of *best value for money*.  
2.4. Procurement is initiated or orders are placed in accordance with selected procurement option.  
2.5. Procurement is conducted in accordance with the organisation's probity and governance requirements.  
2.6. Procurement is conducted in line with the organisation's *financial management system*. |
| 3. **Receive goods or services.** | 3.1. Goods are received or provision of services is accepted in accordance with procurement requirements.  
3.2. Quality assurance processes are implemented to ensure goods or services meet procurement specifications and outcomes required.  
3.3. Action is taken to resolve non-compliance with specifications within limits of own authority, or is referred according to organisational policy and procedures.  
3.4. Receipt of goods or services is *confirmed* and accounts are processed for payment according to organisational procedures. |
<table>
<thead>
<tr>
<th>ELEMENT</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>3.5. Records</strong> are maintained and reporting obligations are met according to organisational and legal requirements to provide an audit trail and for other organisational purposes.</td>
</tr>
</tbody>
</table>
### Required Skills and Knowledge

#### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- **communication skills to:**
  - write and communicate procurement requirements in unambiguous terms
  - consult and negotiate with providers
  - provide feedback
- **teamwork skills to:**
  - work independently or under direction as appropriate to the situation
  - respond to diversity
  - refer issues to the correct person
- **problem-solving skills to:**
  - assess procurement options and select the most suitable option
  - assess goods and services against specifications
- **initiative and enterprise skills to apply OHS and environmental requirements to basic procurement requirements**
- **planning and organising skills to apply risk-management processes**
- **self-management skills to apply codes of conduct, codes of practice and standards of individual behaviour**
- **learning skills to keep up-to-date with relevant procurement legislation, policies and procedures**
- **technology skills to:**
  - operate organisational IT systems
  - use electronic procurement templates

#### Required knowledge

- **commonwealth, state or territory, and local government procurement guidelines, including environmental purchasing guidelines**
- **organisation's code of conduct, codes of practice and standards of individual behaviour relating to procurement of goods and services, in particular identifying and managing conflict of interest, gifts and inappropriate relationships with providers**
- **procurement options and methods**
- **probity and ethical issues**
- **procedures for receipt and payment of goods or services, including credit card procedures**
- **procurement approval procedures**
- **financial and government accountability requirements**
- **equal employment opportunity, equity and diversity principles**
**REQUIRED SKILLS AND KNOWLEDGE**

- public sector legislation and guidelines, including OHS and environment
## Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Competency must be demonstrated by undertaking basic procurement of goods or services consistently in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>Assessment must confirm the ability to:</td>
</tr>
<tr>
<td></td>
<td>• produce a procurement plan appropriate to the scale, complexity and risk of the procurement</td>
</tr>
<tr>
<td></td>
<td>• implement the procurement plan in a way that reflects organisational policies and approaches</td>
</tr>
<tr>
<td></td>
<td>• use relevant template documents</td>
</tr>
<tr>
<td></td>
<td>• accept delivered goods and services into use</td>
</tr>
<tr>
<td></td>
<td>• operate within own delegations and seek advice when appropriate</td>
</tr>
<tr>
<td></td>
<td>• keep records of procurement activities.</td>
</tr>
</tbody>
</table>

**Consistency in performance**

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least three separate occasions.

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>The unit of competency is to be assessed in the workplace or a simulated workplace environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Access may be required to:</td>
</tr>
<tr>
<td></td>
<td>• legislation, policy, procedures and protocols relating to basic procurement of goods and services</td>
</tr>
<tr>
<td></td>
<td>• codes of conduct and codes of practice</td>
</tr>
<tr>
<td></td>
<td>• workplace scenarios and case studies relating to a range of basic procurement activities</td>
</tr>
<tr>
<td></td>
<td>• case studies that incorporate dilemmas, and probity requirements relating to basic procurement of goods and services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>The following assessment methods are suggested:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• questions to assess understanding of relevant legislation and procedures</td>
</tr>
<tr>
<td></td>
<td>• review of strategies selected for basic procurement</td>
</tr>
<tr>
<td></td>
<td>• review of basic procurement plans, requests for quotation,</td>
</tr>
</tbody>
</table>
## EVIDENCE GUIDE

| quotation evaluation plans, selection reports, credit card purchase documents, approvals obtained, simple budgets, invoices paid, other financial documents and other documentation prepared by the candidate in a range of contexts | feedback from peers or supervisors on actions taken to monitor and review contract performance |

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

### Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC301B Uphold the values and principles of public service
- PSPGOV301B Work effectively in the organisation
- PSPGOV305B Access and use resources and financial systems
- PSPGOV309A Address client needs
- PSPGOV312A Use workplace communication strategies
- PSPLEGN301B Comply with legislation in the public sector
**Range Statement**

<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Delegation/limit of authority may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• low value or low risk procurement</td>
</tr>
<tr>
<td>• one-off purchases</td>
</tr>
<tr>
<td>• expenditure approval limits</td>
</tr>
<tr>
<td>• approval processes</td>
</tr>
<tr>
<td>• procurement decision making</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relevant personnel may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• internal user of procured goods or services</td>
</tr>
<tr>
<td>• supervisor</td>
</tr>
<tr>
<td>• specialist procurement personnel</td>
</tr>
<tr>
<td>• supplier</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Options for acquiring goods or services may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• purchasing off an existing contract, standing offer or multi-use list</td>
</tr>
<tr>
<td>• government credit card transactions</td>
</tr>
<tr>
<td>• direct purchase from retail or wholesale outlets</td>
</tr>
<tr>
<td>• petty cash</td>
</tr>
<tr>
<td>• standard electronic commerce or online transactions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Risk planning may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• stakeholder consultation</td>
</tr>
<tr>
<td>• confirmation that a procurement process is necessary</td>
</tr>
<tr>
<td>• confirmation that funds are available</td>
</tr>
<tr>
<td>• confirmation that required approvals have been obtained</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Best value for money includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• availability</td>
</tr>
<tr>
<td>• ease of disposal</td>
</tr>
<tr>
<td>• price</td>
</tr>
<tr>
<td>• through life support</td>
</tr>
<tr>
<td>• warranty</td>
</tr>
<tr>
<td>• quality and suitability of product</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial management system may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• procurement and contracts' register</td>
</tr>
<tr>
<td>• delegations and authorities</td>
</tr>
<tr>
<td>• reporting requirements</td>
</tr>
<tr>
<td>• record keeping</td>
</tr>
<tr>
<td>• receiving and accepting deliverables</td>
</tr>
<tr>
<td>• payment approval process</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Credit card process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmation may include:</td>
</tr>
<tr>
<td>• verbal and written</td>
</tr>
<tr>
<td>• internal and external</td>
</tr>
<tr>
<td>• to users</td>
</tr>
<tr>
<td>• to management.</td>
</tr>
<tr>
<td>Records may include:</td>
</tr>
<tr>
<td>• purchase requests and orders</td>
</tr>
<tr>
<td>• invoices and payment requests</td>
</tr>
<tr>
<td>• statements and petty cash vouchers</td>
</tr>
<tr>
<td>• records of authorised decisions</td>
</tr>
<tr>
<td>• corporate credit card transaction statements</td>
</tr>
<tr>
<td>• records of supplier performance</td>
</tr>
<tr>
<td>• financial statements</td>
</tr>
<tr>
<td>• asset registers</td>
</tr>
<tr>
<td>• actions taken to manage identified conflict of interest</td>
</tr>
<tr>
<td>• records of conversation</td>
</tr>
<tr>
<td>• procurement reporting</td>
</tr>
</tbody>
</table>

### Unit Sector(s)

Not applicable.

### Competency field

| Competency field | Procurement and Contract Management |
PSPPROC405C Dispose of assets

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the disposal of assets effectively, and focuses on gaining a return from sales. It includes identifying assets for disposal, developing and implementing an asset disposal strategy, and evaluating asset disposal.

In practice, disposing of assets overlaps with other generalist and specialist public sector work activities, such as upholding and supporting the values and principles of public service or local government, identifying and treating risks, exercising delegations, applying government processes, encouraging compliance with legislation in the public sector or local government, planning procurement, developing and distributing requests for offers, selecting providers and managing contracts.

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

Application of the Unit

| Application of the unit | This unit applies to people who may have to organise or carry out the disposal of assets as part of their role. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
### Employability Skills Information

| Employability skills | This unit contains employability skills. |

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Identify assets for disposal.</td>
<td>1.1. Assets are identified for disposal in accordance with legislation, policy and organisational needs.</td>
</tr>
<tr>
<td>2. Develop a strategy for the disposal of assets.</td>
<td>2.1. Potential market value of assets is determined in accordance with policy, practice and public sector standards.</td>
</tr>
<tr>
<td></td>
<td>2.2. Case for expending resources to add value to assets prior to sale is evaluated and decisions are made according to organisational policy and procedures.</td>
</tr>
<tr>
<td></td>
<td>2.3. Options for disposal are investigated and the method providing maximum return is determined in the context of policy, probity requirements and desired outcomes.</td>
</tr>
<tr>
<td></td>
<td>2.4. Disposal requirements for special categories of assets are taken into account, including environmental and corporate social responsibility issues.</td>
</tr>
<tr>
<td></td>
<td>2.5. Stakeholders are consulted about disposal strategy and their feedback is incorporated.</td>
</tr>
<tr>
<td>3. Implement a disposal strategy.</td>
<td>3.1. Goods are written off and disposed of according to approved disposal plan, policy, probity requirements and organisational/industry practice.</td>
</tr>
<tr>
<td></td>
<td>3.2. Records of disposal activity are maintained for audit and evaluation purposes according to policy and practice.</td>
</tr>
<tr>
<td>4. Evaluate asset disposal.</td>
<td>4.1. Disposal of assets is evaluated against expected outcomes, including forecast market value of assets, and is documented according to policy and guidelines.</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

### Required skills

- **communication skills to:**
  - prepare documentation and audit trail for disposed assets
  - communicate and network with a range of audiences, such as clients, suppliers, stakeholders and end users
  - provide feedback

- **teamwork skills to:**
  - work independently or under direction as appropriate to the situation
  - model team leadership approaches if appropriate
  - respond to diversity
  - refer issues to the correct person

- **problem-solving skills to:**
  - read complex, formal documents, such as legislation and guidelines and apply them to asset disposal
  - make judgements to provide maximum return from asset disposal

- **planning and organising skills to:**
  - manage projects relating to asset disposal
  - manage financial and other resources in the context of asset disposal
  - research information about asset disposal

- **self-management skills to:**
  - apply workplace safety and environmental and sustainability procedures in the context of asset disposal
  - apply probity requirements in relation to the disposal of assets

- **learning skills to keep up-to-date with relevant procurement legislation, policies and procedures**

- **technology skills to:**
  - operate organisational IT systems
  - use electronic procurement templates

### Required knowledge

- commonwealth, state or territory, and local government procurement guidelines
- requirements of financial rules and regulations relating to asset disposal
- legal aspects of disposals
- disposal approval processes
- implications of particular contracting agreements for asset disposal
- implications of asset disposal for whole-of-life considerations
**REQUIRED SKILLS AND KNOWLEDGE**

- options for government disposal
- risk management procedures for disposal of assets
- disposal requirements for special categories of assets
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to disposal of assets
- legislation, policy and procedures relating to asset disposal, including occupational OHS, environmental, sustainability and corporate social responsibility considerations
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Competency must be demonstrated in the ability to dispose of assets consistently and in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>Assessment must confirm the ability to:</td>
</tr>
<tr>
<td></td>
<td>• use different methods to identify assets for disposal</td>
</tr>
<tr>
<td></td>
<td>• develop a strategy for the disposal of assets that considers all relevant disposal options</td>
</tr>
<tr>
<td></td>
<td>• develop a disposal strategy, which may be from a template</td>
</tr>
<tr>
<td></td>
<td>• implement a disposal strategy</td>
</tr>
<tr>
<td></td>
<td>• review the disposal activity and make recommendations about improvements that could be implemented in future disposals</td>
</tr>
<tr>
<td></td>
<td>• act within own delegations and refer issues to higher authority when necessary.</td>
</tr>
</tbody>
</table>

### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to disposing of assets
- codes of conduct and codes of practice
- workplace scenarios and case studies relating to a range of procurement activities associated with disposal of assets
- case studies that incorporate dilemmas, and probity requirements relating to disposal of assets.

### Method of assessment

The following assessment methods are suggested:

- questions to assess understanding of relevant legislation and procedures
EVIDENCE GUIDE

- review of strategies and approaches adopted for disposal of assets
- review of disposal plans, plans for disposing of specific classes of assets, budgets, contracts, risk assessments and other documentation prepared by the candidate in a range of contexts
- review of stakeholder engagement approaches adopted by the candidate.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

**Guidance information for assessment**

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC401A Uphold and support the values and principles of public service
- PSPGOV417A Identify and treat risks
- PSPGOV421A Exercise delegations
- PSPLEGN401A Encourage compliance with legislation in the public sector
- PSPPROC411A Plan procurement
- PSPPROC412A Develop and distribute requests for offers
- PSPPROC413A Select providers and develop contracts
- PSPPROC414A Manage contracts.
**Range Statement**

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Legislation and policies may include: | • Commonwealth or state and territory legislation, including legislation that may apply specifically to disposal activities, such as environmental, hazardous materials, cultural and heritage  
• council rules and by-laws  
• organisational policies and practices  
• probity guidelines |
|---|---|
| Options for disposal may include: | • controlled reclamation  
• public sale  
• auction  
• tenders  
• private treaty  
• trade-in  
• pre-priced sales  
• transfer to another government organisation  
• agents and brokers  
• conversion to training aids  
• destruction  
• transfer to museums  
• donation |
| Special categories of assets may include: | • reusable and recyclable items  
• information technology equipment  
• vehicles  
• heritage and cultural interest items  
• arms and controlled defence and related goods  
• security classified material  
• intellectual property  
• staff housing  
• stores located overseas  
• buildings for removal  
• goods and services forfeited to the government  
• dangerous goods and hazardous materials |
### RANGE STATEMENT

**Stakeholders** may include:

- end users, customers or clients, and sponsors
- current or potential providers or suppliers
- technical or functional experts or advisers
- commonwealth, state or territory, and local government departments
- own organisation
- other public sector organisations
- employees, unions and staff associations
- industry bodies
- local communities
- lobby groups
- special user groups

### Unit Sector(s)

Not applicable.

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Procurement and Contract Management</th>
</tr>
</thead>
</table>
PSPPROC411A Plan procurement

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to plan, justify and approve of procurement requirements to achieve the required outcome. It includes defining and justifying the need, researching potential impact and risks, and securing organisational support to proceed with procurement activity. In practice, planning procurement overlaps with other generalist and specialist public sector and local government work activities, such as upholding and supporting the values and principles of public service, identifying and treating risks, exercising delegations, applying government processes, encouraging compliance with legislation in the public sector or local government, developing and distributing requests for offers, selecting providers and managing contracts. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | The unit applies to those who plan for procurement, including those who specialise in procurement. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Interpret procurement requirements.** | 1.1. Consultation is undertaken with **stakeholders** to determine whether viable alternatives to procurement exist that address identified business need, to define and clarify requirements, and to justify the procurement decision.  
1.2. Scoping of procurement requirements is conducted identifying outcomes, objectives and logistics/supply chain factors.  
1.3. **Market analysis** is conducted to identify factors that may impact on procurement decisions.  
1.4. **Procurement approvals and appropriations** are confirmed for whole-of-life of the activity.  
1.5. **Information on sources of supply** is accessed to determine possible providers and any conflict of interest is identified and resolved.  
1.6. Planned provider contract arrangements are specified in accordance with **legislation, policy and probity requirements**.  
1.7. **Issues and opportunities** are investigated for integration into procurement activity. |
| 2. **Plan procurement activities.** | 2.1. Procurement requirement that meets legislative, policy and probity requirements is outlined from transition to close-out.  
2.2. Opportunities to obtain stakeholder input at all stages of the procurement process are actively planned.  
2.3. **Resource requirements** are confirmed and committed in a timely manner and responsible authorities are nominated.  
2.4. Strategies for briefing potential bidders are included when required, are practical and meet probity requirements of fairness and impartiality, public sector standards and organisational protocols.  
2.5. Consideration is given to environmental and sustainability practices along with corporate social responsibility practices at all stages of the procurement process. |
<p>| 3. <strong>Develop procurement plans.</strong> | 3.1. <strong>Procurement approval documentation</strong> and <strong>procurement plan</strong> are developed and approved which contain relevant detail about the procurement process and desired business outcomes, according to |</p>
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>organisational policy and public sector standards.</td>
</tr>
<tr>
<td>3.2.</td>
<td><em>Stakeholder input is sought at all stages during the development of the procurement plan.</em></td>
</tr>
<tr>
<td>3.3.</td>
<td><em>Probity risks</em> in the procurement process are expressly considered during the development of the procurement plan.</td>
</tr>
<tr>
<td>3.4.</td>
<td>Approved procurement plan or strategy is communicated to stakeholders.</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

<table>
<thead>
<tr>
<th><strong>Communication skills to:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>consult with stakeholders, involving complex oral and written exchanges of information</td>
</tr>
<tr>
<td>write a procurement requirement, which may require complex style and language expressed in unambiguous terms</td>
</tr>
<tr>
<td>provide feedback</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Teamwork skills to:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>work independently or under direction as appropriate to the situation</td>
</tr>
<tr>
<td>model team leadership approaches if appropriate</td>
</tr>
<tr>
<td>respond to diversity</td>
</tr>
<tr>
<td>refer issues to the correct person</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Problem-solving skills to:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>undertake analysis of issues relating to procurement need</td>
</tr>
<tr>
<td>make comparisons, justify a point of view and provide supporting evidence</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Initiative and enterprise skills to apply OHS, environmental, sustainability and corporate social responsibility practices in the context of developing requests for offers</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Planning and organising skills to:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>research issues relating to procurement need</td>
</tr>
<tr>
<td>plan issues relating to procurement need</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Learning skills to keep up-to-date with relevant procurement legislation, policies and procedures</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Technology skills to:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>operate organisational IT systems</td>
</tr>
<tr>
<td>use electronic procurement templates</td>
</tr>
</tbody>
</table>

#### Required knowledge

<table>
<thead>
<tr>
<th><strong>Commonwealth, state or territory, and local government legislation, policies, practices and guidelines:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>relating to contract management, including environmental purchasing and corporate social responsibility guidance</td>
</tr>
<tr>
<td>such as OHS and equity and diversity</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Organisational procurement policies, practices and approval processes</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Probit principles and issues</strong></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Codes of conduct, codes of practice and standards of individual behaviour relating</strong></th>
</tr>
</thead>
</table>
### REQUIRED SKILLS AND KNOWLEDGE

- to procurement
- life cycle costs
- whole-of-life considerations
- technical knowledge or subject matter expertise in the goods or services being procured
- aspects of law of contract, laws of tort, trade practices law, commercial law and other legislation relating to receipt and evaluation of offers, negotiation and award of contracts
### Evidence Guide

#### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Competency must be demonstrated in the ability to plan procurement consistently in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | Assessment must confirm the ability to:  
- consult with a wide range of stakeholders in order to identify, confirm and clarify procurement requirements  
- undertake market research  
- develop business case, using templates if available  
- develop a procurement plan, using templates if available  
- act within own delegations and refer issues to higher authority when necessary. |
| Consistency in performance | Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions. |
| Context of and specific resources for assessment | The unit of competency is to be assessed in the workplace or a simulated workplace environment.  
Access may be required to:  
- legislation, policy, procedures and protocols relating to procuring goods and services  
- codes of conduct and codes of practice  
- workplace scenarios and case studies relating to a range of procurement activities  
- case studies that incorporate dilemmas, and probity requirements relating to planning procurement of goods and services. |
| Method of assessment | The following assessment methods are suggested:  
- questions to assess understanding of relevant legislation and procedures  
- review of strategies selected for procurement planning  
- review of business cases, budgets, procurement plans, risk assessments, procurement approvals and other documentation prepared or obtained by the candidate in a |
## EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Evidence Guide</th>
<th>Guidance information for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>range of contexts</td>
<td>Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.</td>
</tr>
<tr>
<td>review of stakeholder engagement approaches adopted by the candidate.</td>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</td>
<td>• PSPETHC401A Uphold and support the values and principles of public service</td>
</tr>
<tr>
<td></td>
<td>• PSPGOV417A Identify and treat risks</td>
</tr>
<tr>
<td></td>
<td>• PSPGOV421A Exercise delegations</td>
</tr>
<tr>
<td></td>
<td>• PSPLEGN401A Encourage compliance with legislation in the public sector</td>
</tr>
<tr>
<td></td>
<td>• PSPPROC412A Develop and distribute requests for offers</td>
</tr>
<tr>
<td></td>
<td>• PSPPROC413A Select providers and develop contracts.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Stakeholders may include: | • end users, customers or clients, and sponsors  
| | • current or potential providers or suppliers  
| | • technical or functional experts or advisers  
| | • commonwealth, state or territory, and local government  
| | • the organisation  
| | • other public sector organisations  
| | • employees, unions and staff associations  
| | • industry bodies  
| | • local communities  
| | • lobby groups and special user groups  
| | • experts, including financial, legal, technical, commercial and probity. |

| Market analysis may include: | • structure of market  
| | • 'players' in the market  
| | • market capability  
| | • market maturity  
| | • market strength  
| | • factors or conditions that may affect supply  
| | • supplier positioning and referencing  
| | • supplier viability analysis  
| | • potential impact of intended contracting activity. |

| Procurement approvals and appropriations may require: | • ministerial authorisation  
| | • compliance with instructions or finance circulars  
| | • CEO or board authorisation  
| | • confirmation by chief financial officer  
| | • delegate approval  
| | • budget approval  
| | • business case approval  
| | • special consideration if they concern:  
| | • long-term travel deals  
| | • long-term computer deals  
| | • long-term lease deals |
## RANGE STATEMENT

| Information on sources of supply may include: | • Yellow Pages  
• buyers guides, supplier brochures and advertisements  
• purchasing contract awareness service  
• suppliers' previous histories and files  
• peer, supplier and customer networks  
• computer-aided purchase of computers  
• newspapers, journals, bulletins or directories  
• government gazettal notices  
• internet. |
| Legislation, policy and probity requirements may include: | • commonwealth or state and territory legislation  
• equal employment opportunity and anti-discrimination law  
• commonwealth, and state or territory government procurement guidelines  
• organisational policies and practices  
• probity guidelines  
• codes of conduct, codes of practice and standards of individual behaviour relating to procurement  
• security and confidentiality  
• risk management  
• environmental, sustainability and corporate social responsibility principles. |
| Issues and opportunities may include: | • risk sharing  
• cost sharing  
• cost escalation  
• intellectual property rights  
• knowledge management  
• corporate knowledge  
• libraries and archives  
• capital equipment and asset ownership  
• value engineering  
• value management  
• innovation  
• continuous improvement  
• future organisational requirements  
• quality  
• whole-of-life considerations  
• organisational integration and cooperation. |
| Resource requirements | • facilities  
• information technology |
### RANGE STATEMENT

| May include: | • personnel  
• budget support equipment  
• use of contractor staff  
• professional service providers  
• risk assessment. |
|---|---|
| **Procurement approval documentation** may include: | • business case  
• justifications  
• delegate submissions. |
| **Procurement plan** may include: | • formal documented procurement plan, either using an organisational template or not using a template  
• procurement strategy  
• acquisition strategy  
• leasing strategy. |
| **Probity risks** may include: | • corruption  
• fraud  
• conflict of interest (actual, perceived or potential)  
• unfair treatment of providers or potential providers  
• misuse of resources  
• misuse of information  
• manipulation of the marketplace. |

### Unit Sector(s)

Not applicable.

### Competency field

| Competency field | Procurement and Contract Management |
PSPPROC412A Develop and distribute requests for offers

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the competencies required to develop and disseminate a request for offers to fulfil procurement requirements. It includes specifying the requirement, developing the formal request for offer documents and developing the offer evaluation plan.

In practice, developing and distributing requests for offers overlaps with other generalist and specialist public sector and local government work activities, such as upholding and supporting the values and principles of public service, identifying and treating risks, exercising delegations, applying government processes, encouraging compliance with legislation in the public sector or local government, planning procurement, selecting providers and managing contracts.

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

Application of the Unit

| Application of the unit | The unit applies to those who plan, prepare and develop formal requests for offers, including those who specialise in procurement. |

Licensing/Regulatory Information

Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Specify procurement requirement.** | 1.1. Scoping of requirement is undertaken to identify outcomes, objectives and *practical requirements*.  
1.2. Statement of requirement is prepared that meets organisational requirements for format and content and is acceptable to *stakeholders*.  
1.3. Needs of clients, end users and other stakeholders are considered and incorporated into statement of requirement.  
1.4. Procurement outcome is fair to, and achievable by, potential providers.  
1.5. Planned provider contract arrangements are specified according to policy and guidelines.  
1.6. *Standards of performance* and *codes of practice*, incentives, disincentives and performance measures are specified. |
| 2. **Develop request for offers.** | 2.1. *Request for offers* and contractual conditions suitable for procurement activity are developed and clarified with clients, providers and/or experts as necessary.  
2.2. Contractual conditions suitable for procurement activity are developed and clarified with clients, providers and/or experts as necessary.  
2.3. When possible and appropriate, *input* on content of request for offer documents and proposed contractual conditions is obtained from market according to probity requirement of impartiality.  
2.4. Approvals to approach marketplace are obtained according to organisational policy and procedures.  
2.5. Records relating to documenting request, and seeking, processing and closing *offers*, are maintained according to organisational procedures and legal requirements. |
| 3. **Develop offer evaluation plan.** | 3.1. *Offer evaluation plan*, including *criteria for evaluation*, is developed, documented and approved prior to releasing formal request documentation to the market.  
3.2. Where used, *specialist expertise* is arranged to evaluate offers and the structure and membership of evaluation panel.  
3.3. Offer evaluation plan complies with *probity requirements*, in particular impartiality and |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 4. Manage distribution and receipt of offers. | 4.1. Request for offers is disseminated according to organisational procedures and guidelines, and public sector standards.  
4.2. Briefings and clarification of information in the request for offer are undertaken as required according to procurement plan, organisational procedures and guidelines, public sector standards and probity requirements of fairness and impartiality.  
4.3. Offers are received according to organisational procedures and guidelines, and public sector standards.  
4.4. Requests for offers and closing offers are disseminated in line with probity issues.  
4.5. Late offers and non-conforming bids are dealt with according to procurement plan and request for offer documentation. |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- **Communication skills to:**
  - consult with stakeholders, specialists and providers involving complex oral and written exchanges of information
  - read complex documents, such as contracts, legislation and guidelines
  - write requests for offers, which may include complex style and language expressed in unambiguous terms
  - provide feedback

- **Teamwork skills to:**
  - work independently or under direction as appropriate to the situation
  - model team leadership approaches if appropriate
  - respond to diversity
  - refer issues to the correct person

- **Problem-solving skills to:**
  - apply probity requirements in specifying and developing requests for offers, providing briefings and information, and receiving offers
  - apply OHS requirements (where safety or security may be an issue) when developing requests for offers

- **Initiative and enterprise skills to:**
  - apply the content of complex documents, such as contracts, legislation and guidelines
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of developing requests for offers

- **Planning and organising skills to:**
  - manage the release of documents to stakeholders
  - keep up-to-date with relevant procurement legislation, policies and procedures

- **Technology skills to:**
  - operate organisational IT systems
  - use electronic procurement templates

### Required knowledge

- **Commonwealth, state or territory, and local government legislation, policies, practices and guidelines:**
  - relating to requests for offers, including environmental purchasing and corporate social responsibility guidance
  - such as OHS and equity and diversity
<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• organisational procurement policies, practices and approval processes</td>
</tr>
<tr>
<td>• probity principles and issues</td>
</tr>
<tr>
<td>• codes of conduct, codes of practice and standards of individual behaviour relating to developing and receiving requests for offers</td>
</tr>
<tr>
<td>• issues to be considered when developing requests for offers, including things like buying locally, and open or restricted opportunities to tender</td>
</tr>
<tr>
<td>• aspects of law of contract, laws of tort, trade practices law, commercial law and other legislation relating to requests for offers</td>
</tr>
</tbody>
</table>
# Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
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<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
</tr>
</tbody>
</table>

## Overview of assessment

Competency must be demonstrated in the development and distribution of requests for offers; performed consistently and in accordance with legislative and organisational requirements.

## Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- consult with stakeholders to develop a specification suited to the particular procurement being completed
- develop request for offer documentation, using templates where available
- develop offer evaluation plans with suitable evaluation criteria and evaluation process, using templates where available
- manage the release of requests for offers to industry
- manage the receipt of responses from industry
- apply probity principles relevant to this stage of the procurement process

### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

## Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to procurement of goods and services
- codes of conduct and codes of practice
- workplace scenarios and case studies relating to a range of procurement activities associated with developing and distributing requests for offers
- case studies that incorporate dilemmas, and probity requirements relating to developing and distributing requests for offers

## Method of assessment

The following assessment methods are suggested:

- questions to assess understanding of relevant legislation and procedures
## EVIDENCE GUIDE

- review of strategies and approaches adopted for developing and distributing requests for offers
- review of requests for offers (including specifications), offer evaluation plans, industry briefs, risk assessments and other documentation prepared by the candidate in a range of contexts
- review of stakeholder engagement strategies used by the candidate.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

### Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC401A Uphold and support the values and principles of public service
- PSPGOV417A Identify and treat risks
- PSPGOV421A Exercise delegations
- PSPLEGN401A Encourage compliance with legislation in the public sector
- PSPPROC411A Plan procurement
- PSPPROC413A Select providers and develop contracts
- PSPPROC414A Manage contracts.
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Practical requirements may include:
- phases or stages of the procurement activity
- timeframes
- expertise needed
- facilities needed
- software and other tools needed

Stakeholders may include:
- end users, customers or clients, and sponsors
- current or potential providers or suppliers
- technical or functional experts or advisers
- commonwealth, state or territory, and local government
- the organisation
- other public sector organisations
- employees, unions and staff associations
- industry bodies
- local communities
- lobby groups and special user groups

Standards of performance and codes of practice may include:
- value for money
- quality measures
- benchmarks
- milestones and timeframes
- performance indicators
- codes of practice and standards of behaviour

Requests for offers may include invitations to submit:
- tenders
- proposals
- quotations
- expressions of interest

Input may be obtained through:
- exposure of draft request for offer
- request for information
- industry comment process

Offers may include:
- tenders
- written quotations
- proposals
### Requests for offers

Requests for offers may include invitations to submit:

- tenders
- proposals
- quotations
- expressions of interest
- expressions of interest

### Offer evaluation plan

Offer evaluation plan should:

- be consistent with public sector and organisational legislation, policy and guidelines, such as:
  - commonwealth or state and territory legislation, including:
  - equal employment opportunity and anti-discrimination
  - risk management
  - security and confidentiality
  - council rules and by-laws
  - commonwealth, and state or territory government procurement guidelines, including environmental purchasing, access and equity, social justice guidelines
  - organisational policies and practices
  - environmental, sustainability and corporate social responsibility principles
- include practical and measurable criteria for selecting the provider and explanation of process that will be used to make selection

### Criteria for evaluation

Criteria for evaluation may include:

- value for money
- demonstrated capacity to deliver outcomes
- available expertise
- project management expertise to deliver the outcomes on time and within budget
- meeting specific policy requirements, such as buying locally and environmental sustainability
- innovation

### Specialist expertise

Specialist expertise may include:

- financial
- legal
- technical and user representatives
- commercial
- probity
- logistics

### Probity requirements

Probity requirements may include:

- accountability
- transparency
- confidentiality
### Requests for offers

Requests for offers may include invitations to submit:

- tenders
- proposals
- quotations
- expressions of interest

- managing conflict of interest
- impartiality
- are maintained to:
- ensure conformity to processes
- facilitate accountability
- ensure proponents are treated in a fair and equitable manner
- encourage commercial completion
- preserve public and private sector confidence in government processes

### Offers are received:

Offers are received:

- using a variety of forms, including:
  - traditional paper-based tender responses
  - computer disk
  - electronic, such as internet, email, facsimile, and electronic tendering system

- by a variety of delivery methods, including:
  - post
  - courier
  - by hand
  - electronic lodgement

### Probity issues

Probity issues may include:

- equity of access to tender documents
- fairness in provision of information
- decisions about when to accept or reject late tenders
- inappropriate assistance to prepare a tender
- conflict of interest.

### Unit Sector(s)

Not applicable.
### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Procurement and Contract Management</th>
</tr>
</thead>
</table>

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PSPPROC413A Select providers and develop contracts

Modification History
Not applicable.

Unit Descriptor
| Unit descriptor | This unit covers the ability to select preferred providers as a result of a formal request for offer process. It includes evaluating offers, selecting preferred providers, obtaining approvals, developing and formalising contractual arrangements, and debriefing the market and other stakeholders.

In practice, selecting providers overlaps with other generalist and specialist public sector and local government work activities, such as upholding and supporting the values and principles of public service, identifying and treating risks, exercising delegations, applying government processes, encouraging compliance with legislation in the public sector or local government, planning procurement, developing and distributing requests for offers and managing contracts.

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

Application of the Unit
| Application of the unit | The unit applies to those who undertake the selection of providers, including those who specialise in procurement. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Select preferred providers.** | 1.1. Evaluation panel is formed and coordinated.  
1.2. *Offers* are evaluated according to evaluation plan and organisational *probit requirements* which relate to managing conflicts of interest and adherence to public sector standards.  
1.3. Specialist expertise is obtained where necessary to assist with evaluation of offers.  
1.4. Clarification and negotiation of matters contained in offers are undertaken with bidders according to organisational guidelines and public sector standards.  
1.5. Preferred providers are selected and recommendations for *allocation of business* are developed, justified and documented against selection criteria according to policy, procedures and governance requirements.  
1.6. Approvals are obtained for the recommended offers.  
1.7. Successful providers are notified in line with organisational protocols. |
| 2. **Develop and formalise contractual arrangements.** | 2.1. Approvals are obtained to enter negotiations, when required, and negotiation of the final wording of *contract* is conducted according to organisational policy and procedures and defined probity frameworks as set out in the evaluation plan.  
2.2. Approvals to enter into contracts are obtained according to policy and procedures.  
2.3. Commitments are not made and contractors do not commence until contracts are signed.  
2.4. Contracts are structured to capture and address identified risks, protect both parties, provide the basis for due performance, and outline expected standards of behaviour.  
2.5. Contracts are entered into that are valid and legally binding to the parties. |
| 3. **Debrief market and other stakeholders.** | 3.1. Advice on the contractual arrangements is provided to internal stakeholders according to organisational policy and procedures.  
3.2. Unsuccessful bidders are informed and debriefed upon request with constructive feedback on their proposals.  
3.3. Details of successful providers are made public |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>according to probity requirements, organisational protocols and public sector standards.</td>
</tr>
</tbody>
</table>
**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

<table>
<thead>
<tr>
<th>Required skills</th>
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</thead>
<tbody>
<tr>
<td>• communication skills to:</td>
</tr>
<tr>
<td>• consult and negotiate with contractors and stakeholders, involving complex oral and written exchanges of information</td>
</tr>
<tr>
<td>• network within probity boundaries with diverse stakeholders and contractors</td>
</tr>
<tr>
<td>• read complex documents, such as contracts, legislation and guidelines</td>
</tr>
<tr>
<td>• provide feedback</td>
</tr>
<tr>
<td>• teamwork skills to:</td>
</tr>
<tr>
<td>• work independently or under direction as appropriate to the situation</td>
</tr>
<tr>
<td>• model team leadership approaches if appropriate</td>
</tr>
<tr>
<td>• respond to diversity</td>
</tr>
<tr>
<td>• refer issues to the correct person</td>
</tr>
<tr>
<td>• problem-solving skills to apply probity requirements in evaluating offers, formalising contracts and debriefing stakeholders</td>
</tr>
<tr>
<td>• initiative and enterprise skills to:</td>
</tr>
<tr>
<td>• apply the content of complex documents, such as contracts, legislation and guidelines</td>
</tr>
<tr>
<td>• apply OHS, environmental, sustainability and corporate social responsibility practices in the context of selecting providers and developing contracts</td>
</tr>
<tr>
<td>• planning and organising skills to analyse and compare written information to ensure key elements from the specification and the procurement plan are captured in the written contract</td>
</tr>
<tr>
<td>• learning skills to keep up-to-date with relevant procurement legislation, policies and procedures</td>
</tr>
<tr>
<td>• technology skills to:</td>
</tr>
<tr>
<td>• operate organisational IT systems</td>
</tr>
<tr>
<td>• use electronic procurement templates</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Required knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>• commonwealth, state or territory, and local government legislation, policies, practices and guidelines:</td>
</tr>
<tr>
<td>• relating to award of contracts, including environmental purchasing and corporate social responsibility guidance</td>
</tr>
<tr>
<td>• such as OHS and equity and diversity</td>
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<tr>
<td>• organisational procurement policies, practices and approval processes</td>
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<td>• probity principles and issues</td>
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<tr>
<td>• codes of conduct, codes of practice and standards of individual behaviour relating</td>
</tr>
<tr>
<td>REQUIRED SKILLS AND KNOWLEDGE</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>to receipt and selection of offers</td>
</tr>
<tr>
<td>• aspects of law of contract, laws of tort, trade practices law, commercial law and other legislation relating to receipt and evaluation of offers, negotiation and award of contracts</td>
</tr>
<tr>
<td>• equal employment opportunity</td>
</tr>
</tbody>
</table>
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Competency must be demonstrated in the ability to select providers and develop contracts consistently in accordance with legislative and organisational requirements.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- apply recognised offer evaluation methodologies to select a preferred provider
- make provider selections in accordance with the offer evaluation plan, procurement plan and relevant policy and legislation
- work with subject matter experts, such as legal, financial, commercial and technical
- adhere to probity requirements
- make written recommendations about suppliers to delegates and higher management
- act within the scope of own delegations
- keep appropriate records
- debrief relevant stakeholders about their performance.

### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to selecting providers and developing contracts
- codes of conduct and codes of practice
- workplace scenarios and case studies relating to a range of procurement activities associated with selecting providers and developing contracts
- case studies that incorporate dilemmas, and probity requirements relating to selecting providers and developing contracts

### Method of assessment

The following assessment methods are suggested:

- questions to assess understanding of relevant legislation and procedures
## EVIDENCE GUIDE

- review of strategies and approaches adopted for selecting providers and developing contracts
- review of selection reports, approvals and sign-offs, negotiation plans, draft contracts, final contracts, risk assessments and other documentation prepared by the candidate in a range of contexts
- review of stakeholder engagement approaches adopted by the candidate

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

### Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC401A Uphold and support the values and principles of public service
- PSPGOV417A Identify and treat risks
- PSPGOV421A Exercise delegations
- PSPLEGN401A Encourage compliance with legislation in the public sector
- PSPPROC411A Plan procurement
- PSPPROC412A Develop and distribute requests for offers
- PSPPROC414A Manage contracts.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Offers** may include:
- delivery of goods for use or into store
- provision of services
- maintenance agreements
- leasing agreements
- consultancies
- research and development
- infrastructure assets

**Evaluation:**
- must include:
  - processing offers
  - determining value for money
  - checking and investigating
  - collating information
  - comparative statements
  - accountability
  - may include staged procurement

**Probity requirements:**
- may include:
  - accountability
  - transparency
  - confidentiality
  - managing conflict of interest
  - impartiality
- are maintained to:
  - encourage conformity to processes
  - facilitate accountability
  - ensure proponents are treated in a fair and equitable manner
  - encourage commercial completion
  - preserve public and private sector confidence in government processes

**Allocation of business** may include:
- single successful contractor
- multiple successful contractors
- standing offer (panel)
RANGE STATEMENT

- multiple contracts as a result of a single request for offer

**Contracts** may include:
- memoranda of understanding and memoranda of agreement
- in-house option directives
- common use arrangements and standing offers
- inter and intra-government agreements
- service level agreements
- deeds of agreement

**Unit Sector(s)**
Not applicable.

**Competency field**

| Competency field | Procurement and Contract Management |
PSPPROC414A Manage contracts

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to manage contracts. It includes undertaking preparations, establishing and maintaining contract management arrangements, monitoring and maintaining contract performance, and completing and reviewing contracts. In practice, managing contracts overlaps with other generalist and specialist public sector work activities, such as upholding and supporting the values and principles of public service and local government, identifying and treating risks, exercising delegations, applying government processes, encouraging compliance with legislation in the public sector or local government, planning procurement, developing and distributing requests for offers and selecting providers. Those who specialise in procurement are catered for by the units PSPPROC503B, PSPPROC504B, PSPPROC505A and PSPPROC506A, which address in depth the aspects of contract management performed by those who specialise in procurement. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to those who are not specialist contract managers, but manage contracts as part of their role rather than as their primary role. |
Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare to manage a contract. | 1.1. *Contract* requirements, approvals and funding arrangements are confirmed and clarified where necessary, and obligations and limits of authority as contract manager are identified in line with contractual and organisational requirements.  
1.2. Operational elements of the contract are confirmed and contact is made with *specialists* and *stakeholders* to clarify and assist with contract administration issues.  
1.3. *Key contract clauses* are identified and their content is clarified as necessary to ensure contract requirements are understood.  
1.4. Process, timings, and key performance indicators are identified from the contract and confirmed with stakeholders.  
1.5. *Risks* are confirmed and a risk management plan is developed or reviewed in line with contract requirements and organisational policy and procedures.  
1.6. *Contract management strategy* is developed or obtained and key details are entered from the contract.  
1.7. Contract management team is formed and roles and responsibilities are allocated. |
| 2. Implement a contract management strategy. | 2.1. Start-up or transition arrangements are confirmed and implemented according to contract requirements and organisational procedures.  
2.2. Information and *communication strategies* are established to meet contractor, stakeholder and organisational needs.  
2.3. Risk management plan is monitored for effectiveness and adapted as necessary during the life of the contract.  
2.4. Relationship with contractors and stakeholders is established and managed according to organisational policy and procedures and probity requirements.  
2.5. Specialist expertise is obtained as necessary for progress meetings and for advice on or resolution of contract issues.  
2.6. Consideration is given to OHS, environmental and sustainability principles and corporate social |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>responsibility principles as they apply to the contract.</td>
</tr>
<tr>
<td></td>
<td>2.7. Contract information/documentation is maintained for organisational purposes according to organisational policy and procedures.</td>
</tr>
<tr>
<td>3. <strong>Monitor and maintain performance of a contract.</strong></td>
<td>3.1. Obligations to contractor and stakeholders are met according to contractual arrangements and organisational financial management requirements.</td>
</tr>
<tr>
<td></td>
<td>3.2. <em>Monitoring and control measures</em> and performance indicators are used to manage performance of contract and ensure that all obligations under the agreement are being met.</td>
</tr>
<tr>
<td></td>
<td>3.3. <em>Contract variations</em> are managed in accordance with the contract, organisational policy and procedures, and probity requirements.</td>
</tr>
<tr>
<td></td>
<td>3.4. <em>Disputes</em> and complaints are investigated and resolved or referred according to contract requirements.</td>
</tr>
<tr>
<td></td>
<td>3.5. <em>Negotiation</em> of issues relating to the contract is managed and approvals are obtained according to stipulations in the contract proper.</td>
</tr>
<tr>
<td></td>
<td>3.6. Communication is maintained with all stakeholders on the performance of the contract according to organisational protocols and public sector standards.</td>
</tr>
<tr>
<td>4. <strong>Complete and review contract.</strong></td>
<td>4.1. Client satisfaction with contract deliverables is confirmed.</td>
</tr>
<tr>
<td></td>
<td>4.2. Contracts are finalised, amended, cancelled or terminated according to contractual arrangements.</td>
</tr>
<tr>
<td></td>
<td>4.3. Strategies are applied to manage close-out, and ensure renewal of contract or transition to a new contract meet organisational guidelines, probity requirements and public sector standards.</td>
</tr>
<tr>
<td></td>
<td>4.4. <em>Review</em> is undertaken of contract management, contractor performance relevant to measures at each stage of the contract, user satisfaction and audit results, when necessary.</td>
</tr>
<tr>
<td></td>
<td>4.5. Where measures or outcomes are not met in full, variances are documented and explained.</td>
</tr>
<tr>
<td></td>
<td>4.6. Information from the review and audit is used to report on contractor performance, to review contract management practice and make recommendations for improvement.</td>
</tr>
</tbody>
</table>
### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to:
  - consult and negotiate with contractors and stakeholders, involving complex oral and written exchanges of information
  - network, within probity boundaries, with diverse stakeholders and contractors
  - read complex documents, such as contracts, legislation and guidelines
  - provide feedback
- teamwork skills to:
  - work independently or under direction as appropriate to the situation
  - model team leadership approaches if appropriate
  - respond to diversity
  - refer issues to the correct person
- problem-solving skills to apply simple supply chain management and supplier issues management to the process of contract management
- initiative and enterprise skills to:
  - apply the content of complex documents, such as contracts, legislation and guidelines
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of contract management
- planning and organising skills to manage contract documentation
- learning skills to keep up-to-date with relevant procurement legislation, policies and procedures
- technology skills to:
  - operate organisational IT systems
  - use electronic procurement templates

**Required knowledge**

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to contract management, including environmental purchasing and corporate social responsibility guidance
  - such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- contract performance management
- privacy and confidentiality issues
- probity principles and issues
### REQUIRED SKILLS AND KNOWLEDGE

- codes of conduct, codes of practice and standards of individual behaviour relating to managing contracts and relationships with contractors
- whole-of-life considerations relating to the ownership, operation and disposal/completion of the goods or services
- equal employment opportunity
- financial and accounting issues relevant to the contract
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Competency must be demonstrated in the ability to manage contracts consistently in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
</table>
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | Assessment must confirm the ability to:  
- develop a contract management strategy in consultation with key stakeholders  
- develop a suitable contract management plan, using templates if available  
- implement the contract management plan  
- manage the performance of contractors  
- provide contractors with performance feedback  
- manage contract disputes to achieve prompt resolution and refer to higher authority when necessary  
- review contracts throughout to identify opportunities for continuous improvement  
- act within own delegations and refer issues to higher authority when necessary  
- uphold probity standards in all dealings with contractors. |

### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:
- legislation, policy, procedures and protocols relating to procuring goods and services and managing contracts  
- codes of conduct and codes of practice  
- workplace scenarios and case studies relating to a range of procurement activities associated with managing contracts  
- case studies that incorporate dilemmas, and probity requirements relating to managing contracts.

### Method of assessment

The following assessment methods are suggested:
### EVIDENCE GUIDE

- questions to assess understanding of relevant legislation and procedures
- review of strategies and approaches adopted for managing contracts
- review of contract management plans, contracts, contract variations, contractor performance reports, contract closure documents and other documentation prepared by the candidate in a range of contexts
- review of stakeholder engagement approaches adopted by the candidate.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

### Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC401A Uphold and support the values and principles of public service
- PSPGOV417A Identify and treat risks
- PSPGOV421A Exercise delegations
- PSPLEGN401A Encourage compliance with legislation in the public sector
- PSPPROC411A Plan procurement
- PSPPROC412A Develop and distribute requests for offers
- PSPPROC413A Select providers and develop contracts.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Contracts** may include:
- memoranda of understanding and memoranda of agreement
- in-house option directives
- common use arrangements/standing offers
- inter and intra-government agreements
- letters of intent
- licensing agreements.

**Specialists** may include:
- procurement and contracting
- corporate finance
- outsourced procurement or contracting advisers
- legal advisers
- functional/business
- technical
- business owner of the contract
- OHS
- environmental
- audit and probity
- appropriate cross-government department experts.

**Stakeholders** may include:
- end users, customers or clients, and sponsors
- current or potential providers or suppliers
- technical or functional experts or advisers
- commonwealth, state or territory, and local government
- the organisation
- other public sector organisations
- employees, unions and staff associations
- industry bodies
- local communities
- lobby groups and special user groups.

**Key contract clauses** may include:
- specifications
- variations
- insurances
- notices
**RANGE STATEMENT**

- disputes
- intellectual property
- privacy
- confidentiality
- milestones
- payments
- breaches
- penalties
- expected standards of behaviour.

**Risks** may include:

- contractor inability to meet agreements
- end user or buyer inability to meet obligations
- limited number of suppliers
- corruption risks
- probity risks.

**Contract management strategy** may include:

- formal contract management plan
- contract management checklist
- setting up routines
- checking quality assurance systems
- transferring legal responsibility
- avoiding implied acceptance of varied conditions through non-enforcement of contractual obligations
- applying environmental, sustainability and corporate responsibility principles.

Contract management strategy may be obtained from:

- procurement/contracting area
- specialist contract managers
- central agencies, such as state supply boards, and contract and management services
- finance area
- legal advisers
- outsourced providers of contracting services.

**Communication strategies** may include:

- setting regular times to talk, meet or check on progress
- protocols for dealing with other stakeholders
- emergency contact arrangements
- diary system to monitor milestones, timeframes, receipt of deliverables, etc.
- strategies for ensuring information flow at critical stages of the contract.

**Monitoring and control measures** may include:

- inspections
- tests
- audits
## RANGE STATEMENT

- reviews
- meetings
- progress reports
- verifications
- identification of non-conformances
- corrective actions.

### Contract variations may include:

- change of scope
- change in prices
- change in quantity
- change to specifications
- negotiation of new terms and conditions
- dissolution of contracts
- in writing
- verbal variations, confirmed in writing
- variations by action/inaction.

### Disputes may include:

- disputes over:
  - requirements
  - delivery schedules
  - price changes
  - additional tasking
  - payment schedules
  - complaints from third parties.

### Techniques available to resolve disputes include:

- conference
- negotiation
- mediation
- expert determination
- arbitration
- resort to contractual conditions
- legal considerations.

### Negotiation of issues may include:

- contract variations
- continuous improvement
- innovations
- non-compliance
- consequences.

### Review may include:

- planning process
- evaluation considerations at each stage of the contract
- sources and methods of gathering data
- role of audit trails, where applicable
- measuring outputs
RANGE STATEMENT

- meeting client needs
- considering new and different ways of delivering the service or product in the future
- strategies for continuous improvement.

Unit Sector(s)
Not applicable.

Competency field

| Competency field | Procurement and Contract Management |
PSPPROC503B Manage contract performance

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the competency required by people whose primary role is contract management to implement strategies that ensure effective contract performance. It includes managing the business relationship, performance of the contract, and contract issues; and implementing a communication strategy.

In practice, managing contract performance may overlap with other public sector and local government generalist and specialist work activities, such as promoting the values and ethos of public service or local government, undertaking negotiations, promoting compliance with legislation in the public sector, finalising contracts, managing procurement risk, planning to manage a contract, planning for procurement outcomes and making procurement decisions.

PSPPROC414A Manage contracts is the appropriate unit for people undertaking contract management as a minor part of their work role.

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

Application of the Unit

| Application of the unit | This unit applies to those who may or may not have had involvement in the procurement process preceding execution of the contract. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

Not applicable.

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Manage the business relationship. | 1.1. *Probity* is managed in accordance with organisational requirements, *legislation, policy and public sector standards*.  
1.2. Obligations to the contractor are met according to contractual arrangements.  
1.3. Consideration of conflicts of interest and their resolution are recorded according to public sector standards and organisational requirements.  
1.4. Business relationship with contractor is managed in the public interest through *formal and informal mechanisms* according to public sector standards and organisational policy and procedures. |
| 2. Manage performance of the contract. | 2.1. Start-up or transition arrangements are implemented according to contract requirements and organisational procedures.  
2.2. *Contract management plan* is monitored for effectiveness on a regular basis and adapted as necessary during the life of the contract.  
2.3. Performance of *contract* is monitored against key performance indicators and tracking milestones to ensure obligations under the agreement are being met.  
2.4. E-procurement, financial and other resources are managed as necessary according to contract requirements and organisational procedures.  
2.5. Emerging and potential *risks* are identified and managed according to organisational risk management procedures. |
| 3. Manage contract issues. | 3.1. Contract *variations* are managed according to contract management plan, organisational policy and procedures, and probity requirements.  
3.2. *Early signs of under-performance* are identified, and *action is taken to improve performance* to the agreed level and documented according to contract’s communication and information policy.  
3.3. *Disputes* and complaints are investigated and *resolved* or referred according to contract’s management plan and contractual arrangements.  
3.4. *Negotiation of issues* relating to the contract is conducted and approvals are obtained according to stipulations in the contract. |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5. Conflict is addressed and resolved where possible or other actions are taken according to contractual arrangements.</td>
<td></td>
</tr>
<tr>
<td>3.6. Non-compliance with codes of conduct, codes of practice and standards of behaviour is dealt with in a timely manner.</td>
<td></td>
</tr>
<tr>
<td>4. Implement communication and information strategy.</td>
<td>4.1. Communication on the performance of the contract is maintained with all stakeholders according to organisational protocols and public sector standards.</td>
</tr>
<tr>
<td></td>
<td>4.2. Management reporting is carried out according to tracking milestones and organisational requirements.</td>
</tr>
<tr>
<td></td>
<td>4.3. Contract information is maintained for organisational purposes according to organisational policy and procedures.</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

### Required skills

- **communication skills to:**
  - consult and negotiate with contractors and stakeholders, involving complex oral and written exchanges of information
  - network, within probity boundaries, with contractors and stakeholders
  - read complex documents, such as contracts, legislation and guidelines
  - write management reports and keep records of meetings, liaison, notes and follow-up actions
  - provide feedback

- **teamwork skills to:**
  - build effective working relationships with contractors and stakeholders, within probity boundaries
  - model effective team management approaches
  - respond to diversity
  - refer issues to the correct person

- **problem-solving skills to:**
  - resolve disputes, conflict and complaints
  - make judgements about when to refer disputes, conflict and complaints to others
  - apply understanding of supplier issues/supply chain management in the context of contract management

- **initiative and enterprise skills to:**
  - apply the content of complex documents, such as contracts, legislation and guidelines
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of contract management

- **planning and organising skills to:**
  - manage contract documentation
  - plan and organise contract meetings, reports and reviews

- **learning skills to keep up-to-date with:**
  - best practice examples in procurement practice
  - relevant procurement legislation, policies and procedures

- **technology skills to:**
  - operate organisational IT systems
  - use electronic procurement templates
REQUIRED SKILLS AND KNOWLEDGE

Required knowledge

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to contract management, including environmental purchasing and corporate social responsibility guidance
  - such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- contract management for a range of contractual situations
- privacy and confidentiality issues
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to management of contracts and relationships with contractors
- whole-of-life considerations
- financial and accounting issues relevant to the contract
- legal aspects of negotiation
- aspects of law of contracts, trade practices law and commercial law relevant to the management of contracts relating to complex procurement
- equal employment opportunity relevant to the management of contracts
- OHS requirements relevant to the management of contracts
- environmental, sustainability and corporate social responsibility principles relevant to the management of contracts
## Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Competency must be demonstrated in managing contract performance consistently in accordance with legislative and organisational requirements.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- develop and implement an appropriate contract management plan, using templates where available
- develop and implement an appropriate transition plan, using templates where available
- develop and maintain a sound business relationship with contractors within probity guidelines, upholding probity standards in all dealings with them
- manage contractor performance so that goods and services are delivered according to the contract
- provide the contractor with performance feedback
- deal promptly and proactively with contract issues and disputes and refer to higher authority when this is not possible
- communicate effectively with internal and external stakeholders about the operation of the contract.

### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to procuring goods and services and managing contracts
- codes of conduct and codes of practice
- workplace scenarios and case studies relating to a range of procurement activities associated with managing contract performance
- case studies that incorporate dilemmas and probity requirements relating to managing contract performance.
## EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following assessment methods are suggested:</td>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td>• questions to assess understanding of relevant legislation and procedures</td>
<td>• PSPETHC501B Promote the values and ethos of public service</td>
</tr>
<tr>
<td>• review of strategies and approaches adopted for managing contract performance</td>
<td>• PSPGOV507A Undertake negotiations</td>
</tr>
<tr>
<td>• review of contract management plans, contracts, contract variations, contractor</td>
<td>• PSPLEG501B Promote compliance with legislation in the public sector</td>
</tr>
<tr>
<td>performance reports, communication strategy and other documentation prepared by</td>
<td>• PSPPROC504B Finalise contracts</td>
</tr>
<tr>
<td>the candidate in a range of contexts</td>
<td>• PSPPROC505A Manage procurement risk</td>
</tr>
<tr>
<td>• review of stakeholder engagement approaches adopted by the candidate.</td>
<td>• PSPPROC506A Plan to manage a contract</td>
</tr>
<tr>
<td>In all cases, practical assessment should be supported by questions to assess</td>
<td>• PSPPROC507A Plan for procurement outcomes</td>
</tr>
<tr>
<td>underpinning knowledge and those aspects of competency which are difficult to</td>
<td>• PSPPROC508A Make procurement decisions.</td>
</tr>
<tr>
<td>assess directly. Questioning techniques should suit the language and literacy</td>
<td></td>
</tr>
<tr>
<td>levels of the candidate.</td>
<td></td>
</tr>
<tr>
<td>Guidance information for assessment</td>
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<td></td>
</tr>
<tr>
<td>• PSPPROC508A Make procurement decisions.</td>
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</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Probity principles:**
- may include:
  - accountability
  - transparency
  - confidentiality
  - managing conflict of interest
  - impartiality
- are maintained to:
  - ensure conformity to processes
  - facilitate accountability
  - ensure proponents are treated in a fair and equitable manner
  - encourage commercial completion
  - preserve public and private sector confidence in government processes.

**Legislation, policy and public sector standards**
- may include:
  - financial management legislation
  - government procurement, purchasing and contracting legislation, policy and guidelines
  - council rules and by-laws
  - public sector standards
  - codes of conduct, codes of practice and standards of individual behaviour
  - cross-cultural and social justice issues
  - environmental and sustainability policies
  - corporate social responsibility policies.

**Formal and informal mechanisms**
- may include:
  - non-confrontational interaction
  - hospitality
  - formal contract variations
  - formal negotiations
  - formal and informal meetings
  - regular and *ad hoc* reporting
  - review processes.

**Contract management**
- risk management plan
### RANGE STATEMENT

**Plan** may include:
- contingency plan
- communication and public relations plan
- human resource management plan
- disposal plan
- contract review plan
- setting up routines
- quality assurance systems
- arrangements for transfer of legal responsibility
- insurances
- strategies to avoid implied acceptance of varied conditions through non-enforcement of contractual obligations
- environmental/green procurement, sustainability and corporate social responsibility principles.

**Contracts** may include:
- formal written contracts
- standing offers (panels)
- multi-use lists and similar arrangements
- inter and intra-government agreements
- letters of intent
- memoranda of understanding and memoranda of agreement
- licensing agreements
- in-house option directives.

**Risks** may include:
- supplier inability to meet obligations
- end user or buyer inability to meet obligations
- scope creep
- client requirements not fully understood
- becoming too dependent on a single supplier
- disruption to continuity and consistency of service if too many suppliers are selected
- other environmental influences
- corruption risks
- probity risks.

**Variation to agreements** may arise from:
- change of scope
- negotiation of new terms and conditions
- dissolution of contracts
- inability to deliver.

**Early signs of under-performance** may be detected through:
- tracking milestones
- regular meetings
- meeting records and follow-up
# RANGE STATEMENT

- file management and audit trail
- stakeholder surveys on performance
- ongoing review of deliverables.

**Actions taken to improve performance** may include:

- discussion with contractor
- regular interaction
- ongoing performance feedback
- provision of support
- expert advice.

**Disputes** may include:

- disputes over:
  - requirements
  - delivery schedules
  - price changes
  - additional tasking
  - payment schedules
  - complaints from third parties
  - formal and informal.

Techniques available to resolve disputes include:

- conference
- negotiation
- mediation
- arbitration
- resort to contractual conditions
- litigation.

**Negotiation of issues** may include:

- contract variations
- continuous improvement
- innovations
- non-compliance
- consequences.

**Actions** as a result of unresolved conflict may include:

- mediation
- court action
- termination of contract.

**Communication strategies** may include:

- clear communication
- understanding the needs of the service provider and the client
- setting regular times to talk, meet or check on progress
- protocols for dealing with other stakeholders
- emergency contact arrangements
- diary system to monitor milestones, timeframes, receipt of deliverables, etc.
- strategies for ensuring information flow at critical points.
RANGE STATEMENT

<table>
<thead>
<tr>
<th>Contract information may include:</th>
<th>Contract and variations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>contract management plan</td>
</tr>
<tr>
<td></td>
<td>financial records, including funding submissions, budgets, delegations, invoices and payments</td>
</tr>
<tr>
<td></td>
<td>contractor performance information</td>
</tr>
<tr>
<td></td>
<td>contract reports</td>
</tr>
<tr>
<td></td>
<td>information about disputes and other issues</td>
</tr>
<tr>
<td></td>
<td>complaints and compliments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational purposes may include:</th>
<th>probity and accountability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>budget reporting</td>
</tr>
<tr>
<td></td>
<td>feeding into future procurement processes</td>
</tr>
<tr>
<td></td>
<td>performance management of suppliers</td>
</tr>
<tr>
<td></td>
<td>internal and external reviews and audits</td>
</tr>
<tr>
<td></td>
<td>governance requirements</td>
</tr>
<tr>
<td></td>
<td>legal compliance</td>
</tr>
</tbody>
</table>

Unit Sector(s)

Not applicable.

Competency field

| Competency field | Procurement and Contract Management |
PSPPROC504B Finalise contracts

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to finalise processes for contracts. It includes completing contracts and implementing a contract review strategy. In practice, finalising contracts may overlap with other public sector generalist and specialist work activities, such as promoting the values and ethos of public service and local government, undertaking negotiations, promoting compliance with legislation in the public sector or local government, managing contract performance, managing procurement risk, planning to manage a contract, planning for procurement outcomes and making procurement decisions. PSPPROC414A Manage contracts is the appropriate unit for people undertaking contract management as a minor part of their work role. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | The unit applies to those whose primary role is contract management. |

Licensing/Regulatory Information
Not applicable.
**Pre-Requisites**

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
</table>

**Employability Skills Information**

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

**Elements and Performance Criteria Pre-Content**

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Complete contracts.** | 1.1. *Contracts* due to expire are reviewed to determine future requirements, and options for meeting those requirements are canvassed in sufficient time for decision making and transition to occur.  
1.2. Strategies are implemented to manage closure, renewal of contracts, or transition to a new contract according to organisational guidelines, probity requirements and public sector standards.  
1.3. Contracts are finalised, amended, cancelled or terminated according to contractual arrangements.  
1.4. Consultation is undertaken with contractor, and a contract completion report is issued addressing the performance of contractor and contract manager according to organisational requirements and public sector standards. |
| 2. **Implement contract review strategy.** | 2.1. *Timing of contract review* is determined to ensure a smooth transition to post-contract arrangements.  
2.2. *Contract review* is undertaken covering contract management, contractor performance relevant to measures at each stage of the contract, user satisfaction and audit results.  
2.3. Where measures or outcomes are not met in full, variances are documented and explained.  
2.4. Review report is prepared documenting outcomes against plans, final costs, user satisfaction, lessons learnt and any shortcomings in contract planning, management policies and procedures.  
2.5. Recommendations for improvement are made and supported with evidence, as a result of lessons learnt. |
**Required Skills and Knowledge**

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- Communication skills to:
  - Consult and negotiate with contractors and stakeholders, involving complex oral and written exchanges of information
  - Write review and closure reports
  - Make recommendations about improvements to the contract management process
  - Provide feedback

- Teamwork skills to:
  - Model effective team management approaches
  - Respond to diversity
  - Refer issues to the correct person

- Problem-solving skills to finalise outstanding issues so the contract can be closed

- Initiative and enterprise skills to identify improvements to the contract management process of contract management

- Planning and organising skills to:
  - Manage contract closure documentation
  - Plan and organise contract closure meetings, reports and reviews

- Learning skills to keep up-to-date with:
  - Best practice examples in procurement practice
  - Relevant procurement legislation, policies and procedures

- Technology skills to:
  - Operate organisational IT systems
  - Use electronic procurement templates

#### Required knowledge

- Commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - Relating to contract finalisation and review, including environmental purchasing and corporate social responsibility guidance
  - Such as OHS and equity and diversity

- Organisational procurement policies, practices and approval processes

- Contract finalisation and review for a range of contractual situations

- Privacy and confidentiality issues, including the requirement to appropriately classify information to ensure transparency as well as to treat bids as commercial-in-confidence
## REQUIRED SKILLS AND KNOWLEDGE

- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to finalising contracts
- information, knowledge management and record keeping for official or historical records
- equal employment opportunity
- financial and accounting issues relevant to the contract
- aspects of contract law, trade practices law and commercial law relevant to the finalisation of contracts relating to complex procurement
# Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th><strong>Overview of assessment</strong></th>
<th>Competency must be demonstrated in the ability to finalise contracts consistently in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
</table>
| **Critical aspects for assessment and evidence required to demonstrate competency in this unit** | Assessment must confirm the ability to:  
- develop and implement an appropriate review strategy for contracts that are ending  
- complete relevant contract closure processes  
- ensure appropriate records have been kept  
- apply contract review techniques  
- make written recommendations for improvements to the procurement process based on review results  
- uphold probity standards in all dealings with contractors. |

**Consistency in performance**

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

| **Context of and specific resources for assessment** | The unit of competency is to be assessed in the workplace or a simulated workplace environment.  
Access may be required to:  
- legislation, policy, procedures and protocols relating to procuring goods and services, and managing and finalising contracts  
- codes of conduct and codes of practice  
- workplace scenarios and case studies relating to a range of procurement activities associated with finalising contracts  
- case studies that incorporate dilemmas, and probity requirements relating to finalising contracts. |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| **Method of assessment** | The following assessment methods are suggested:  
- questions to assess understanding of relevant legislation and procedures  
- review of strategies and approaches adopted for finalising contracts  
- review of contract management plans, contracts, contract variations, contractor performance reports, contract closure |
## EVIDENCE GUIDE

| Guidance information for assessment | plans, transition plans, risk assessments and other contract finalisation documentation prepared by the candidate in a range of contexts  
- review of stakeholder engagement approaches adopted by the candidate.  

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate. |

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.  

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:  
- PSPETHC501B Promote the values and ethos of public service  
- PSPGOV507A Undertake negotiations  
- PSPLEGN501B Promote compliance with legislation in the public sector  
- PSPPROC503B Manage contract performance  
- PSPPROC505A Manage procurement risk  
- PSPPROC506A Plan to manage a contract  
- PSPPROC507A Plan for procurement outcomes  
- PSPPROC508A Make procurement decisions. |
Range Statement

<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</td>
</tr>
</tbody>
</table>

**Contracts** may include:
- formal written contracts
- standing offers (panels)
- multi-use lists and similar arrangements
- inter and intra-government agreements
- letters of intent
- memoranda of understanding and memoranda of agreement
- licensing agreements
- in-house option directives.

**Timing of contract review** may include:
- periodically throughout the contract
- when performance issues arise
- prior to contract completion
- concurrently with contract renewal process
- after the contract is completed.

**Contract review** may include:
- planning process
- evaluation considerations at each stage of contract
- sources and methods of gathering data
- role of audit trails
- measuring outputs
- key performance indicators and their review
- meeting client needs
- innovation
- strategies for continuous improvement.

**Variances** may include:
- change of scope
- negotiation of new terms and conditions
- strategies for dealing with contractor performance
- dissolution of contract.

**Unit Sector(s)**
<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Procurement and Contract Management</th>
</tr>
</thead>
</table>

### Co-requisite units

| Co-requisite units |                          |
PSPPROC506A Plan to manage a contract

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to establish arrangements for contract management. It includes confirming contract requirements, preparing a contract management plan, and implementing contract strategies and contractual arrangements. In practice, planning to manage a contract may overlap with other public sector and local government generalist and specialist work activities, such as promoting the values and ethos of public service or local government, undertaking negotiations, promoting compliance with legislation in the public sector, managing contract performance, finalising contracts, managing procurement risk, planning for procurement outcomes and making procurement decisions. PSPPROC414A Manage contracts is the appropriate unit for people undertaking contract management as a minor part of their work role. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to those whose primary role is contract management, and who may or may not have had involvement in the procurement process preceding execution of the contract. |

Licensing/Regulatory Information
Not applicable.
### Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

### Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Confirm contract requirements.** | 1.1. *Legislation, public sector standards and organisational requirements* relating to *probity*, financial management, approvals and *other considerations* are identified for inclusion in the *contract* management plan.  
1.2. *Contract requirements* are re-confirmed with all parties.  
1.3. Obligations to the contractor, limits of authority and *delegations* relating to contract are determined according to contractual arrangements and organisational policy and procedures.  
1.4. Start-up or transition arrangements are confirmed. |
| 2. **Prepare contract management plan.** | 2.1. *Contract risks* are identified and risk management plan is developed in line with contract requirements and organisational policy and procedures.  
2.2. Procedures to identify, receive and address contract *variations* are determined according to contract requirements and organisational policy and procedures.  
2.3. *Procedures* to investigate, resolve or refer *disputes* or complaints are determined according to contract requirements and organisational policy and procedures.  
2.4. Key performance indicators are developed and negotiated, and *administrative processes* are identified and approved for the life of the contract according to organisational policy procedures.  
2.5. *Contract management plan* that addresses key elements is documented, approved and maintained according to organisational requirements.  
2.6. Expected standards of behaviour, probity and privacy principles are applied to all elements of contract management plan.  
2.7. Environmental, sustainability and corporate social responsibility principles are applied to all elements of contract management plan. |
| 3. **Develop stakeholder relationships.** | 3.1. *Stakeholder* networks and relationships are identified.  
3.2. Networking strategies are used, within probity boundaries, to establish, develop and maintain working relationships to promote benefits to the |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>contract requirements.</td>
</tr>
<tr>
<td></td>
<td>3.3. Confidence of stakeholders is developed and maintained through high standards of behaviour and ethical conduct.</td>
</tr>
<tr>
<td></td>
<td>3.4. Negotiation strategies are used to achieve positive outcomes when difficult situations arise.</td>
</tr>
<tr>
<td></td>
<td>3.5. Communication requirements are identified and confirmed in line with contractual obligations and stakeholder needs.</td>
</tr>
<tr>
<td>4. Implement contract strategies.</td>
<td>4.1. Requirements of confidentiality and freedom of information are identified for the contract.</td>
</tr>
<tr>
<td></td>
<td>4.2. <em>Communication/information strategy</em> is developed that matches needs of the organisation, the contract and the contractor's business environment.</td>
</tr>
<tr>
<td></td>
<td>4.3. Contract review requirements are established with stakeholders.</td>
</tr>
<tr>
<td></td>
<td>4.4. <em>Contract review strategy</em> is developed to review management of the contract, contractor performance and user satisfaction.</td>
</tr>
<tr>
<td>5. Implement contractual arrangements.</td>
<td>5.1. Business relationship with contractor is established and managed according to organisational policy and procedures and probity requirements.</td>
</tr>
<tr>
<td></td>
<td>5.2. Start-up or transition arrangements are implemented.</td>
</tr>
<tr>
<td></td>
<td>5.3. Financial, administrative and information management processes are established.</td>
</tr>
<tr>
<td></td>
<td>5.4. Contractual arrangements are implemented according to contract management plan.</td>
</tr>
<tr>
<td></td>
<td>5.5. Appropriate <em>contract records</em> are maintained for the life of the contract.</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- **communication skills to:**
  - consult and negotiate with contractors and stakeholders
  - network, within probity boundaries, with contractors and stakeholders
  - develop a written contract management plan and sub-plans
  - read complex documents, such as contracts, legislation and guidelines
  - provide feedback
- **teamwork skills to:**
  - model effective team management approaches
  - respond to diversity
  - refer issues to the correct person
- **problem-solving skills to:**
  - apply OHS requirements in the context of contract management
  - apply understanding of supplier issues and supply chain management in the context of procurement risk management
- **initiative and enterprise skills to:**
  - apply the content of complex documents, such as contracts, legislation and guidelines
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of planning for contract management
- **planning and organising skills to manage and update the contract management plan and sub-plans**
- **learning skills to keep up-to-date with:**
  - best practice examples in procurement practice
  - relevant procurement legislation, policies and procedures
- **technology skills to:**
  - operate organisational IT systems
  - use electronic procurement templates

### Required knowledge

- **commonwealth, state or territory, and local government legislation, policies, practices and guidelines:**
  - relating to contract management, including environmental purchasing, sustainability and corporate social responsibility guidance relevant to the contract
  - such as OHS and equity and diversity
### REQUIRED SKILLS AND KNOWLEDGE

- organisational procurement policies, practices and approval processes
- contract management planning for a range of contractual situations
- privacy and confidentiality issues
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to management of contracts and relationships with contractors
- whole-of-life considerations
- financial and accounting issues relevant to the contract
- equal employment opportunity relevant to the contract
- OHS requirements relevant to the contract
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Competency must be demonstrated in the ability to plan to manage a contract consistently in accordance with legislative and organisational requirements.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- develop a contract management strategy in consultation with key stakeholders
- develop a contract management plan suited to more complex contracts, using templates if available, which may include sub-plans such as risk, transition and probity
- implement the contract management strategy and the contract management plan
- develop and maintain a sound business relationship with internal and external stakeholders
- manage the performance of contractors to ensure the effective delivery of value for money outcomes under the contract
- manage more complex contract disputes to achieve prompt resolution and refer to higher authority when necessary
- review contract throughout to identify opportunities for continuous improvement
- act within own delegations and refer issues to higher authority when necessary.

### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to procuring goods and services and managing contracts
- codes of conduct and codes of practice
- workplace scenarios and case studies relating to a range of procurement activities associated with planning to manage a contract
- case studies that incorporate dilemmas, and probity
## EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Requirements relating to planning to manage a contract.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Method of assessment</strong></td>
</tr>
<tr>
<td>The following assessment methods are suggested:</td>
</tr>
<tr>
<td>• questions to assess understanding of relevant legislation and procedures</td>
</tr>
<tr>
<td>• review of strategies and approaches adopted for planning to manage a contract</td>
</tr>
<tr>
<td>• review of contract management plans, contracts, probity plans, budgets, transition plans, approvals and sign-offs, and other documentation prepared by the candidate in a range of contexts</td>
</tr>
<tr>
<td>• review of stakeholder engagement approaches adopted by the candidate.</td>
</tr>
<tr>
<td>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</td>
</tr>
<tr>
<td><strong>Guidance information for assessment</strong></td>
</tr>
<tr>
<td>Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.</td>
</tr>
<tr>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td>• PSPETHC501B Promote the values and ethos of public service</td>
</tr>
<tr>
<td>• PSPGOV507A Undertake negotiations</td>
</tr>
<tr>
<td>• PSPLEG501B Promote compliance with legislation in the public sector</td>
</tr>
<tr>
<td>• PSPPROC503B Manage contract performance</td>
</tr>
<tr>
<td>• PSPPROC504B Finalise contracts</td>
</tr>
<tr>
<td>• PSPPROC505A Manage procurement risk</td>
</tr>
<tr>
<td>• PSPPROC507A Plan for procurement outcomes</td>
</tr>
<tr>
<td>• PSPPROC508A Make procurement decisions.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Legislation, public sector standards and organisational requirements may include: | • financial management legislation  
• government procurement, purchasing and contracting legislation, policy and guidelines  
• ethics standards  
• codes of conduct and codes of practice  
• environmental purchasing. |
| --- | --- |
| **Probity** principles: | • may include:  
• accountability  
• transparency  
• confidentiality  
• managing conflict of interest  
• impartiality  
• are maintained to:  
• ensure conformity to processes  
• facilitate accountability  
• ensure proponents are treated in a fair and equitable manner  
• encourage commercial completion  
• preserve public and private sector confidence in government processes. |
| **Other considerations** may include: | • corporate governance  
• intellectual property  
• privacy  
• freedom of information requirements  
• public liability insurance considerations. |
| **Contracts** may include: | • formal written contracts  
• standing offers (panels)  
• multi-use lists and similar arrangements  
• inter and intra-government agreements  
• letters of intent  
• memoranda of understanding and memoranda of agreement |
## RANGE STATEMENT

<table>
<thead>
<tr>
<th>Contract requirements may include:</th>
<th>Delegations may include:</th>
<th>Contract risks may include:</th>
<th>Variation to agreements may arise from:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• licensing agreements</td>
<td>• financial delegations</td>
<td>• contextual/environmental factors</td>
<td>• change of scope</td>
</tr>
<tr>
<td>• in-house option directives.</td>
<td>• procurement delegations</td>
<td>• supplier inability to meet obligations</td>
<td>• negotiation of new terms and conditions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• end user or buyer inability to meet obligations</td>
<td>• dissolution of contracts.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• unclear contract terms and conditions</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• contractual disputes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• factors outside the control of either party, such as global health pandemic, failure of third-party businesses, and natural disasters</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• implications if dependence on one supplier, versus risks in lack of continuity and consistency of services provided.</td>
<td></td>
</tr>
</tbody>
</table>

*Contract requirements* may include:
- terms and conditions
- specifications
- risk
- managing hospitality
- clauses dealing with:
  - variations
  - insurances
  - notices
  - disputes
  - intellectual property
  - privacy
  - confidentiality
  - milestones
  - payments
  - breaches.

*Delegations* may include:
- financial delegations
- procurement delegations
- compliance with instructions or finance circulars
- special consideration if they concern travel, computers or software, leasing arrangements or issuing indemnities, or other special categories of goods and services
- other delegations, such as disposals and human resources
- confirmation by chief financial officer
- ministerial authorisation.

*Contract risks* may include:
- contextual/environmental factors
- supplier inability to meet obligations
- end user or buyer inability to meet obligations
- unclear contract terms and conditions
- contractual disputes
- factors outside the control of either party, such as global health pandemic, failure of third-party businesses, and natural disasters
- implications if dependence on one supplier, versus risks in lack of continuity and consistency of services provided.
<table>
<thead>
<tr>
<th><strong>RANGE STATEMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Procedures</strong> to resolve disputes may include:</td>
</tr>
<tr>
<td>- conference</td>
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<tr>
<td>- negotiation</td>
</tr>
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<td>- mediation</td>
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<td>- arbitration</td>
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<td><strong>Disputes</strong> may include:</td>
</tr>
<tr>
<td>- disputes over:</td>
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<tr>
<td>- additional tasking</td>
</tr>
<tr>
<td>- payment schedules</td>
</tr>
<tr>
<td>- complaints from third parties.</td>
</tr>
<tr>
<td><strong>Administrative processes</strong> may include:</td>
</tr>
<tr>
<td>- file and records management</td>
</tr>
<tr>
<td>- audit trail</td>
</tr>
<tr>
<td>- methodology for recording meetings</td>
</tr>
<tr>
<td>- notes and follow-ups of meetings and actions agreed</td>
</tr>
<tr>
<td>- management reporting.</td>
</tr>
<tr>
<td><strong>Contract management plan</strong> may include:</td>
</tr>
<tr>
<td>- risk management plan</td>
</tr>
<tr>
<td>- contingency plan</td>
</tr>
<tr>
<td>- communication and public relations plan</td>
</tr>
<tr>
<td>- human resource management plan</td>
</tr>
<tr>
<td>- disposal plan</td>
</tr>
<tr>
<td>- contract review plan</td>
</tr>
<tr>
<td>- setting up routines</td>
</tr>
<tr>
<td>- quality assurance systems</td>
</tr>
<tr>
<td>- arrangements for transfer of legal responsibility</td>
</tr>
<tr>
<td>- insurances</td>
</tr>
<tr>
<td>- strategies to avoid implied acceptance of varied conditions through non-enforcement of contractual obligations</td>
</tr>
<tr>
<td>- environmental/green procurement, sustainability and corporate social responsibility principles.</td>
</tr>
<tr>
<td><strong>Stakeholders</strong> may include:</td>
</tr>
<tr>
<td>- contractor</td>
</tr>
<tr>
<td>- buying organisation</td>
</tr>
<tr>
<td>- board of management</td>
</tr>
<tr>
<td>- steering committee</td>
</tr>
<tr>
<td>- advisory panel</td>
</tr>
<tr>
<td>- staff</td>
</tr>
</tbody>
</table>
RANGE STATEMENT

- union
- industry
- client
- end user
- parliamentarian
- the public.

**Communication/information strategies** may include:
- setting regular times to talk, meet or check on progress
- protocols for dealing with other stakeholders
- appeals mechanisms for resolving conflict between clients and service providers
- clear communication
- reliability
- emergency contact arrangements
- diary system to monitor milestones, timeframes, receipt of deliverables, etc.
- strategies for ensuring information flow at critical stages of the contract.

**Contract review strategy** may include:
- planning process
- evaluation considerations at each stage of the contract
- sources and methods of gathering data
- role of audit trails
- measuring outputs
- meeting client needs
- innovation
- strategies for continuous improvement.

**Contract records** may include:
- contract and variations
- contract management plan
- financial records, such as funding submissions, budgets, delegations, invoices and payments
- contractor performance information
- contract reports
- information about disputes and other issues
- complaints and compliments.

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th></th>
</tr>
</thead>
</table>
## Competency field

| Competency field | Procurement and Contract Management |

## Co-requisite units

| Co-requisite units | |

---
PSPPROC603C Divest strategic assets

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the competencies required to dispose of high risk and high value government assets, such as government businesses, property, strategic infrastructure, intellectual property and other high value items. It includes identifying strategic assets for disposal, developing a disposal plan for divesting strategic assets, divesting the assets and evaluating the divestment activity. In practice, divesting strategic assets may occur in the context of other generalist and specialist work activities, such as maintaining and enhancing confidence in public service or local government, establishing and maintaining strategic networks, managing compliance with legislation in the public service or local government, managing risk, developing a business case, planning for strategic procurement, coordinating strategic procurement, negotiating strategic procurement and managing strategic contracts. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to people who may have to organise or carry out the divestment of strategic assets as part of their role. |

Licensing/Regulatory Information
Not applicable.
### Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
</table>

### Employability Skills Information

| Employability skills | This unit contains employability skills. |

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Identify strategic assets for divestment.** | 1.1. *Strategic assets* are identified and delineated for divestment in accordance with *legislation*, *government objectives*, *policies*, *practice* and probity requirements.  
1.2. Disposal plans developed at the time of purchase are identified and examined.  
1.3. Potential market value of assets is determined and substantiated. |
| 2. **Develop a disposal plan for divesting strategic assets.** | 2.1. Business case to commence the divestment strategy is developed which includes examination of *options* for disposal and explanation of the recommended strategy.  
2.2. Continuing government or organisational obligations post-divestment are identified and strategies are developed to address them.  
2.3. *Disposal plan* is developed.  
2.4. Disposal plan is evaluated and modified prior to approval, if required.  
2.5. *Required approvals* are obtained according to organisational policy and procedures. |
| 3. **Implement disposal plan.** | 3.1. Approved disposal plan is actioned.  
3.2. Business case is developed, based on prices offered and according to disposal plan.  
3.3. Negotiations are conducted and finalised according to the plan. |
| 4. **Evaluate divestment activity.** | 4.1. Disposal plan, immediate outcome of divestment, and long-term outcomes for service provision and government are evaluated.  
4.2. Recommendations are made for future divestment. |
**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

### Required skills

- **Communication skills to:**
  - consult and negotiate with stakeholders
  - network, within probity boundaries, with stakeholders
  - build and manage effective working relationships
  - write business cases, disposal plans, reports, submissions and other complex documents
  - read complex documents, such as contracts, legislation and guidelines
  - provide feedback

- **Teamwork skills to:**
  - manage strategic relationships
  - model effective management and leadership approaches
  - respond to diversity
  - refer issues to the correct person

- **Problem-solving skills to apply decision-making processes or methodologies**

- **Initiative and enterprise skills to:**
  - identify and assess divestment options for strategic assets
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of divesting strategic assets

- **Planning and organising skills to manage financial and other resources**

- **Learning skills to keep up-to-date with:**
  - best practice examples in strategic procurement
  - relevant procurement legislation, policies and procedures

- **Technology skills to:**
  - operate organisational IT systems
  - use electronic procurement templates

### Required knowledge

- **Commonwealth, state or territory, and local government legislation, policies, practices and guidelines:**
  - relating to divesting strategic assets
  - such as OHS and equity and diversity, and environment

- **Commonwealth, state or territory, and local government disposal guidelines, policies and practices**

- **Financial rules and regulations relating to divestment of strategic assets**

- **Legal requirements of government strategic asset disposal**
REQUIRED SKILLS AND KNOWLEDGE

- implications of divestment of service provision
- whole-of-life considerations
- disposal approval processes
- probity principles and issues
- codes of practice, codes of conduct and standards of individual behaviour relating to asset divestment
- law of contract relating to strategic asset disposal
- trade practices law relating to strategic asset disposal
- commercial law relating to divesting strategic assets
- environmental, sustainability and corporate social responsibility principles relevant to the disposal of strategic assets
## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Competency must be demonstrated in divesting strategic assets consistently and in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
<td>Assessment must confirm the ability to:</td>
</tr>
<tr>
<td></td>
<td>• use different methods to identify strategic assets for disposal</td>
</tr>
<tr>
<td></td>
<td>• develop a strategy for the divestment of strategic assets that considers all relevant disposal options</td>
</tr>
<tr>
<td></td>
<td>• develop a disposal plan</td>
</tr>
<tr>
<td></td>
<td>• implement a disposal plan</td>
</tr>
<tr>
<td></td>
<td>• review the disposal activity and make recommendations about improvements that could be implemented in future disposals of strategic assets</td>
</tr>
<tr>
<td></td>
<td>• act within own delegations and refer issues to higher authority when necessary.</td>
</tr>
</tbody>
</table>

#### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>The unit of competency is to be assessed in the workplace or a simulated workplace environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Access may be required to:</td>
</tr>
<tr>
<td></td>
<td>• legislation, policy, procedures and protocols relating to divesting assets at the strategic level</td>
</tr>
<tr>
<td></td>
<td>• codes of conduct and codes of practice</td>
</tr>
<tr>
<td></td>
<td>• long-term government policy papers, such as White Papers</td>
</tr>
<tr>
<td></td>
<td>• workplace scenarios and case studies relating to a range of strategic procurement and disposal activities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>The following assessment methods are suggested:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• questions to assess understanding of relevant legislation and procedures</td>
</tr>
<tr>
<td></td>
<td>• review of strategies and approaches adopted for divesting strategic assets</td>
</tr>
<tr>
<td></td>
<td>• review of strategic procurement plans, business cases,</td>
</tr>
</tbody>
</table>
### EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>strategic disposal plans, disposal budgets, disposal tender documentation, formal sign-offs and approvals, and other documentation prepared or reviewed by the candidate in a range of contexts</td>
</tr>
<tr>
<td></td>
<td>• review of stakeholder engagement approaches adopted by the candidate.</td>
</tr>
</tbody>
</table>

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Candidates for this qualification must demonstrate a high level of understanding and practical workplace application of underpinning knowledge. Questioning techniques should suit the language and literacy levels of the candidate.

### Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC601B Maintain and enhance confidence in public service
- PSPLEGN601B Manage compliance with legislation in the public sector
- PSPMNGT607B Develop a business case
- PSPMNGT608B Manage risk
- PSPMNGT609B Formulate business strategies
- PSPPM601B Direct complex project activities
- PSPPROC606B Negotiate strategic procurement
- PSPPROC607A Manage strategic contracts.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Strategic assets** may include:

- property, including housing:
  - listed properties
  - highly polluted properties
  - high-end military equipment
  - strategic infrastructure
  - intellectual property
  - high value items, e.g. computer mainframes
  - government businesses.

**Legislation, government objectives, policies and practice** may include:

- commonwealth, state and territory, and local government legislation and regulations
- council rules and by-laws
- national competition policy
- sectoral or organisational policies on:
  - procurement
  - disposal
  - human resource management
  - severance, transfer and redeployment
  - environmental legislation and policy
  - broad government policies, including Minister's public announcements and party platforms.

**Options** for divestment may include:

- sale of business or business assets
- sale of business with strategic assets leased
- employee buy-out
- tender
- auction.

**Disposal plan** takes account of:

- human resources
- industrial relations issues
- service continuity
- government policies
- environmental, sustainability and corporate social responsibility principles.

**Required approvals** may

- Minister
<table>
<thead>
<tr>
<th><strong>RANGE STATEMENT</strong></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>include:</td>
<td></td>
</tr>
<tr>
<td>• Cabinet</td>
<td></td>
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<tr>
<td>• regulatory agencies.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Unit Sector(s)</strong></th>
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<tbody>
<tr>
<td>Unit sector</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Competency field</strong></th>
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</thead>
<tbody>
<tr>
<td>Competency field</td>
<td>Procurement and Contract Management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Co-requisite units</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-requisite units</td>
<td></td>
</tr>
</tbody>
</table>
PSPPROC604B Plan for strategic procurement

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to plan for highly complex, innovative, sophisticated and often long-term strategic procurement within established guidelines, policies and procedures. This may involve high-level capability development for government.

Strategic procurement is high risk, often involving political elements. The unit includes conducting a procurement business analysis, defining procurement requirements, and justifying procurement expenditure.

In practice, planning for strategic procurement may occur in the context of other generalist and specialist work activities, such as maintaining and enhancing confidence in public service or local government, establishing and maintaining strategic networks, managing compliance with legislation in the public service or local government, managing risk, developing a business case, coordinating strategic procurement, negotiating strategic procurement and managing strategic contracts.

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

Application of the Unit

| Application of the unit | This unit applies to those in specialist procurement and contracting. |

Licensing/Regulatory Information
Not applicable.
### Pre-Requisites

| Prerequisite units |

### Employability Skills Information

| Employability skills | This unit contains employability skills. |

### Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Conduct procurement business analysis.** | 1.1. Organisation’s corporate procurement plan, procurement-related expenditure, associated levels of risk and supply markets are analysed.  
1.2. *Procurement* profile is prepared that identifies past and projected *procurement expenditure* and associated levels of *risk*.  
1.3. *Supply positioning* is undertaken, categorising goods and services by their relative expenditure and difficulty of securing supply, to assist in the development of procurement objectives.  
1.4. *Supplier preferencing* is used to identify how *suppliers* view the organisation as a client.  
1.5. *Other factors likely to affect strategic procurement* are identified and documented according to organisational requirements.  
1.6. Due diligence is undertaken to investigate existing relationships with suppliers, notably coordinated procurement contracts (CPCs) or coordinated procurement opportunities. |
| 2. **Define procurement requirements.** | 2.1. Procurement requirements are determined through consultation and negotiation with *stakeholders* and experts and defined to reflect *organisational needs*.  
2.2. Accountability measures are identified and incorporated into procurement plans according to organisational policy and guidelines.  
2.3. *Appropriations* to fund strategic procurement are obtained in accordance with legislative and organisational policy and procedures.  
2.4. Approvals to address procurement requirements are obtained according to organisational policy and procedures. |
| 3. **Justify procurement expenditure.** | 3.1. Business case is developed with stakeholders to determine viability of proposed procurement expenditure.  
3.2. Reasons for procurement requirement, timeframes and expected whole-of-life costs and benefits are established in the business case.  
3.3. Output specification is developed with stakeholders to assist in achieving procurement outcomes. |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to:
  - consult and negotiate with stakeholders
  - network, within probity boundaries, with stakeholders
  - build and manage effective working relationships
  - write business cases, plans, reports, submissions and other complex documents
  - read complex documents, such as contracts, legislation and guidelines
  - provide feedback

- teamwork skills to:
  - manage strategic relationships
  - model effective management and leadership approaches
  - respond to diversity
  - refer issues to the correct person

- problem-solving skills to:
  - apply decision-making processes or methodologies
  - apply understanding of supplier issues and supply chain management in the context of strategic procurement

- initiative and enterprise skills to:
  - identify and assess strategic procurement options and alternatives
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of strategic procurement

- planning and organising skills to:
  - undertake research and business analysis
  - manage financial and other resources

- learning skills to keep up-to-date with:
  - best practice examples in strategic procurement
  - relevant procurement legislation, policies and procedures

- technology skills to:
  - operate organisational IT systems
  - use electronic procurement templates

**Required knowledge**

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to strategic procurement
## REQUIRED SKILLS AND KNOWLEDGE

- such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- aspects of law of contract, trade practices law, and commercial law relating to strategic procurement
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to procurement decisions
- government procurement environment
- legal requirements of government procurement
- implications of particular procurement arrangements
- whole-of-life considerations
- cultural issues relating to strategic procurement and industry development in certain industry sectors
- relationship management at all personnel levels
- environmental, sustainability and corporate social responsibility principles relevant to strategic procurement
Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Competency must be demonstrated in the ability to plan for strategic procurement consistently in accordance with legislative and organisational requirements.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- prepare procurement profiles and supplier profiles
- conduct procurement analysis of own organisation's buying requirements
- consult with procurement stakeholders to inform the development of procurement requirements
- use results of procurement analysis to develop procurement requirements
- define strategic procurement requirements
- prepare complex business cases or other documents to justify procurement decisions and expenditure.

Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to planning for strategic procurement
- codes of conduct and codes of practice
- long-term government policy papers, such as White Papers
- strategic procurement plans and direction statements
- workplace scenarios and case studies relating to a range of strategic procurement and disposal activities.

Method of assessment

The following assessment methods are suggested:

- questions to assess understanding of relevant legislation and procedures
- review of strategies and approaches adopted for planning
## EVIDENCE GUIDE

for strategic procurement
- review of strategic procurement plans, business cases, procurement justifications, budgets, supplier analysis, market analysis, risk assessment, tender documentation, formal sign-offs and approvals, and other documentation prepared or reviewed by the candidate in a range of contexts
- review of stakeholder engagement approaches adopted by the candidate.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Candidates for this qualification must demonstrate a high level of understanding and practical workplace application of underpinning knowledge. Questioning techniques should suit the language and literacy levels of the candidate.

### Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
- PSPETHC601B Maintain and enhance confidence in public service
- PSPLEGN601B Manage compliance with legislation in the public sector
- PSPMNGT607B Develop a business case
- PSPMNGT608B Manage risk
- PSPMNGT609B Formulate business strategies
- PSPPM601B Direct complex project activities
- PSPPROC605B Coordinate strategic procurement
- PSPPROC606B Negotiate strategic procurement
- PSPPROC607A Manage strategic contracts.
Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Procurement may include: | • public private partnerships (PPP)  
|                          | • leasing or buying  
|                          | • short-term or long-term arrangements  
|                          | • sole or multiple suppliers  
|                          | • maintenance and support arrangements  
|                          | • incentive contracting  
|                          | • firm or variable pricing regimes  
|                          | • franchising  
|                          | • research and development  
|                          | • pre-qualification of suppliers  
|                          | • standing orders  
|                          | • standard form agreements  
|                          | • common use contracts  
|                          | • facilities management  
|                          | • prime contractor and subcontractor  
|                          | • gain sharing/open book  
|                          | • alliencing  
|                          | • coordinated procurement  
|                          | • whole of government procurement  
|                          | • cooperative procurement. |

| Procurement expenditure may include: | • products purchased  
|                                       | • quantities  
|                                       | • suppliers  
|                                       | • locations  
|                                       | • types, values and volumes of transactions. |

| Risk may include: | • goods and services critical to the organisation  
|                  | • product-related risk  
|                  | • organisation-related risk  
|                  | • supplier-related risk  
|                  | • market-related risk  
|                  | • national security risk |
### Procurement expenditure may include:

- products purchased
- quantities
- suppliers
- locations
- types, values and volumes of transactions.

### Supply positioning results in four categories:

- easy to secure supply and low relative expenditure
- easy to secure supply and high relative expenditure
- difficult to secure supply and low relative expenditure
- difficult to secure supply and high relative expenditure.

### Supplier preferencing may categorise clients as:

- nuisance account
- development potential
- exploitable
- core business.

### Suppliers may include:

- commercial companies
- international companies
- other public sector organisations
- other governments, including commonwealth, state or territory, local and international
- non-profit organisations
- in-house.

### Other factors likely to affect strategic procurement may include:

- value of business involved
- complexity of marketplace
- capacity of market
- strategic and tactical issues
- political influence
- political imperatives and strategies
- budgetary constraints
- collaborative arrangements
- Australian industry involvement requirements
- environmental issues
- extent of competition
- protection of both parties
- value for money considerations
- degree of dependency of organisation programs on the procurement
- where and why the need arises and for which unit or location
- level of risk, complexity and sensitivity of the procurement
### Procurement expenditure may include:
- products purchased
- quantities
- suppliers
- locations
- types, values and volumes of transactions.

### Stakeholders may include:
- end users, customers or clients, and sponsors
- current or potential providers or suppliers
- technical or functional experts or advisers
- commonwealth, state or territory, and local government
- international governments
- the organisation
- other public sector organisations
- employees, unions and staff associations
- industry bodies
- local communities
- lobby groups and special user groups.

### Organisational needs may include:
- political directives
- commonwealth, and state or territory, and local government needs
- responses to government White Papers, for example on long-term capability of the public sector to deliver government policy objectives.

### Appropriations may require:
- delegates
- ministerial authorisation
- compliance with instructions or finance circulars
- confirmation by chief financial officer
- special consideration if they concern:
  - long-term travel deals
  - long-term computer deals
**Procurement expenditure** may include:

- products purchased
- quantities
- suppliers
- locations
- types, values and volumes of transactions.

- long-term lease deals
- issuing indemnities.

**Unit Sector(s)**

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

**Competency field**

| Competency field | Procurement and Contract Management |

**Co-requisite units**

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
</table>
PSPPROC605B Coordinate strategic procurement

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to analyse, influence and develop markets and implement activities for highly complex, innovative and often long-term strategic procurement within established guidelines, policies and procedures. Strategic procurement is high risk, often involving political elements. The unit includes undertaking market analysis, influencing and developing markets, and implementing strategic procurement activities. In practice, coordinating strategic procurement may occur in the context of other generalist and specialist work activities, such as maintaining and enhancing confidence in public service or local government, establishing and maintaining strategic networks, managing compliance with legislation in the public service or local government, managing risk, developing a business case, planning for strategic procurement, negotiating strategic procurement and managing strategic contracts. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to those in specialist procurement and contracting. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
</table>

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
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</thead>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Undertake market analysis.</strong></td>
<td>1.1. Organisation’s strategic <em>procurement</em> requirements and <em>commercial and policy factors</em> impacting procurement are identified.</td>
</tr>
<tr>
<td></td>
<td>1.2. Extent to which a competitive <em>market</em> exists to meet the organisation's needs is researched.</td>
</tr>
<tr>
<td></td>
<td>1.3. Number of <em>suppliers</em>, their market share and the degree and type of competition between suppliers are identified.</td>
</tr>
<tr>
<td></td>
<td>1.4. Nature, quality and maturity of the supply chain are analysed.</td>
</tr>
<tr>
<td></td>
<td>1.5. Environmental, sustainability and corporate social responsibility factors affecting the supply market are identified and analysed.</td>
</tr>
<tr>
<td></td>
<td>1.6. Expert assistance is engaged as necessary to assist with market analysis.</td>
</tr>
<tr>
<td>2. <strong>Influence and develop markets.</strong></td>
<td>2.1. Supply markets and strategic industries are identified and analysed to identify emerging and predicted trends.</td>
</tr>
<tr>
<td></td>
<td>2.2. Analysis of supply markets and strategic industries is undertaken, including <em>capabilities</em>, limitations, financial standing and past performance of existing and potential suppliers.</td>
</tr>
<tr>
<td></td>
<td>2.3. Range of strategies, within probity boundaries, is used to influence markets.</td>
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<tr>
<td></td>
<td>2.4. <em>Market development strategies</em> are used to develop and influence market capability within probity boundaries.</td>
</tr>
<tr>
<td></td>
<td>2.5. Implications of procurement threats and opportunities imposed by supply markets are identified and communicated to <em>stakeholders</em> according to organisational guidelines and public sector standards.</td>
</tr>
<tr>
<td>3. <strong>Implement strategic procurement activities.</strong></td>
<td>3.1. Procurement methodologies are determined according to organisation's strategic procurement plan.</td>
</tr>
<tr>
<td></td>
<td>3.2. Requirements are designed to deliver business outcomes and provide value for money, including <em>whole-of-life considerations</em>.</td>
</tr>
<tr>
<td></td>
<td>3.3. Methodologies are guided by constraints, complexity and importance of procurement requirement and the marketplace.</td>
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<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
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<tr>
<td>3.4. Procurement activities are determined and <strong>teams</strong> are formed and coordinated to manage strategic procurement activities.</td>
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</tr>
<tr>
<td>3.5. <strong>Performance measures</strong> are determined to suit the <strong>range of procurement activities</strong>.</td>
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</tr>
<tr>
<td>3.6. Performance is analysed against measures, and a cycle of continuous improvement is implemented to improve procurement performance.</td>
<td></td>
</tr>
</tbody>
</table>
**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to:
  - consult and negotiate with stakeholders
  - network, within probity boundaries, with stakeholders
  - build and manage effective working relationships
  - write business cases, plans, reports, submissions and other complex documents
  - read complex documents, such as contracts, legislation and guidelines
  - provide feedback

- teamwork skills to:
  - manage teams of experts in functions such as finance, legal, technical and engineering
  - manage strategic relationships
  - model effective management and leadership approaches
  - respond to diversity
  - refer issues to the correct person

- problem-solving skills to:
  - apply decision-making processes or methodologies
  - identify and resolve strategic procurement issues

- initiative and enterprise skills to:
  - identify and assess opportunities for development of strategic markets/industries
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of strategic procurement

- planning and organising skills to:
  - undertake research and business analysis
  - manage financial and other resources
  - manage procurement projects

- learning skills to keep up-to-date with:
  - best practice examples in strategic procurement
  - relevant procurement legislation, policies and procedures

- technology skills to:
  - operate organisational IT systems
  - use electronic procurement templates

**Required knowledge**
<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• commonwealth, state or territory, and local government legislation, policies, practices and guidelines:</td>
</tr>
<tr>
<td>• relating to strategic procurement</td>
</tr>
<tr>
<td>• such as OHS and equity and diversity</td>
</tr>
<tr>
<td>• organisational procurement policies, practices and approval processes</td>
</tr>
<tr>
<td>• aspects of contract law, trade practices law, and commercial law relating to contract management in the context of strategic procurement</td>
</tr>
<tr>
<td>• probity principles and issues</td>
</tr>
<tr>
<td>• codes of conduct, codes of practice and standards of individual behaviour relating to procurement</td>
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<tr>
<td>• government procurement environment</td>
</tr>
<tr>
<td>• competition policy theory, including competitive neutrality</td>
</tr>
<tr>
<td>• supply chain management</td>
</tr>
<tr>
<td>• legal requirements of government procurement</td>
</tr>
<tr>
<td>• financial rules and regulations</td>
</tr>
<tr>
<td>• implications of particular market arrangements</td>
</tr>
<tr>
<td>• whole-of-life considerations</td>
</tr>
<tr>
<td>• supplier issues and supply chain management in the context of strategic procurement</td>
</tr>
<tr>
<td>• procurement management processes</td>
</tr>
<tr>
<td>• cultural issues relating to strategic procurement and industry development</td>
</tr>
<tr>
<td>• relationship management at all personnel levels</td>
</tr>
<tr>
<td>• environmental, sustainability and corporate social responsibility principles relevant to strategic procurement</td>
</tr>
</tbody>
</table>
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Competency must be demonstrated in the ability to coordinate strategic procurement consistently in accordance with legislative and organisational requirements.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- use recognised methodologies to conduct market research and analysis
- undertake activities to influence supply markets, within probity and other guidelines
- undertake industry development activities consistent with government policy
- consider and select procurement methodologies that reflect the complexity and risks of the strategic procurement being undertaken
- develop performance measures for application during the procurement process
- review procurement performance using performance measures
- implement continuous improvement to procurement processes.

### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to coordinating strategic procurement
- codes of conduct and codes of practice
- long-term government policy papers, such as White Papers
- strategic procurement plans and direction statements
- workplace scenarios and case studies relating to a range of strategic procurement and disposal activities.
### EVIDENCE GUIDE

#### Method of assessment

The following assessment methods are suggested:

- questions to assess understanding of relevant legislation and procedures
- review of strategies and approaches adopted for coordinating strategic procurement
- review of strategic procurement plans, supplier analysis, market analysis, market development plans or activities, risk assessments, procurement methodologies or procurement approaches, formal sign-offs and approvals, and other documentation prepared or reviewed by the candidate in a range of contexts
- review of stakeholder engagement approaches adopted by the candidate.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Candidates for this qualification must demonstrate a high level of understanding and practical workplace application of underpinning knowledge. Questioning techniques should suit the language and literacy levels of the candidate.

#### Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC601B Maintain and enhance confidence in public service
- PSPLEGN601B Manage compliance with legislation in the public sector
- PSPMNGT607B Develop a business case
- PSPMNGT608B Manage risk
- PSPPM601B Direct complex project activities
- PSPPROC604B Plan for strategic procurement
- PSPPROC606B Negotiate strategic procurement
- PSPPROC607A Manage strategic contracts.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Procurement** may include:

- public private partnerships (PPP)
- leasing or buying
- short-term or long-term arrangements
- sole or multiple suppliers
- maintenance and support arrangements
- incentive contracting
- firm or variable pricing regimes
- franchising
- research and development
- pre-qualification of suppliers
- standing orders and deeds of standing orders
- standard form agreements
- common use contracts
- facilities management
- prime contractor and subcontractor
- gain sharing/open book
- coordinated procurement
- whole of government procurement
- cooperative procurement.

**Commercial and policy factors** may include:

- value or market share of business involved
- complexity of marketplace
- degree of dependency of organisation programs on the procurement
- extent of competition
- capture and assessment of identified risks
- protection of both parties
- value for money
- basis of due performance
- broader governmental policies that may affect the market or industry sector
- competitive neutrality
- environmental, sustainability and corporate social responsibility principles.
### Markets may include:
- local
- national
- international
- regional.

### Suppliers may include:
- commercial companies
- other public sector organisations
- other governments, including commonwealth, state or territory, local and international
- non-profit organisations
- in-house.

### Criteria for assessment of supplier capability may include:
- financial viability/capacity, including insurances
- past performance and infrastructure
- skills and experience of key personnel
- quality accreditations
- earned value performance management
- adequacy of proposed methodology and approach
- technical merit of the proposed goods or service
- industrial relations record
- willingness to work towards common goals
- observance and promotion of OHS requirements
- technical and contractual compliance
- compliance with commonwealth, state and territory policies regarding discrimination, workplace relations, environmental, sustainability and corporate social responsibility
- compliance with codes of conduct, codes of practice and expected standards of behaviour.

### Market development strategies may include:
- market management, including development of key supply markets where these markets are not meeting the organisation's needs
- supplier development, including identification of new local suppliers, development of the capabilities of existing suppliers and development of new products
- reverse marketing
- tactics to increase skill levels of suppliers, particularly in dealing with government
- creating the supplier environment
- communicating changes
- procurement strategies, including splitting contracts, short-term development contracts, inviting companies to work together where each has skills.
**Stakeholders** may include:
- end users, customers or clients, and sponsors
- current or potential providers or suppliers
- technical or functional experts or advisers
- commonwealth, state or territory, and local government
- the organisation
- other public sector organisations
- employees, unions and staff associations
- industry bodies
- local communities
- lobby groups and special user groups.

**Whole-of-life considerations** may include:
- benchmarks of expected financial performance
- calculations of discounted cash flows
- net present value
- return on investment
- transition costs in establishing initial contract
- transition costs in renewing or extending contract
- net return or cost on disposal of assets.

**Teams** may include:
- financial
- legal
- technical
- functional
- engineering
- scientific and research
- human resource
- commercial or business
- consultants.

**Performance measures** may include:
- purchase price reduction
- cost reduction
- value of additional negotiated benefits
- improvement in payment terms
- improved warranties
- cost-saving measures
- new sources of supply
- substitute goods and services
- improved supplier performance
- reduction of demand
- improved access to market information for early identification of supply problems
- improved supply chain efficiencies
- reduction if risk exposure
- improved supplier attitude
eliminating supply monopolies
improved participation of local suppliers.

**Range of procurement activities** may include:

- easy to secure supply and high relative expenditure
- easy to secure supply and low relative expenditure
- difficult to secure supply and low relative expenditure
- difficult to secure supply and high relative expenditure.

## Unit Sector(s)

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<thead>
<tr>
<th>Unit sector</th>
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## Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Procurement and Contract Management</th>
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## Co-requisite units

<table>
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<th>Co-requisite units</th>
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</table>
PSPPROC606B Negotiate strategic procurement

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to negotiate strategic procurement agreements within established guidelines, policies and procedures. It includes planning and preparing for negotiation, and undertaking and finalising the negotiation process for strategic procurement. In practice, negotiating strategic procurement may occur in the context of other generalist and specialist work activities, such as maintaining and enhancing confidence in public service or local government, establishing and maintaining strategic networks, managing compliance with legislation in the public service or local government, managing risk, developing a business case, planning for strategic procurement, coordinating strategic procurement, and managing strategic contracts. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to those in specialist procurement and contracting. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

| Prerequisite units |  |
**Employability Skills Information**

| Employability skills | This unit contains employability skills. |

**Elements and Performance Criteria Pre-Content**

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</table>
| **1. Plan and prepare for strategic procurement negotiations.** | 1.1. Input and advice are obtained from key stakeholders and the procurement and negotiating context is identified.  
1.2. Information is gathered on suppliers and a best alternative to negotiating an agreement is developed.  
1.3. Objectives, targets and bottom line position are determined for negotiations.  
1.4. Composition of negotiating team and limits on negotiators’ authority are determined according to organisational policy and procedures.  
1.5. Negotiation process, timeframes and strategies are determined to suit complexity of procurement and supplier characteristics.  
1.6. Negotiation plan/directive is developed that identifies negotiation roles of team members, lead negotiator, negotiating styles, tactics and boundaries/limits of authority to suit the procurement activity.  
1.7. Negotiation plan is authorised and signed off according to organisational policy and procedures. |
| **2. Undertake strategic procurement negotiations.** | 2.1. Negotiations are opened, supplier tactics identified, and issues and options explored to identify mutually compatible interests.  
2.2. Minor and major issues are dealt with and concessions to terms and conditions are negotiated to improve overall value for money of the procurement.  
2.3. Concessions are made such that agreements remain consistent with original intentions and with procurement, organisational objectives and probity requirements.  
2.4. If negotiations stall, tactics are used to break deadlocks and continue negotiations according to negotiation plan and organisational policy and procedures.  
2.5. Negotiations are conducted and an offer is made in accordance with legislative requirements, organisational policy and procurement guidelines. |
| **3. Finalise strategic procurement negotiations.** | 3.1. Negotiations are closed and agreements are finalised according to procurement guidelines.  
3.2. Where agreement is not possible immediately, |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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<tbody>
<tr>
<td></td>
<td>communication channels are kept open while additional support, arguments and supporting evidence are obtained.</td>
</tr>
<tr>
<td>3.3.</td>
<td>Where agreement is not possible and the best alternative is to be pursued instead, negotiations are terminated in a way that preserves the relationship with the supplier for possible future business and deters the possibility of legal liability.</td>
</tr>
<tr>
<td>3.4.</td>
<td>Where agreements may have wider implications for procurement and the organisation, those implications are considered and necessary consultation is carried out.</td>
</tr>
<tr>
<td>3.5.</td>
<td>Details and outcomes of negotiations are documented according to organisational policy and procedures.</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
  - consult and negotiate with stakeholders
  - achieve negotiation outcomes desired by the organisation
  - network, within probity boundaries, with stakeholders
  - build and manage effective working relationships
  - write business cases, plans, reports, submissions and other complex documents
  - read complex documents, such as contracts, legislation and guidelines
  - provide feedback
- teamwork skills to:
  - manage teams of expert negotiators in functions such as finance, legal, technical and engineering
  - manage strategic relationships
  - model effective management and leadership approaches
  - respond to diversity
  - refer issues to the correct person
- problem-solving skills to:
  - identify and apply strategies and tactics for breaking deadlocks during a negotiation
  - apply decision-making processes or methodologies
  - identify and resolve strategic procurement issues
  - apply understanding of supplier issues and supply chain management in the context of strategic procurement
- initiative and enterprise skills to:
  - identify and assess negotiation approaches to yield results
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of strategic procurement
- planning and organising skills to:
  - undertake research and business analysis
  - manage financial and other resources
  - manage procurement projects
- learning skills to keep up-to-date with:
  - best practice examples in strategic procurement
  - relevant procurement legislation, policies and procedures
- technology skills to:
REQUIRED SKILLS AND KNOWLEDGE

- operate organisational IT systems
- use electronic procurement templates

Required knowledge

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to strategic procurement, including environmental purchasing guidance
  - such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- aspects of law of contract, trade practices law, and commercial law relating to negotiation of strategic procurement arrangements
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to negotiation
- government procurement environment
- legal requirements of government contracting
- financial rules and regulations
- implications of particular contracting arrangements
- whole-of-life considerations
- cultural issues relating to strategic procurement and industry development
- relationship management at all personnel levels
- environmental, sustainability and corporate social responsibility principles relevant to strategic procurement
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Competency must be demonstrated in the ability to negotiate for strategic procurement consistently in accordance with legislative and organisational requirements.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- prepare negotiation plans (or similar) for strategic procurements
- implement negotiation plans
- respond flexibly, but within the boundaries of the plan, to issues, deadlocks and other situations that arise during negotiations
- finalise strategic procurement negotiations with an agreement that captures the negotiated positions of all parties
- act within own delegations and promptly escalate issues to higher authority when required
- uphold high standards of public sector ethics and behaviour when negotiating with potential suppliers.

**Consistency in performance**

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to negotiating strategic procurement
- codes of conduct and codes of practice
- long-term government policy papers, such as White Papers
- strategic procurement plans and direction statements
- workplace scenarios and case studies relating to a range of strategic procurement and disposal activities.

### Method of assessment

The following assessment methods are suggested:

- questions to assess understanding of relevant legislation and procedures
EVIDENCE GUIDE

- review of strategies and approaches adopted for planning for strategic procurement
- review of negotiation process used, negotiation plans, negotiation directives, contracts or other agreements reached, notes from negotiations, risk assessments, formal sign-offs and approvals, and other documentation prepared or reviewed by the candidate in a range of contexts
- review of stakeholder engagement approaches adopted by the candidate.

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Candidates for this qualification must demonstrate a high level of understanding and practical workplace application of underpinning knowledge. Questioning techniques should suit the language and literacy levels of the candidate.

Guidance information for assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- PSPETHC601B Maintain and enhance confidence in public service
- PSPGOV601B Apply government systems
- PSPLEGN601B Manage compliance with legislation in the public sector
- PSPMNGT607B Develop a business case
- PSPMNGT608B Manage risk
- PSPPM601B Direct complex project activities
- PSPPROC604B Plan for strategic procurement
- PSPPROC605B Coordinate strategic procurement
- PSPPROC607A Manage strategic contracts.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Stakeholders may include: | • end users, customers or clients, and sponsors  
|                          | • current or potential providers or suppliers  
|                          | • technical or functional experts or advisers  
|                          | • commonwealth, state or territory, and local government  
|                          | • the organisation  
|                          | • other public sector organisations  
|                          | • employees, unions and staff associations  
|                          | • industry bodies  
|                          | • local communities  
|                          | • lobby groups and special user groups.  |

| Procurement may include: | • public private partnerships (PPP)  
|                          | • leasing or buying  
|                          | • short-term or long-term arrangements  
|                          | • sole or multiple suppliers  
|                          | • maintenance and support arrangements  
|                          | • incentive contracting  
|                          | • firm or variable pricing regimes  
|                          | • franchising  
|                          | • research and development  
|                          | • pre-qualification of suppliers  
|                          | • standing orders  
|                          | • standard form agreements  
|                          | • common use contracts  
|                          | • facilities management  
|                          | • prime contractor and subcontractor  
|                          | • gain sharing/open book  
|                          | • coordinated procurement  
|                          | • whole of government procurement  
|                          | • cooperative procurement.  |

### Procurement and negotiating context may include:

| • nature of procurement in terms of:  
|  • risk  
|  • expenditure  |

---
## RANGE STATEMENT

- complexity
- nature of supply market, such as:
  - fully competitive
  - dominated by a few large suppliers
  - sole supplier
  - unsophisticated suppliers
- rural and remote issues
- one-off negotiation versus need to maintain long-term relationship
- existing relationship with supplier, including:
  - previous negotiations
  - supplier's business approach to government as client
  - state of current relationship
- political or community sensitivities
- skill and experience of negotiating team
- balance of power in the negotiations.

### Negotiating team

- financial
- legal
- technical
- functional
- engineering
- scientific and research
- human resource
- commercial or business.

### Negotiating styles

- competitive
- accommodating
- avoidance
- compromising
- collaborative.

### Terms and conditions

- technical support aspects, such as:
  - warranties
  - life-cycle support
  - maintenance agreements
- financial aspects, such as:
  - deposits
  - payment terms
  - discounts
  - payment schedules
  - travel costs
### RANGE STATEMENT

- cancellation penalties
- risk management aspects
- management information
- government support
- timeframes
- performance incentives and penalties
- general matters, such as subcontracting
- contract price.

### Unit Sector(s)

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<tr>
<th>Unit sector</th>
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### Competency field

<table>
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### Co-requisite units

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</table>
PSPPROC607A Manage strategic contracts

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the competencies required to manage contracts for strategic purchases, to effectively minimise risks and achieve value for money to meet an organisation’s core objectives. It includes managing the establishment, performance and evaluation of strategic contracts.

In practice, managing strategic contracts may occur in the context of other generalist and specialist work activities, such as maintaining and enhancing confidence in public service or local government, establishing and maintaining strategic networks, managing compliance with legislation in the public service or local government, managing risk, developing a business case, planning for strategic procurement, coordinating strategic procurement and negotiating strategic procurement.

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

Application of the Unit
Application of the unit | This unit applies to those in specialist procurement and contracting. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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Employability Skills Information

<table>
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<th>Employability skills</th>
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</table>

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
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## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Manage contract establishment. | 1.1. Requirements of *contracts and strategic initiatives* are discussed, clarified and agreed by all parties.  
1.2. Responsibilities for establishing and carrying out procedures are assigned to achieve contract outcomes.  
1.3. Effective communication strategies and processes are established and implemented to assist ongoing communication between internal and external *stakeholders* and contractors.  
1.4. Relationship management is undertaken of all levels of personnel involved in procurement and contract management, within probity boundaries.  
1.5. Strategic relationships are established and managed within probity boundaries to improve procurement capability and performance.  
1.6. Risk management plans are updated according to organisational policy and procedures. |
| 2. Manage contract performance. | 2.1. Progress of contracts is *monitored* against set targets and performance measures to ensure success of procurement activities.  
2.2. Should monitoring find that set targets, performance measures and probity requirements are not being met, action is taken to rectify performance in a timely manner.  
2.3. Advice and support are provided to solve problems, make improvements and maintain progress.  
2.4. Disputes are managed promptly according to contractual conditions to achieve resolution and maintain contract performance and progress.  
2.5. Opportunities to continuously improve procurement outcomes are sought and negotiated with contractors.  
2.6. Approvals are provided or gained for *contract variations* that are negotiated and agreed between the parties.  
2.7. Opportunities are provided for stakeholders and contractors to have input into and receive feedback on progress during the performance of the contract.  
2.8. Internal and external stakeholders are engaged as necessary throughout the life of the contract to maintain progress. |
<p>| 3. Manage contract | 3.1. Evaluation of contract performance is undertaken |</p>
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<tbody>
<tr>
<td>evaluation.</td>
<td>relative to planned performance measures and in consultation with stakeholders and contractors.</td>
</tr>
<tr>
<td>3.2. Where stakeholders and contractors do not agree, dispute resolution is undertaken according to organisational policy and procedures.</td>
<td></td>
</tr>
<tr>
<td>3.3. Conclusions are detailed against agreed criteria to provide a complete picture of performance of contractors, organisation's procurement processes and value for money.</td>
<td></td>
</tr>
<tr>
<td>3.4. Performance of strategic initiatives is measured relative to planned outcomes in consultation with industry and other stakeholders.</td>
<td></td>
</tr>
<tr>
<td>3.5. Lessons learnt from evaluations of contracts and strategic initiatives are documented according to organisational requirements and used to continuously improve future procurement activities.</td>
<td></td>
</tr>
<tr>
<td>3.6. Contractors and stakeholders are advised of evaluation outcomes in a timely manner according to organisational guidelines.</td>
<td></td>
</tr>
</tbody>
</table>
# Required Skills and Knowledge

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- **Communication skills to:**
  - consult and negotiate with stakeholders
  - network, within probity boundaries, with stakeholders
  - build and manage effective working relationships
  - write business cases, plans, reports, submissions and other complex documents
  - read complex documents, such as contracts, legislation and guidelines
  - provide feedback

- **Teamwork skills to:**
  - manage teams of expert negotiators in functions such as finance, legal, technical and engineering
  - manage strategic relationships
  - model effective management and leadership approaches
  - respond to diversity
  - refer issues to the correct person

- **Problem-solving skills to:**
  - apply decision-making processes or methodologies
  - identify and resolve strategic contract management issues
  - apply understanding of supplier issues and supply chain management in the context of managing strategic contracts

- **Initiative and enterprise skills to:**
  - identify, assess and implement opportunities for performance improvement
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of managing strategic contracts

- **Planning and organising skills to:**
  - undertake research and business analysis
  - manage financial and other resources
  - manage strategic procurement contracts, contract management plans and sub-plans

- **Learning skills to keep up-to-date with:**
  - best practice examples in strategic procurement
  - relevant procurement legislation, policies and procedures

- **Technology skills to:**
  - operate organisational IT systems
  - use electronic procurement templates
### REQUIRED SKILLS AND KNOWLEDGE

#### Required knowledge

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to managing strategic contracts, including environmental purchasing guidance
  - such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- aspects of law of contract, trade practices law, and commercial law relating to managing strategic contracts
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to management of contracts and relationships with contractors
- government procurement environment
- legal requirements of government contracting
- financial rules and regulations
- implications of particular contracting arrangements
- whole-of-life considerations
- procurement management processes
- cultural issues relating to contract management and industry development
- relationship management at all personnel levels
- environmental, sustainability and corporate social responsibility principles relevant to managing strategic contracts
### Evidence Guide

#### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Competency must be demonstrated in managing strategic contracts consistently and in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
<td>Assessment must confirm the ability to:</td>
</tr>
<tr>
<td></td>
<td>• develop contract management plans and sub-plans suited to the nature of the contracts</td>
</tr>
<tr>
<td></td>
<td>• establish contract management relationships with stakeholders using strategic techniques such as start up workshops, service level agreements, etc.</td>
</tr>
<tr>
<td></td>
<td>• implement contract management plans</td>
</tr>
<tr>
<td></td>
<td>• manage contractors to ensure the delivery of contract outcomes, using flexibility and initiative to deal with issues as they arise</td>
</tr>
<tr>
<td></td>
<td>• implement contract performance measures</td>
</tr>
<tr>
<td></td>
<td>• provide contractors with performance feedback</td>
</tr>
<tr>
<td></td>
<td>• deal promptly and proactively with contract disputes and refer to higher authority when this is not possible</td>
</tr>
<tr>
<td></td>
<td>• communicate effectively with internal and external stakeholders about the operation of contracts</td>
</tr>
<tr>
<td></td>
<td>• uphold probity standards in all dealings with contractors.</td>
</tr>
</tbody>
</table>

#### Consistency in performance

Competency should be demonstrated by providing evidence of undertaking a range of relevant work tasks in an actual or simulated procurement environment on at least two separate occasions.

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>The unit of competency is to be assessed in the workplace or a simulated workplace environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Access may be required to:</td>
</tr>
<tr>
<td></td>
<td>• legislation, policy, procedures and protocols relating to managing strategic contracts</td>
</tr>
<tr>
<td></td>
<td>• codes of conduct and codes of practice</td>
</tr>
<tr>
<td></td>
<td>• long-term government policy papers, such as White Papers</td>
</tr>
<tr>
<td></td>
<td>• strategic procurement plans and direction statements</td>
</tr>
<tr>
<td></td>
<td>• workplace scenarios and case studies relating to a range of</td>
</tr>
</tbody>
</table>
### EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>Strategic procurement and disposal activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The following assessment methods are suggested:</td>
</tr>
<tr>
<td></td>
<td>• questions to assess understanding of relevant legislation and procedures</td>
</tr>
<tr>
<td></td>
<td>• review of strategies and approaches adopted for managing strategic contracts</td>
</tr>
<tr>
<td></td>
<td>• review of contract management plans and related sub-plans, such as transition plans, probity plans, contract variations, contract performance reports and reviews, budgets, negotiation notes from meetings with contractors, risk assessments, formal sign-offs and approvals, contract closure reports, and other documentation prepared or reviewed by the candidate in a range of contexts</td>
</tr>
<tr>
<td></td>
<td>• review of stakeholder engagement approaches adopted by the candidate.</td>
</tr>
<tr>
<td></td>
<td>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Candidates for this qualification must demonstrate a high level of understanding and practical workplace application of underpinning knowledge. Questioning techniques should suit the language and literacy levels of the candidate.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td></td>
<td>• PSPETHC601B Maintain and enhance confidence in public service</td>
</tr>
<tr>
<td></td>
<td>• PSPLEGN601B Manage compliance with legislation in the public sector</td>
</tr>
<tr>
<td></td>
<td>• PSPMNGT607B Develop a business case</td>
</tr>
<tr>
<td></td>
<td>• PSPMNGT608B Manage risk</td>
</tr>
<tr>
<td></td>
<td>• PSPPM601B Direct complex project activities</td>
</tr>
<tr>
<td></td>
<td>• PSPPROC604B Plan for strategic procurement</td>
</tr>
<tr>
<td></td>
<td>• PSPPROC605B Coordinate strategic procurement</td>
</tr>
<tr>
<td></td>
<td>• PSPPROC606B Negotiate strategic procurement.</td>
</tr>
</tbody>
</table>
### Range Statement

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Contracts and strategic initiatives** may include:
- non-traditional procurement and finance activities
- strategic procurement activities, such as industry development
- in-house option directives
- inter and intra-government agreements
- memoranda of understanding and memoranda of agreement
- public private partnerships (PPP)
- purchases from suppliers
- coordinated procurement arrangements
- whole of government procurement arrangements
- cooperative procurement arrangements.

**Stakeholders** may include:
- end users
- customers or clients
- sponsors
- current or potential providers or suppliers
- technical or functional experts or advisers
- commonwealth, state or territory, and local government
- the organisation
- other public sector organisations
- employees, unions and staff associations
- industry bodies
- local communities
- lobby groups and special user groups.

**Monitoring** may involve:
- progress meetings and regular progress reports from contractor
- visits to contractor's premises
- provision of samples
- tests and verification
- independent audit
- end-user feedback.

**Contract variation** may
- targets
- performance measures
**RANGE STATEMENT**

<table>
<thead>
<tr>
<th>Evaluation of contractor performance may include:</th>
<th>Evaluation of organisation's procurement processes may focus on:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• strengths and weaknesses</td>
<td>• effectiveness of project management, including project plan and responsibilities and accountabilities set out in it</td>
</tr>
<tr>
<td>• client acceptance of service delivery (client satisfaction)</td>
<td>• quality of the business case, as indicated by achievement of planned outcome and contribution to program objectives</td>
</tr>
<tr>
<td>• meeting delivery and completion dates</td>
<td>• effectiveness of contractor qualification processes</td>
</tr>
<tr>
<td>• compliance with other contractual requirements</td>
<td>• value obtained in bid clarification and post-tender negotiation</td>
</tr>
<tr>
<td>• performance in relation to relevant policy objectives, such as industry development, care for the environment, OHS and affirmative action</td>
<td>• effectiveness of project management systems, focusing particularly on management information</td>
</tr>
<tr>
<td>• achievements of the contractor in developing Australian and New Zealand supply networks</td>
<td>• effectiveness of risk management, including corruption risks and probity risks</td>
</tr>
<tr>
<td>• general relationships, including effectiveness of communication at all levels</td>
<td>• methods for controlling variations in cost, time, quality and performance from initial planning to completion</td>
</tr>
<tr>
<td>• performance of key technical personnel</td>
<td>• adequacy of safeguards against fraud, error and impropriety</td>
</tr>
<tr>
<td>• acceptability and cost of whole-of-life technical support, including lead times and availability of spares and maintenance services</td>
<td>• incidence of material losses due to waste or...</td>
</tr>
</tbody>
</table>
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>inefficiency</th>
<th>overall performance in terms of cost, time, service and quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>compliance with procurement policy.</td>
<td></td>
</tr>
</tbody>
</table>

**Value for money** must reflect:

- whole-of-life program benefits
- residual values
- disposal costs or disposal return
- costs of parts
- servicing and maintenance
- industry benchmarks.

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
<th>Procurement and Contract Management</th>
</tr>
</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
</table>
PSPPROC704A Influence and define strategic procurement

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the ability to formulate an organisation's strategic procurement goals and take action to gain support for strategic procurement directions. It includes ensuring that the organisation's strategic procurement direction is aligned with that of the government. In practice, influencing strategic procurement directions may overlap with other public sector or local government generalist and specialist work activities, such as providing strategic direction, influencing strategic policy, leading and influencing ethical practice in the public sector or local government, and undertaking strategic risk management. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

Application of the Unit

| Application of the unit | This unit applies to those in specialist procurement and contracting. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

| Prerequisite units |  |
**Employability Skills Information**

| Employability skills | This unit contains employability skills. |

**Elements and Performance Criteria Pre-Content**

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Formulate strategic procurement goals.** | 1.1. *Procurement direction is determined* through open and ethical consultation with organisation's governing body and *stakeholders*.  
1.2. Strategic procurement goals are formulated that are consistent with organisation's business plan, strategic direction, mission and values, and take into account the requirements, expectations and interests of organisation's governing body and stakeholders.  
1.3. Strategic procurement goals are developed that support the ethos of the organisation and accurately reflect its role in its environment.  
1.4. Strategic procurement *goals are developed* that support and align with the policy expectations of government for the organisation.  
1.5. Strategic procurement goals are reviewed to ensure that opportunities and current and emerging trends are reflected.  
1.6. Strategic procurement goals are used to guide procurement processes that deliver best *value for money*. |
| 2. **Gain support for strategic procurement direction.** | 2.1. Strategic procurement goals are presented to stakeholders in such a way as to gain their support.  
2.2. Where stakeholder interests are in conflict, realistic and rational compromises are found that balance interests and acknowledge concerns.  
2.3. Where less than full support is obtained, consequences for the organisation are identified and steps are taken to minimise potential problems.  
2.4. Ongoing consultation with stakeholders is maintained to ensure support for and ownership of the organisation's strategic procurement goals.  
2.5. Outcomes of the consultation process are recorded and considered before procurement decisions are reached. |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- **communication skills to:**
  - consult and negotiate with stakeholders at the highest levels of organisations and the community
  - engage in strategic networking, within probity boundaries, with key stakeholders
  - build and manage effective working relationships
  - convey complex ideas to a wide range of audiences
  - persuade and influence, within probity boundaries, stakeholders and decision makers
  - read, write and approve business cases, plans, reports, submissions and other high level complex documents

- **teamwork skills to:**
  - provide leadership within the organisation
  - manage strategic relationships
  - manage teams of expert negotiators in functions such as finance, legal, technical and engineering
  - respond to diversity
  - refer issues to the correct person

- **problem-solving skills to:**
  - apply decision-making processes or methodologies
  - identify and resolve strategic procurement issues
  - apply understanding of supplier issues and supply chain management in the context of strategic procurement

- **initiative and enterprise skills to:**
  - identify, assess and implement opportunities for performance improvement
  - apply OHS, environmental, sustainability and corporate social responsibility practices in the context of strategic procurement

- **planning and organising skills to:**
  - undertake research and business analysis relating to strategic procurement and high level business issues
  - manage financial and other resources
  - manage strategic procurement systems, processes and policies

- **learning skills to keep up-to-date with:**
  - best practice examples in strategic procurement
  - relevant procurement legislation, policies and procedures
### REQUIRED SKILLS AND KNOWLEDGE

- technology skills to:
  - operate organisational IT systems
  - use electronic procurement templates

### Required knowledge

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to strategic procurement, including environmental purchasing guidance
  - such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- government procurement environment
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to strategic procurement
- financial rules and regulations relating to strategic procurement
- legal requirements of government procurement and contracting
- competition theory as it relates to strategic procurement
- supply chain principles
- strategic industry development
- strategic procurement planning processes
- procurement best practice standards
- equal employment opportunity
- environmental, sustainability and corporate social responsibility principles relevant to strategic procurement
EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Competency must be demonstrated in the ability to influence and define strategic procurement consistently in accordance with legislative and organisational requirements.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- formulate strategic procurement goals in line with organisation's business direction and government policy imperatives
- reflect the organisation's ethos in its strategic procurement goals
- encourage wide input into the development of strategic procurement goals and direction
- encourage consideration of innovation and new opportunities in procurement direction for the organisation
- publicise organisation's strategic procurement goals and direction
- work effectively with disagreement between stakeholders
- use recognised approaches to gain support for the strategic procurement direction established for the organisation
- demonstrate effective implementation of goals even when full support is not gained.

Candidates for this qualification must demonstrate a high level of understanding of underpinning knowledge and the ability to apply this to practical workplace situations.

### Context of and specific resources for assessment

The unit of competency is to be assessed in the workplace or a simulated workplace environment.

Access may be required to:

- legislation, policy, procedures and protocols relating to procuring goods and services and managing contracts at the strategic level
- codes of conduct and codes of practice
- long-term government policy papers, such as White Papers
- strategic procurement plans and direction statements
- published performance audits or similar relating to strategic procurement issues
- workplace scenarios and case studies relating to a range of
### EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>The following assessment methods are suggested:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• questions to assess understanding of relevant legislation and procedures</td>
</tr>
<tr>
<td></td>
<td>• review of strategies and approaches adopted for influencing strategic procurement direction</td>
</tr>
<tr>
<td></td>
<td>• preparation of formal written papers covering strategic procurement issues</td>
</tr>
<tr>
<td></td>
<td>• review of strategic plans, strategic procurement plans, long-term budgets, forward procurement plans, industry engagement plans, responses to performance audits covering strategic procurement issues and other documentation prepared or reviewed by the candidate in a range of contexts</td>
</tr>
<tr>
<td></td>
<td>• review of stakeholder engagement approaches adopted by the candidate.</td>
</tr>
</tbody>
</table>

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Sufficient evidence must be gathered to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</td>
</tr>
<tr>
<td></td>
<td>• BSBFIM701A Manage financial resources</td>
</tr>
<tr>
<td></td>
<td>• BSBINN801A Lead innovative thinking and practice</td>
</tr>
<tr>
<td></td>
<td>• BSBREL701A Develop and cultivate collaborative partnerships and relationships</td>
</tr>
<tr>
<td></td>
<td>• PSPETHC701A Lead and influence ethical practice in the public sector</td>
</tr>
<tr>
<td></td>
<td>• PSPMNGT703A Lead and influence change</td>
</tr>
<tr>
<td></td>
<td>• PSPMNGT704A Undertake enterprise risk management</td>
</tr>
<tr>
<td></td>
<td>• PSPPROC705A Establish strategic procurement context</td>
</tr>
<tr>
<td></td>
<td>• PSPPROC706A Evaluate and improve strategic procurement performance.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Determining procurement direction** may be influenced by:

| • stakeholder needs and intentions |
| • end user requirements |
| • government policies |
| • Australian industry involvement requirements |
| • potential provider/supplier base |
| • industry development requirements |
| • disposal of assets |
| • probity requirements |
| • environmental, sustainability and corporate social responsibility issues. |

**Stakeholders** may include:

| • end users |
| • customers or clients |
| • sponsors |
| • potential providers or suppliers |
| • current providers or suppliers |
| • technical or functional experts or advisers |
| • commonwealth, state or territory, and local government |
| • the organisation |
| • other public sector organisations |
| • employees, unions and staff associations |
| • industry bodies |
| • local communities |
| • lobby groups and special user groups. |

**Developed goals:**

| • are challenging, realistic, achievable and measurable |
| • encourage members of the organisation to be creative and innovative within procurement guidelines. |

**Value for money** may include:

<p>| • fitness for purpose |
| • whole-of-life costs |
| • fair and reasonable market prices |
| • timely delivery |
| • post-delivery support |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• effective warranties</td>
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<td></td>
<td>• price basis</td>
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<tr>
<td></td>
<td>• disposal options</td>
</tr>
<tr>
<td></td>
<td>• whole of government perspective</td>
</tr>
<tr>
<td></td>
<td>• effects of government buying on market structure and sustainability</td>
</tr>
<tr>
<td></td>
<td>• market competitiveness and sophistication</td>
</tr>
</tbody>
</table>

**Unit Sector(s)**

<table>
<thead>
<tr>
<th>Unit sector</th>
<th></th>
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</table>

**Competency field**

<table>
<thead>
<tr>
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</tr>
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</table>

**Co-requisite units**

<table>
<thead>
<tr>
<th>Co-requisite units</th>
<th></th>
</tr>
</thead>
</table>
PSPPROC705A Establish strategic procurement context

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers the competencies required to establish the broad context in which strategic procurement takes place. It includes undertaking environmental analysis; analysing, developing and monitoring procurement capability; influencing and developing strategic industries; and establishing and managing risk exposure. It also includes understanding the government and political context for strategic procurement.

In practice, establishing the strategic procurement context may overlap with other public sector generalist and specialist work activities, such as providing strategic direction, influencing strategic policy, leading and influencing ethical practice in the public sector or local government, and undertaking strategic risk management.

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

Application of the Unit

| Application of the unit | This unit applies to those in specialist procurement and contracting. |

Licensing/Regulatory Information
Not applicable.
### Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
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</table>

### Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
<tbody>
<tr>
<td>describe the essential outcomes of a unit of competency.</td>
<td></td>
</tr>
</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Analyze the procurement environment.** | 1.1. Knowledge of the legal, political and financial environment is applied to establish *strategic context*.  
1.2. Relationship between the organisation and its procurement environment is examined and defined.  
1.3. Existing and potential *stakeholders* and their strengths and weaknesses are identified.  
1.4. Strengths, weaknesses, opportunities and threats are identified using information that is up-to-date, reflects emerging and predicted trends, and takes account of the possible future procurement interests and activities of the organisation and government directions.  
1.5. Organisation's procurement strategies and plans are adjusted in light of information gathered, and comparative targets are identified.  
1.6. Any case for possible *collaboration* with other organisations is supported by evidence, analysed for risks, and is consistent with organisational plans and future directions. |
| 2. **Analyze procurement capability.** | 2.1. Organisation's strengths, weaknesses, opportunities and threats are considered in light of internal and/or external *factors* and organisation's strategic procurement goals.  
2.2. Analyses of organisational capability take into account possible future procurement interests and activities of the organisation, its strategic industries, collaborators, requirements of government and other organisations.  
2.3. Suggestions for improvements to existing organisational structures and procurement systems are made that are realistic and achievable and will aid achievement of the procurement mission statement and strategies drawn from both internal and external stakeholders.  
2.4. Consultation on proposed improvements is undertaken with those affected, in time for their views to be taken into account.  
2.5. Proposed improvements are justified on the basis of known internal and external factors, and take into account stakeholder needs and expectations. |
<p>| 3. <strong>Develop and</strong> | 3.1. Improvements to develop <em>procurement capability</em> |</p>
<table>
<thead>
<tr>
<th>ELEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>monitor procurement capability.</td>
</tr>
<tr>
<td>PERFORMANCE CRITERIA</td>
</tr>
<tr>
<td>are implemented in time to meet new circumstances.</td>
</tr>
<tr>
<td>3.2. Practical requirements for implementing improvements are comprehensively defined and communicated to those affected.</td>
</tr>
<tr>
<td>3.3. Difficulties associated with implementing improvements are identified as early as possible in order to minimise their effect.</td>
</tr>
<tr>
<td>3.4. Implemented improvements to organisational structures and procurement systems are monitored, reviewed and modified as required to assist achievement of procurement outcomes.</td>
</tr>
<tr>
<td>4. Influence and develop strategic industries.</td>
</tr>
<tr>
<td>4.1. Strategic industries are monitored and opportunities are taken to influence key opinion formers and decision makers to change, encourage and nurture industry capability.</td>
</tr>
<tr>
<td>4.2. Problems, limitations and new opportunities in strategic industries are identified in response to internal and external factors and are based on quantitative and qualitative data.</td>
</tr>
<tr>
<td>4.3. Ethical methods are used to influence strategic industries, consistent with the organisation's values and procurement policies, and sensitive to the values and practices of key opinion formers and decision makers.</td>
</tr>
<tr>
<td>5. Establish and manage risk exposure.</td>
</tr>
<tr>
<td>5.1. Total organisational risk is defined, analysed and monitored to minimise loss and maximise opportunity.</td>
</tr>
<tr>
<td>5.2. Risk management system is established, implemented and maintained that is consistent with the organisation's strategic context, goals, risk management policies and nature of its business.</td>
</tr>
<tr>
<td>5.3. Performance of risk management system is monitored, reviewed and modified to reflect procurement opportunities and current and emerging trends.</td>
</tr>
</tbody>
</table>
### Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

<table>
<thead>
<tr>
<th><strong>Required skills</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>communication skills to:</strong></td>
</tr>
<tr>
<td>- consult and negotiate with stakeholders at the highest levels of organisations and the community</td>
</tr>
<tr>
<td>- engage in strategic networking, within probity boundaries, with key stakeholders</td>
</tr>
<tr>
<td>- build and manage effective working relationships</td>
</tr>
<tr>
<td>- convey complex ideas to a wide range of audiences</td>
</tr>
<tr>
<td>- persuade and influence, within probity boundaries, stakeholders and decision makers</td>
</tr>
<tr>
<td>- read, write and approve business cases, plans, reports, submissions and other high level complex documents</td>
</tr>
<tr>
<td><strong>teamwork skills to:</strong></td>
</tr>
<tr>
<td>- provide leadership within the organisation</td>
</tr>
<tr>
<td>- manage strategic relationships</td>
</tr>
<tr>
<td>- manage teams of expert negotiators in functions such as finance, legal, technical and engineering</td>
</tr>
<tr>
<td>- respond to diversity</td>
</tr>
<tr>
<td>- refer issues to the correct person</td>
</tr>
<tr>
<td><strong>problem-solving skills to:</strong></td>
</tr>
<tr>
<td>- apply decision-making processes or methodologies</td>
</tr>
<tr>
<td>- identify and resolve strategic procurement issues</td>
</tr>
<tr>
<td>- apply understanding of supplier issues and supply chain management in the context of strategic procurement</td>
</tr>
<tr>
<td><strong>initiative and enterprise skills to:</strong></td>
</tr>
<tr>
<td>- manage procurement performance and identify, assess and implement opportunities for performance improvement</td>
</tr>
<tr>
<td>- apply OHS, environmental, sustainability and corporate social responsibility practices in the context of strategic procurement</td>
</tr>
<tr>
<td><strong>planning and organising skills to:</strong></td>
</tr>
<tr>
<td>- undertake research and business analysis relating to strategic procurement and high level business issues</td>
</tr>
<tr>
<td>- manage financial and other resources</td>
</tr>
<tr>
<td>- manage strategic procurement systems, processes and policies</td>
</tr>
<tr>
<td><strong>learning skills to keep up-to-date with:</strong></td>
</tr>
<tr>
<td>- best practice examples in strategic procurement</td>
</tr>
</tbody>
</table>
## REQUIRED SKILLS AND KNOWLEDGE

- relevant procurement legislation, policies and procedures
- technology skills to:
  - operate organisational IT systems
  - use electronic procurement templates

### Required knowledge

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines:
  - relating to strategic procurement, including environmental purchasing guidance
  - such as OHS and equity and diversity
- organisational procurement policies, practices and approval processes
- government procurement environment
- probity principles and issues
- codes of conduct, codes of practice and standards of individual behaviour relating to strategic procurement
- risk management systems
- financial rules and regulations relating to strategic procurement
- legal requirements of government procurement and contracting
- competition theory as it relates to strategic procurement
- strategic industry development
- strategic procurement planning processes
- delegation authorities
- organisational structure
- organisational procurement performance
- procurement best practice standards
- equal employment opportunity
- OHS requirements relevant to strategic procurement
- environmental, sustainability and corporate social responsibility principles relevant to strategic procurement
**Evidence Guide**

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Competency must be demonstrated in establishing a strategic procurement context consistently and in accordance with legislative and organisational requirements.</th>
</tr>
</thead>
</table>

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Assessment must confirm the ability to:

- use recognised techniques to analyse the procurement environment, including state of the supply market, stakeholder issues, and organisational and government context for the procurement
- use recognised techniques to analyse the buying organisation's procurement capability
- make recommendations to improve and develop procurement capability
- implement improvements to procurement capability
- use ethical methods to influence and develop strategic industries to improve value for money opportunities
- apply sophisticated risk management techniques.

Candidates for this qualification must demonstrate a high level of understanding of underpinning knowledge and the ability to apply this to practical workplace situations.

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>The unit of competency is to be assessed in the workplace or a simulated workplace environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Access may be required to:</td>
</tr>
<tr>
<td></td>
<td>- legislation, policy, procedures and protocols relating to procuring goods and services and managing contracts at the strategic level</td>
</tr>
<tr>
<td></td>
<td>- codes of conduct and codes of practice</td>
</tr>
<tr>
<td></td>
<td>- long-term government policy papers, such as White Papers</td>
</tr>
<tr>
<td></td>
<td>- strategic procurement plans and direction statements</td>
</tr>
<tr>
<td></td>
<td>- published performance audits or similar relating to strategic procurement issues</td>
</tr>
<tr>
<td></td>
<td>- workplace scenarios and case studies relating to a range of strategic procurement activities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>The following assessment methods are suggested:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- questions to assess understanding of relevant legislation and</td>
</tr>
</tbody>
</table>
**EVIDENCE GUIDE**

<table>
<thead>
<tr>
<th>Procedures</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>review of strategies and approaches adopted for establishing strategic procurement context</td>
<td></td>
</tr>
<tr>
<td>preparation of formal written papers covering strategic procurement issues</td>
<td></td>
</tr>
<tr>
<td>review of strategic plans, strategic procurement plans, long-term budgets, risk assessments, industry assessments, supplier capability assessments, market research, industry engagement plans, responses to performance audits covering strategic procurement issues and other documentation prepared or reviewed by the candidate in a range of contexts</td>
<td></td>
</tr>
<tr>
<td>review of stakeholder engagement approaches adopted by the candidate.</td>
<td></td>
</tr>
</tbody>
</table>

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Candidates for this qualification must demonstrate a high level of understanding and practical workplace application of underpinning knowledge. Questioning techniques should suit the language and literacy levels of the candidate.

**Guidance information for assessment**

Sufficient evidence must be gathered to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBFIM701A Manage financial resources
- BSBINN801A Lead innovative thinking and practice
- BSBREL701A Develop and cultivate collaborative partnerships and relationships
- PSPETHC701A Lead and influence ethical practice in the public sector
- PSPMNGT703A Lead and influence change
- PSPMNGT704A Undertake enterprise risk management
- PSPPROC704A Influence and define strategic procurement direction
- PSPPROC706A Evaluate and improve strategic procurement performance.
## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential italicised conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

#### Strategic context may include:
- financial
- operational
- competitive
- political
- public perception or image
- social
- cultural
- client
- legal aspects of organisation's functions
- nature of supplier market
- environmental and sustainability issues
- corporate social responsibility.

#### Stakeholders may include:
- end users
- customers or clients
- sponsors
- potential providers or suppliers
- current providers or suppliers
- technical or functional experts or advisers
- commonwealth, state or territory, and local government
- the organisation
- other public sector organisations
- employees, unions and staff associations
- industry bodies
- local communities
- lobby groups and special user groups.

#### Collaboration may include:
- public private partnerships (PPP)
- strategic financing arrangements
- build, own, operate and transfer type arrangements
- cooperative procurement opportunities with other public sector organisations
- lead agency arrangements.

#### Factors may include:
- value of business
### RANGE STATEMENT

- complexity of marketplace
- capacity of market
- supply chain
- political influence
- political imperatives
- budgetary constraints
- collaborative arrangements
- Australian industry involvement requirements
- environmental issues
- extent of competition
- value for money considerations
- degree of dependency of organisation on procurement
- where and why the need arises and for which unit or location
- level of risk, complexity and sensitivity of the procurement
- new capability or replacement/enhancement of existing resources
- intellectual property ownership
- policy requirements or changes, e.g. ethical and social.

<table>
<thead>
<tr>
<th>Procurement capability may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>procurement systems, structures and processes used in organisation</td>
</tr>
<tr>
<td>procurement guidance documents developed by organisation</td>
</tr>
<tr>
<td>procurement or other relevant capability frameworks</td>
</tr>
<tr>
<td>staff profile in terms of experience, skills and knowledge</td>
</tr>
<tr>
<td>procurement training programs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Industry capability may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>structure of marketplace</td>
</tr>
<tr>
<td>impact of globalisation</td>
</tr>
<tr>
<td>location of suppliers</td>
</tr>
<tr>
<td>maturity and sophistication of suppliers</td>
</tr>
<tr>
<td>capacity of industry to absorb work in the volume that is required</td>
</tr>
<tr>
<td>willingness of industry to move into new areas of business to provide required goods or services</td>
</tr>
<tr>
<td>staffing profiles of industry and skills shortages or surpluses</td>
</tr>
<tr>
<td>industry training programs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational risks may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>supplier failure to meet agreements</td>
</tr>
<tr>
<td>government failure to meet agreements</td>
</tr>
<tr>
<td>political and public sensitivities</td>
</tr>
<tr>
<td>RANGE STATEMENT</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>- community lobbying</td>
</tr>
<tr>
<td>- asset security and threat management</td>
</tr>
<tr>
<td>- information security and threat management</td>
</tr>
<tr>
<td>- physical security and threat management</td>
</tr>
<tr>
<td>- health management issues</td>
</tr>
<tr>
<td>- industrial relations issues</td>
</tr>
<tr>
<td>- terrorism and world events</td>
</tr>
<tr>
<td>- impact of globalisation</td>
</tr>
<tr>
<td>- contingency management and business continuity</td>
</tr>
<tr>
<td>- change management</td>
</tr>
<tr>
<td>- environmental and sustainability issues</td>
</tr>
<tr>
<td>- corporate social responsibility issues</td>
</tr>
<tr>
<td>- corruption risks</td>
</tr>
<tr>
<td>- probity risks.</td>
</tr>
</tbody>
</table>

**Unit Sector(s)**

<table>
<thead>
<tr>
<th>Unit sector</th>
</tr>
</thead>
</table>

**Competency field**

| Competency field | Procurement and Contract Management |

**Co-requisite units**

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
</table>
PUACOM007B Liaise with other organisations

Modification History
Not applicable.

Unit Descriptor

This unit covers the competency to develop networks and relationships and liaise effectively with other organisations.

Application of the Unit

The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

PUACOM005B Foster a positive organisational image in the community (Fire specific)
## Employability Skills Information

### Employability Skills

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a Unit of Competency.</th>
<th>Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.</th>
</tr>
</thead>
</table>

## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Establish networks and relationships** | 1.1 Formal and informal networks are established to support ongoing and future liaisons and collaboration  
1.2 Relationships are developed and used in a way which provides identifiable benefits to the organisation from shared expertise, information and/or resources  
1.3 Participation in regular meetings and forums supports mutual cooperation  
1.4 Consultation with affected and interested parties is undertaken to support the organisational goals and objectives |
| **2. Communicate and interact with other organisations** | 2.1 Information is provided to other organisations in a clear, concise and comprehensive manner  
2.2 Communication with other organisations is conducted in accordance with organisational policy and procedures  
2.3 Information from other organisations is gathered to inform the improvement of services and to avoid duplication of effort |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- chairing meetings
- networking and developing relationships
- public speaking
- using networks effectively

Required Knowledge

- awareness of role and responsibilities of other organisations
- chairing meetings
- knowledge of current practices and procedures for communicating in the workplace
- meeting protocols and procedures
- organisation's confidentiality requirements
- organisational policy and procedures relating to liaison with other organisations
- role

Evidence Guide

EVIDENCE GUIDE
## EVIDENCE GUIDE

| Critical aspects for assessment and evidence required to demonstrate competency in this unit | It is essential for this unit that competence be demonstrated as follows:  
Networks and relationships developed and used effectively  
All information provided is accurate and clear |
|---|---|

### Consistency in performance
Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

| Context of and specific resources for assessment | Context of assessment  
On the job or in a simulated work environment  
Specific resources for assessment  
No special requirements |
|---|---|

| Guidance information for assessment | Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package. |
**Range Statement**

**RANGE STATEMENT**

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. *Bold italicised* wording in the Performance Criteria is detailed below.

<table>
<thead>
<tr>
<th>Organisations may include</th>
<th>public safety organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>government organisations</td>
</tr>
<tr>
<td></td>
<td>emergency response organisations</td>
</tr>
<tr>
<td></td>
<td>local</td>
</tr>
<tr>
<td></td>
<td>state/territory and commonwealth</td>
</tr>
<tr>
<td></td>
<td>government</td>
</tr>
<tr>
<td></td>
<td>suppliers</td>
</tr>
<tr>
<td></td>
<td>non-government organisations eg Red Cross</td>
</tr>
<tr>
<td></td>
<td>Salvation Army</td>
</tr>
<tr>
<td></td>
<td>volunteers</td>
</tr>
<tr>
<td></td>
<td>rescue etc</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Affected and interested parties may include</th>
<th>local community</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>business community</td>
</tr>
<tr>
<td></td>
<td>commonwealth</td>
</tr>
<tr>
<td></td>
<td>state and territory and local governments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisational goals and objectives may vary between sectors and organisations and may include</th>
<th>organisational performance standards</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>organisational personnel practices and guidelines</td>
</tr>
<tr>
<td></td>
<td>organisational quality standards</td>
</tr>
<tr>
<td></td>
<td>customer focussed service delivery</td>
</tr>
<tr>
<td></td>
<td>community awareness of public safety issues</td>
</tr>
<tr>
<td></td>
<td>effective response to incidents/operations/emergencies</td>
</tr>
<tr>
<td></td>
<td>community participation in public safety activities</td>
</tr>
<tr>
<td></td>
<td>inter-organisation cooperation and collaboration</td>
</tr>
<tr>
<td></td>
<td>organisational goals and objectives may vary between sectors and organisations</td>
</tr>
</tbody>
</table>
Unit Sector(s)
Not applicable.

Corequisite Unit/s
Co-requisite Unit/s  Nil
PUADEFVH001A Conduct recovery vehicle operations in a field environment

Modification History
Not applicable.

Unit Descriptor

Unit Descriptor
This unit covers the competency required to undertake recovery of broken down vehicles and equipment, requiring the operation of specialist recovery vehicles and equipment.

Recovery involves dispatching the recovery vehicle to an incident site, retrieving disabled equipment and moving to a place of repair.

This unit does not cover the extraction of the disabled equipment by winching techniques, which is covered by PUADEFVH002A Extract disabled equipment using winching techniques in a field environment.

Application of the Unit

Application of the Unit
This unit includes the skills and knowledge to lead a small team to recover vehicles and equipment. Specialist recovery vehicles and equipment includes the operation of towing, lifting and winching equipment.

Personnel must be capable of assessing recovery situations in remote environments and tasking personnel to complete operations in isolation from supervision or support.

Licensing/Regulatory Information

Licensing/Regulatory Information
Not applicable.
Pre-Requisites
Not applicable.

Employability Skills Information

Employability Skills  This unit contains employability skills.
Pre-requisite Unit/s  Nil

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Prepare for recovery tasks** | 1.1 Orders and instructions are received and confirmed  
1.2 *Recovery vehicle and equipment* are checked and prepared for deployment in accordance with *workplace procedures*  
1.3 Resources required for operational tasks are confirmed and organised  
1.4 Recovery crew is briefed on task in accordance with workplace procedures  
1.5 Identified problems/shortfalls are reported to appropriate personnel in accordance with workplace procedures so corrective action can occur prior to deployment  
1.6 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout operation in accordance with standard procedures  
1.7 Environmentally sustainable work practices are identified, assessed and implemented where feasible |
| 2. **Deploy on recovery tasks** | 2.1 Recovery vehicle is deployed to recovery site in accordance with workplace procedures  
2.2 Liaison with disabled equipment stakeholders is conducted to ensure everyone is aware of recovery procedures |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 3. Recover disabled equipment | 3.1 *Equipment casualty faults* are diagnosed, where possible, to ensure recovery actions are the most efficient and cost effective  
3.2 Recovery situation is *assessed* in accordance with workplace procedures to determine recovery method  
3.3 *Safety risks associated with recovery task* are assessed and measures to ensure a safe working environment are implemented in accordance with workplace procedures  
3.4 *Briefing of on site personnel* is conducted and tasks are allocated and supervised  
3.5 *Recovery tasks* are completed in accordance with workplace procedures  
3.6 *Minor problems* are dealt with in accordance with workplace procedures  
3.7 *Major incidents* outside scope of own capabilities are reported to appropriate personnel |
| 4. Transport disabled equipment | 4.1 Disabled equipment is secured to recovery vehicle in accordance with manufacturer's instructions and workplace procedures  
4.2 Stability and braking capability of recovery vehicle is tested to ensure it is safe to transport disabled equipment  
4.3 Recovery vehicle is driven to maintenance facility  
4.4 *Unforseen incidents* are managed as they occur |
ELEMENT | PERFORMANCE CRITERIA
--- | ---
5. **Finalise recovery tasks** | 5.1 Equipment casualty is handed over to owner or recovered further in accordance with workplace procedures
| 5.2 Documentation, including reports and returns, are completed in accordance with workplace procedures
| 5.3 Maintenance is supervised and conducted in accordance with workplace procedures
| 5.4 Faulty equipment is reported and actions are taken in accordance with workplace procedures
| 5.5 Recovery crew is debriefed as required
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- allocate appropriate materials and personnel to tasks
- communicate effectively in the workplace
- direct, brief, coordinate and monitor personnel
- interpret instructions and directions
- operate specialist recovery vehicles and equipment
- perform basic mathematical calculations
- solve task specific problems

Required Knowledge

- basic vehicle mechanical principles
- basic engineering principles including:
  - material capabilities
  - theory of levers and pulleys
  - characteristics and capabilities of recovery vehicles and equipment
- functions and responsibilities of team members
- maintenance requirements and procedures
- organisational OH&S procedures relevant to field recovery operations
- recovery methods and procedures
- reporting requirements and procedures
- safety precautions associated with tasks

Evidence Guide

EVIDENCE GUIDE
## EVIDENCE GUIDE

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:
- take into account the characteristics of both the equipment casualty and recovery equipment when determining suitable recovery methods
- perform a lift/tow recovery of a light and a medium/heavy rigid vehicle
- perform a trailer recovery involving a medium/heavy rigid vehicle (or equivalent).

### Consistency in performance

Competency should be demonstrated across a variety of situations within the workplace.

### Context of and specific resources for assessment

**Context of assessment**
Competency should be assessed in a field environment.

**Specific resources for assessment**
Access is required to:
- recovery vehicle, associated equipment and crew
- actual or simulated vehicle/equipment casualties
- specific workplace operating procedures and publications.
Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the Performance Criteria is detailed below.

| Recovery vehicle and equipment may include | Hand tools |
|                                          | Lifting and recovery equipment |
|                                          | Material handling equipment |
|                                          | Personal protective equipment |
|                                          | Recovery vehicle variants and associated equipment |
|                                          | Workshop equipment |

| Workplace procedures may include | Australian Standards |
|                                | Briefs |
|                                | Duty statements |
|                                | Legislative requirements |
|                                | Manufacturers' handbooks, industry specifications and technical instructions |
|                                | OH&S regulations |
|                                | Organisational policies and procedures |
|                                | Procedure manuals |
|                                | Relevant state/territory or federal legislation |
|                                | Standard operating procedures |
|                                | Written or verbal instructions |

| Equipment casualty faults may include | Damaged driveline |
|                                      | Electrical system faults |
|                                      | Engine/transmission faults |
|                                      | Fuel system faults |

| Assessment of the recovery situation may include | Available resources to conduct recovery |
|                                                | Capabilities of recovery vehicle and equipment |
|                                                | Environmental conditions |
|                                                | Faults within equipment casualty |
|                                                | Size and weight of equipment casualty |

| Safety risks associated with | Environmental conditions |
### RANGE STATEMENT

**recovery tasks may include**

- Equipment failures including:
  - breakage of cables and chains
  - component failure
  - Exhaust fumes
  - Exposure to hazardous substances
  - Fatigue
  - Manual handling of equipment
  - Road hazards
  - Unpredictable reaction to applied force

**Briefing of on site personnel may include**

- Communication procedures
- Emergency procedures
- Recovery method
- Safety requirements

**Recovery tasks may include**

- Lifting
- Towing
- Winching

**Minor problems may include**

- Avoidable damage to equipment casualty during recovery operations
- Minor malfunctions and breakages within recovery equipment
- Unforeseen minor hazards

**Major incidents may include**

- Major malfunctions and/or breakages within recovery vehicles or equipment
- Requirements for recovering equipment casualty exceeding capabilities of recovery vehicle
- Rollover or major damage to equipment casualty
- Serious injuries to on site personnel

**Unforeseen incidents may include**

- Flat tyre
- Loose load
- Loss of load
- Traffic accident
- Vehicle breakdown

---

**Unit Sector(s)**

Not applicable.
Corequisite Unit/s

Co-requisite Unit/s: Nil
PUADEFVH002A Extract disabled equipment using winching techniques in a field environment

Modification History
Not applicable.

Unit Descriptor
This unit covers the competency required to assess equipment and vehicles requiring recovery and to employ suitable winching techniques and procedures to extricate casualties utilising specialist recovery vehicles equipped with motorised winching equipment.

Application of the Unit
This unit applies to the operation of winching equipment capable of extracting a range of vehicles and equipment. Winching may be necessary to extract vehicles and equipment which have become bogged or broken down and due to terrain or environmental factors, cannot be extracted by other means.

Typically, winching operations are conducted by individuals acting independently or in charge of a small team, isolated from assistance or supervision.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.
Employability Skills Information

<table>
<thead>
<tr>
<th>Employability Skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-requisite Unit/s</td>
<td>Nil</td>
</tr>
</tbody>
</table>

Elements and Performance Criteria Pre-Content

| Elements | Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide. |

| Elements describe the essential outcomes of a Unit of Competency. | Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide. |
# Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. **Respond to call for assistance** | 1.1 Winching tasks are received and details are confirmed  
1.2 Tasks are assessed to determine equipment requirements  
1.3 Recovery vehicle is checked and prepared for task in accordance with *workplace procedures*  
1.4 Recovery vehicle is deployed to casualty site in preparation to conduct task |
| 2. **Assess winching task** | 2.1 Liaison is conducted with on site personnel  
2.2 *Equipment casualty* is assessed to determine suitability for winching  
2.3 Site is inspected, *hazards and obstacles associated with winching* are identified and measures are implemented to overcome obstacles  
2.4 *Winching equipment* requirements to extricate casualty are determined to ensure recovery vehicle and equipment are suitable for task  
2.5 *Winching procedure* is developed taking into account terrain conditions, requirements of casualty, site, recovery equipment and vehicle capabilities  
2.6 *Occupational health and safety (OH&S) requirements* are determined and applied during winching operations |
| 3. **Prepare for winching task** | 3.1 Equipment casualty is prepared for winching in accordance with winching procedure  
3.2 Winching equipment is prepared in accordance with winching procedure  
3.3 *Briefing of on site personnel* is conducted and tasks are allocated and supervised |
### ELEMENT

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 4. Extricate equipment casualty using winch | 4.1 Winching process is closely controlled and conducted in accordance with winching procedure  
4.2 *Minor problems* are dealt with as they arise  
4.3 Assistance is sought from appropriate personnel when *major problems* outside scope of own capabilities occur |
| 5. Finalise winching operations | 5.1 Equipment casualty is handed over to owner or recovered further in accordance with workplace procedures  
5.2 Winching equipment is recovered and inspected for damage in accordance with workplace procedures  
5.3 Unserviceable equipment is reported and suitable actions are taken in accordance with workplace procedures  
5.4 Equipment is maintained in accordance with manufacturer’s instructions and workplace procedures  
5.5 Documentation is compiled and reports are made in accordance with workplace procedures  
5.6 Worksite is refurbished in accordance with workplace procedures |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- allocate appropriate materials and personnel to task
- assess risks
- brief and direct personnel
- communicate effectively in the workplace
- perform basic mathematical calculations
- provide reports and appropriate documentation
- solve problems relevant to task

Required Knowledge

- basic vehicle mechanical principles
- basic engineering principles including:
  - theory of levers and pulleys
  - material capabilities
- characteristics and capabilities of recovery vehicles and equipment
- maintenance requirements and procedures
- organisational OH&S procedures relevant to winching operations
- recovery methods and procedures
- reporting requirements and procedures

Evidence Guide

EVIDENCE GUIDE
### EVIDENCE GUIDE

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Assessment must confirm the ability to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• conduct winching operations on ground which is soft enough to simulate the conditions encountered when winching bogged vehicles</td>
<td></td>
</tr>
<tr>
<td>• conduct a winching operation to extricate a light and a medium/heavy rigid vehicle</td>
<td></td>
</tr>
<tr>
<td>• utilise motorised winches, winch ropes and associated fittings.</td>
<td></td>
</tr>
</tbody>
</table>

### Consistency in performance

Competency should be demonstrated over time using a variety of equipment casualties and situations which the candidate is likely to encounter within the workplace.

### Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Context of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competency should be assessed in areas of difficult terrain incorporating undulating ground.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access is required to:</td>
</tr>
<tr>
<td>• recovery vehicles and winching equipment</td>
</tr>
<tr>
<td>• actual or simulated equipment casualties</td>
</tr>
<tr>
<td>• specific workplace operating procedures and publications.</td>
</tr>
</tbody>
</table>
## Range Statement

### RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the Performance Criteria is detailed below.

| Workplace procedures may include | Australian Standards  
|                                | Briefs  
|                                | Duty statements  
|                                | Legislative requirements  
|                                | Manufacturers' handbooks, industry specifications and technical instructions  
|                                | OH&S regulations  
|                                | Organisational policies and procedures  
|                                | Procedure manuals  
|                                | Relevant state/territory or federal legislation  
|                                | Standard operating procedures  
|                                | Written or verbal instructions  
| Equipment casualties may include | Construction equipment  
|                                | Light vehicles  
|                                | Medium or heavy rigid vehicles  
|                                | Plant equipment  
| Hazards associated with winching may include | Environmental hazards  
|                                | Equipment failure  
|                                | Fatigue  
|                                | Hazardous materials contained within equipment casualties  
|                                | Manual handling of heavy and/or awkward loads  
| Obstacles to winching may include | Distance between casualty and winching point  
|                                | Soil conditions  
|                                | Terrain  
|                                | Vegetation  
|                                | Weather conditions  

RANGE STATEMENT

Winching equipment may include

Chains
Joining devices including:
- hammerlocks
- oblong links
- shackles
- swivels
Pulleys
Winches
Winch ropes and fittings

Winching procedure may include

Attachment method
Contingencies
Equipment layout
Mechanical advantage
Resources
Safety procedures
Sequence of events
Total pull required
Velocity ratio

OH&S requirements may include

Personal protective equipment
Safety distances
Safety equipment
Warning devices

Briefing of on site personnel may include

- Communication procedures
- Emergency procedures
- Safety requirements
- Winching procedures

Minor problems may include

- Avoidable damage to equipment casualty during winching operations
- Minor malfunctions and breakages within winching equipment

Major problems may include

- Breakage of winch rope
- Major malfunctions within winching equipment
- Requirements for extricating equipment casualty exceeding capabilities of recovery vehicle
RANGE STATEMENT

- Rollover of equipment casualty
- Serious injuries to on site personnel

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s  Nil
PUAOPE001B Supervise response

Modification History
Not applicable.

Unit Descriptor
This unit covers the competency to supervise a response by a small team to incidents and may include the use of aircraft, which are time critical and/or potentially threatening to life, property or the environment.

The unit includes the competency to proceed to the incident, assess the incident, and plan and implement an operational response and post-response activities.

Application of the Unit
The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

Prerequisite Unit/s
- PUAFIR302B Suppress urban fire
- PUAFIR303B Suppress wildfire (Fire specific)

Employability Skills Information

Employability Skills
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Receive incident response request** | 1.1 Requests for response are received and dealt with in accordance with *organisational policy* and guidelines  
1.2 Relevant incident information is obtained and assessed to enable personnel to make appropriate preparations  
1.3 An appropriate response is determined according to the type of incident and information available in accordance with organisational policies and procedures  
1.4 The location of the incident and the most appropriate route to the incident are ascertained |
| **2. Proceed to incident** | 2.1 Personnel, equipment and *transport* resources are dispatched promptly, consistent with the nature of the incident and the information available  
2.2 Communication is established and maintained  
2.3 An appropriate route to the incident is followed to minimise response time  
2.4 *En-route hazards* are recognised and negotiated to minimise risk  
2.5 Multi-vehicle response is conducted in accordance with the organisation's procedures |
| **3. Assess the incident** | 3.1 Observations are made en route to assist with *incident* assessments  
3.2 Assigned personnel's arrival at the incident is confirmed according to organisational policies and procedures  
3.3 *Communication* with on-site personnel is established  
3.4 An initial assessment of the incident is carried out promptly  
3.5 *Hazards* or potential hazards are assessed and minimised or controlled  
3.6 Assigned *resources* to deal with the incident are established at the earliest opportunity  
3.7 The need for additional resources is identified and resources requested in accordance with organisational policy and procedures  
3.8 Hazards are monitored during the incidents and changes in the situation acted upon |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 4. Plan and implement an operational response to the incident | 4.1 A safe and effective operational environment is established and maintained in accordance with occupational health and safety guidelines and organisation's policies and procedures  
4.2 Incident information is communicated to assigned personnel clearly, accurately and in a timely manner  
4.3 Incident plan is developed based on available information and organisational procedures  
4.4 Strategies and tactics are determined and tasks allocated to appropriate personnel  
4.5 An incident plan is implemented, continually monitored, reported and reviewed in the light of additional information and communicated in accordance with the organisation's policies and procedures  
4.6 Leadership and supervision are provided to ensure that performance and practice are to operational standards  
4.7 Appropriate equipment and materials are deployed to deal with the incident  
4.8 Changes in the incident plan are communicated to relevant personnel and organisations |
| 5. Conclude operation | 5.1 Incident is terminated in accordance with the organisation's procedures  
5.2 Incident records of incident actions and decisions are maintained in accordance with the organisation's requirements  
5.3 Incident assessment is conducted in accordance with the organisation's requirements |
| 6. Supervise post-response activities | 6.1 Equipment cleaning, repair, storage and replenishment is supervised  
6.2 Debriefing requirements are met  
6.3 Post operation reports are prepared to organisation's requirements  
6.4 Welfare of team members is monitored and appropriate action taken |
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- analyse an incident
- assess risks and apply safe work practices
- communicate effectively
- conduct an incident assessment
- conduct briefings and debriefings for aircraft based work
- deploy personnel and equipment to deal with the incident
- for aircraft based work the ability to work in an aircraft for an extended period
- make decisions
- respond promptly to an incident
- use communication equipment

Required Knowledge

- hazards/potential hazards and their effects
- knowledge of current navigational practices to perform navigation
- knowledge of current practices to perform conduct briefings and debriefings
- organisational policies and procedures relating to operations

Evidence Guide

EVIDENCE GUIDE
# EVIDENCE GUIDE

| Critical aspects for assessment and evidence required to demonstrate competency in this unit | It is essential for this unit that competence be demonstrated in implementation of an appropriate strategy to deal effectively with the incident |
| Context of assessment | Consistency in performance |
| Evidence should be gathered over a period of time in a range of actual or simulated workplace environments |

| Context of and specific resources for assessment | Evidence of competent performance should be obtained by observing an individual in responding to and dealing with an actual or simulated incident operation and supplemented by appropriate questions |
| Specific resources for assessment | Assessment of this competency will require access to relevant transport, communication and emergency equipment |

| Guidance information for assessment | Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package |
Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. *Bold italicised* wording in the Performance Criteria is detailed below.

| Incidents may include                       | fires           |
|                                            | public disorder |
|                                            | crime           |
|                                            | flood           |
|                                            | storms          |
|                                            | accident         |
|                                            | hazardous materials incidents |
|                                            | rescues          |

| Transport may include                      | on-road          |
|                                            | off-road         |
|                                            | aviation         |
|                                            | maritime         |

| En route hazards may include               | smoke            |
|                                            | crowds           |
|                                            | traffic          |
|                                            | unauthorised redirection |
|                                            | prevailing weather |
|                                            | road conditions  |
|                                            | terrain          |
|                                            | debris           |
|                                            | tidal flow       |
|                                            | spot fires       |
|                                            | restricted areas |
|                                            | wires            |
|                                            | masts/aerials    |
|                                            | other aircraft   |
|                                            | interference to communications |
### RANGE STATEMENT

| Hazardous conditions may include                                    | adverse weather and fire behaviour  
|                                                                   | after-dark operations               
|                                                                   | difficult terrain                   
|                                                                   | dangerous goods and substances       
|                                                                   | time pressure                       
|                                                                   | level of visibility                  
|                                                                   | structural collapse                  
| Incident assessment may include                                    | type and size of incident           
|                                                                   | risk to life                        
|                                                                   | property and environment             
|                                                                   | hazards/no go areas                  
|                                                                   | climatic and weather conditions      
|                                                                   | capability of assigned personnel     
|                                                                   | adequacy of allocated equipment      
|                                                                   | information gathered from existing plans/databases 
|                                                                   | forecasts and meteorological profiles 
|                                                                   | crowds gathering                     
|                                                                   | installed fire protection            
|                                                                   | type of building                     
|                                                                   | building construction                
|                                                                   | persons trapped                     
|                                                                   | exposures                           
|                                                                   | access                              
| Resources may include                                              | aircraft (rotary and fixed wing)    
|                                                                   | personnel trained for the task       
|                                                                   | specialised personnel                
|                                                                   | protective clothing                  
|                                                                   | equipment                            
|                                                                   | materials                            
|                                                                   | navigation aids                      
|                                                                   | maps                                |
RANGE STATEMENT

aide memoirs
pumps
appliances
specialist appliances

Communications equipment may include
radio (eg VHF aeronautical)
television
computer
facsimile
pager
mobile data terminal
audible alarms/whistles

Communications may include
ground to air
hand signals
distress signal units
whistles
verbal and written instructions
radio
television
mobile phone

Incidents may include
life threatening situations
protection of property and the environment
armed offenders
explosive devices

Incident plan may include
incident objectives or goals
roles and responsibilities of personnel
resource requirements and limitations
communication procedures
strategies and tactics to be employed
contingency arrangements
planning checklists
flight plans
## RANGE STATEMENT

### Welfare of team members may include
- Emergency landing areas for aircraft
- Physical stress
- Physiological stress
- Physical needs such as refreshments
- Fatigue
- Relief

### Organisational policy, procedures, requirements and guidelines may vary between sectors and organisations and may include
- Legislation relevant to the operation/incident/response
- Legislation relevant to the organisation
- Operational
- Corporate and strategic plans
- Operational procedures
- Operational performance standards
- Organisational personnel practices and guidelines
- Organisational quality standards
- Interagency liaison
- Civil Aviation Orders and requirements
- Search and rescue time/procedures/action
- Incident management systems

### When dealing with aircraft response, performance may be affected by
- Task
- Range
- Engine type-piston
- Turbine
- Wing configuration
- Twin/single engine
- Load capacity
- Airstrip length requirements
- Pilot ability
- Weather
- Fire behaviour
- Terrain

### When dealing with aircraft, suitability may be affected
- Visibility
RANGE STATEMENT

by

range
speed
take off capability
communications system availability
pilot local knowledge

When dealing with aircraft, supervising of aircraft management procedures includes

temporary restricted airspace
aircraft separation-vertically and horizontally
height separation
direction
inbound/outbound calls
Fire Common Traffic Advisory Frequency (F-CTAF)

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/sNil
RIIBEF402A Supervise on-site operations

Modification History
Not applicable.

Unit Descriptor
This unit covers the supervision of on-site operations in the resources and infrastructure industries. It includes managing on-site safety, communicating regularly with others, diagnosing and solving routine and non-routine problems, controlling work programs to ensure objectives are met, coordinating work of the team and maintaining operating records. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit
This unit is appropriate for those working in a supervisory role or as a technical specialist, at worksites within:
- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Manage on-site safety</td>
<td>1.1. Access, interpret and apply compliance documentation relevant to the work activity&lt;br&gt;1.2. Relay safety rules and regulations, legislation and specific site instructions to team&lt;br&gt;1.3. Conduct camp, site and equipment safety audits as required&lt;br&gt;1.4. Identify hazards on worksite&lt;br&gt;1.5. Determine a range of preventative measures for potential work hazards on site&lt;br&gt;1.6. Communicate procedures for the use of personal protective equipment and installed safety equipment clearly to the team&lt;br&gt;1.7. Provide clear instructions to all team in emergency drills and their application&lt;br&gt;1.8. Establish methods for contacting all necessary medical services&lt;br&gt;1.9. Provide site safety and/or equipment safety induction training as required to new personnel and visitors to the worksite&lt;br&gt;1.10. Complete occupational health and safety records for work area accurately in accordance with workplace/company requirements</td>
</tr>
<tr>
<td>2. Communicate regularly with client, team, and other relevant parties</td>
<td>2.1. Brief team and other relevant parties regularly of up to date scope of activities&lt;br&gt;2.2. Maintain a good working relationship with landholder/client&lt;br&gt;2.3. Honour confidentiality clauses in contract&lt;br&gt;2.4. Communicate progress, problems encountered/anticipated and results regularly to client/supervisor as required&lt;br&gt;2.5. Maintain regular communication by radio/telephone or other means to report progress and/or request information or assistance</td>
</tr>
<tr>
<td>3. Diagnose and solve routine and non-routine problems</td>
<td>3.1. Confirm the existence and immediate effects/potential effects of the problem by investigation&lt;br&gt;3.2. Identify a clear and accurate definition of</td>
</tr>
<tr>
<td></td>
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<tr>
<td>---</td>
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</tr>
<tr>
<td></td>
<td>the problem</td>
</tr>
<tr>
<td></td>
<td>3.3. Identify the preferred option after an analysis of available information and formulate <strong>action plans</strong></td>
</tr>
<tr>
<td></td>
<td>3.4. Obtain additional equipment, contractors and/or advice as needed</td>
</tr>
<tr>
<td></td>
<td>3.5. Outline any contingency plans</td>
</tr>
<tr>
<td></td>
<td>3.6. Organise alternative duties for teams if problems cause hold-ups in production</td>
</tr>
<tr>
<td></td>
<td>3.7. Implement the preferred option</td>
</tr>
<tr>
<td><strong>4. Control work program to ensure objectives are met</strong></td>
<td>4.1. Monitor work progress regularly and take corrective action if necessary</td>
</tr>
<tr>
<td></td>
<td>4.2. Ensure availability of materials is consistent with work schedules and appropriate to the requirements of the task</td>
</tr>
<tr>
<td></td>
<td>4.3. Allocate specific tasks to make effective use of team</td>
</tr>
<tr>
<td></td>
<td>4.4. Prepare alternative plans if required</td>
</tr>
<tr>
<td></td>
<td>4.5. Implement alternative plans as required to meet work program objectives</td>
</tr>
<tr>
<td><strong>5. Coordinate work of the team</strong></td>
<td>5.1. Make all members of the team aware of their roles and responsibilities in the work plan</td>
</tr>
<tr>
<td></td>
<td>5.2. Set operational targets in consultation with team, and check at regular intervals</td>
</tr>
<tr>
<td></td>
<td>5.3. Provide assistance when requested, to meet operational targets</td>
</tr>
<tr>
<td></td>
<td>5.4. Acquire resources required to support changing work requirements</td>
</tr>
<tr>
<td></td>
<td>5.5. Allot work loads and required resources in accordance with modified work plans</td>
</tr>
<tr>
<td></td>
<td>5.6. Communicate agreed time lines for tasks to team</td>
</tr>
<tr>
<td><strong>6. Maintain operating records</strong></td>
<td>6.1. Determine range of <strong>records</strong>, reports and their required frequency</td>
</tr>
<tr>
<td></td>
<td>6.2. Keep daily running records to facilitate the completion of necessary documentation</td>
</tr>
<tr>
<td></td>
<td>6.3. Complete logs, records and shift reports with numbers, quantities, dates and succinct descriptions</td>
</tr>
<tr>
<td></td>
<td>6.4. Note variations to contract requirements on log and discuss with originator and management if possible</td>
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<tr>
<td></td>
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<td>---</td>
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</tr>
<tr>
<td>6.5.</td>
<td>Complete required written <em>reports</em> and submit/distribute</td>
</tr>
<tr>
<td>6.6.</td>
<td>Take accurate measurements as required and record as required</td>
</tr>
</tbody>
</table>

### Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

#### Required skills

Specific skills are required to achieve the performance criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following as required to supervise on-site operations:

- apply legislative, organisation and site requirements and procedures for supervision of on-site operations
- reading and writing ability
- communication ability to train and instruct, receive and pass on information
- hazard identification and risk assessment skills
- delegation and people management skills
- problem solving skills
- record keeping and logging skills
- counselling

#### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following as required to supervise on-site operations:

- operational and maintenance procedures
- fault finding and troubleshooting techniques
- team work
- communication systems, processes and procedures (e.g. two way radio)
- graphical representation (e.g. maps, diagrams, and their uses for interpretation and prediction)
- required documentation (e.g. requisition forms, daily log reports)
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for supervision of on-site operations</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of supervision of on-site operations</td>
</tr>
<tr>
<td></td>
<td>• working with others to plan, prepare and conduct on-site operations</td>
</tr>
<tr>
<td></td>
<td>• evidence of the consistent successful supervision of on-site operations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.</td>
<td></td>
</tr>
<tr>
<td>• Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances.</td>
<td></td>
</tr>
<tr>
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<tr>
<td>• working with others to undertake and complete the supervision of on-site operations</td>
</tr>
<tr>
<td>• provision of clear and timely instruction and supervision by the individual of those involved in the conduct of the on-site operations</td>
</tr>
</tbody>
</table>

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<tr>
<th>Compliance documentation may include:</th>
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<tr>
<td>legislative, organisation and site requirements and procedures</td>
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</tr>
<tr>
<td>manufacturer's guidelines and specifications</td>
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<table>
<thead>
<tr>
<th>Hazards may include:</th>
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<tbody>
<tr>
<td>accidents</td>
<td></td>
</tr>
<tr>
<td>fire</td>
<td></td>
</tr>
<tr>
<td>emergencies such as chemical spills</td>
<td></td>
</tr>
<tr>
<td>confined spaces, hot work areas</td>
<td></td>
</tr>
<tr>
<td>environmental factors (e.g. heat/cold, flood, storm, lightning, contaminated sites, sunburn)</td>
<td></td>
</tr>
<tr>
<td>flammable gases/liquids, explosives</td>
<td></td>
</tr>
<tr>
<td>noise, dust, slips, trips and falls</td>
<td></td>
</tr>
<tr>
<td>plant hazards such as rotating hazards and circulation hazards</td>
<td></td>
</tr>
<tr>
<td>in-hole fluids, gases and contaminants</td>
<td></td>
</tr>
<tr>
<td>hazards associated with aircraft, over water drilling, winching, crane use and forklifts</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problems may include:</th>
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<tbody>
<tr>
<td>safety issues</td>
<td></td>
</tr>
<tr>
<td>environmental factors</td>
<td></td>
</tr>
<tr>
<td>transport difficulties</td>
<td></td>
</tr>
<tr>
<td>equipment failure</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Downhole problems (drilling) that may be encountered may include:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>formation problems</td>
<td></td>
</tr>
<tr>
<td>loss of sample/sampling difficulties</td>
<td></td>
</tr>
<tr>
<td>lost circulation</td>
<td></td>
</tr>
<tr>
<td>pressure formations</td>
<td></td>
</tr>
<tr>
<td>differential pressure sticking</td>
<td></td>
</tr>
<tr>
<td>hole deviation</td>
<td></td>
</tr>
<tr>
<td>loss of sample integrity</td>
<td></td>
</tr>
<tr>
<td>encountering unexpected contaminants, or contaminants in higher than expected concentrations</td>
<td></td>
</tr>
</tbody>
</table>
old mine workings
- fishing
- loss of penetration
- sudden loss of pump pressure

**Action plans** to solve problems are prepared according to:
- objectives
- resource requirements
- coordination and feedback requirements
- safety requirements and risk assessment priority requirements
- company operating procedures

**Records** may include:
- daily operations reports
- petty cash records
- records of other purchases, i.e. accounts/credit cards
- time sheets
- plant and vehicle logs
- maintenance records

**Reports** may include:
- operations reports
- evaluation of sites
- evaluation of equipment
- injury and accident reports

**Unit Sector(s)**

Business Effectiveness

**Competency field**

Refer to Unit Sector(s).

**Co-requisite units**

Not applicable.
RIICBS312A Conduct bitumen tanker operations

Modification History
Not applicable.

Unit Descriptor
This unit covers the conduct of bitumen tanker operations in the civil construction industry. It includes planning and preparing, setting up the tanker for operations, loading tanker, transferring materials, emptying tanker, carrying out operator maintenance, cleaning up. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit
This unit is appropriate for those working in an operational role at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare | 1.1. Access, interpret and apply *compliance documentation* relevant to the work activity  
1.2. Obtain and confirm *safety requirements* from the *site* safety plan and organisational policies and procedures, and apply to the allotted task  
1.3. Select plant, *tools and equipment* to carry out tasks consistent with the requirements of the job, check for serviceability and rectify or report any faults  
1.4. Identify, confirm and apply *environmental protection requirements* from the project environmental management plan |
| 2. Set up tanker for operation | 2.1. Carry out pre-operational checks on *bitumen tanker*  
2.2. Fill ancillary tanks and ensure adequate *materials* are available to perform tanker operations  
2.3. Check tanks to prevent contamination  
2.4. Obtain load details, including correct amount of any additives |
| 3. Load tanker | 3.1. Check previous load details for compatibility  
3.2. Load tank with the prescribed amount of material  
3.3. Add and mix additives to specifications  
3.4. Check temperature of the material to ensure compliance with manufacturer’s specifications  
3.5. Measure, calculate and record material quantities and additives  
3.6. Heat materials in accordance with manufacturer’s/suppliers’ instructions |
| 4. Transfer materials | 4.1. Set up transfer site according to Austroads Bitumen Sealing Safety Guide  
4.2. Confirm transfer procedures with depot supervisor/sprayer driver  
4.3. Transfer materials in accordance with organisational procedures  
4.4. Record details of transferred materials |
5. **Empty tanker**
   - 5.1. Empty tank into storage or waste in accordance with environmental plan
   - 5.2. Clean tank interior in accordance with organisation instructions or Austroads Bitumen Sealing Safety Guide

6. **Carry out operator maintenance**
   - 6.1. Inspect for faults in accordance with manufacturer's specifications and organisational requirements
   - 6.2. Carry out routine operational servicing and lubrication tasks
   - 6.3. Maintain equipment condition reports and records

7. **Clean up**
   - 7.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan
   - 7.2. Clean, check, maintain and store plant, tools and equipment
# Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

## Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following, as required to conduct bitumen tanker operations:

- apply legislative, organisation and site requirements and procedures for conducting bitumen tanker operations
- organise work activities
- select and use relevant tools and equipment safely
- identify and report on hazards related to the worksite and work activity
- communicate effectively to receive and clarify work instructions

## Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following, as required to conduct bitumen tanker operations:

- bituminous materials
- site and equipment safety requirements
- bituminous materials and their characteristics
- processes for heating bitumen
- operational, maintenance and basic diagnostic procedures
- materials safety data sheets and materials handling methods
- treatment for bitumen burns
- quality requirements and environmental systems and standards
- handling and safe use of bitumen hoses
- civil construction terminology
- JSAs/safe work method statements
**Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<tr>
<td></td>
<td>- knowledge of the requirements, procedures and instructions for conducting bitumen tanker operations</td>
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<td>- implementation of requirements, procedures and techniques for the safe, effective and efficient completion of the conduct of bitumen tanker operations</td>
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<tr>
<td></td>
<td>- consistent timely completion of the conduct of bitumen tanker operations that safely, effectively and efficiently meets the required outcomes</td>
</tr>
<tr>
<td></td>
<td>- transfer a minimum of three different materials, one of which must be a PMB, to be loaded from a refinery or depot</td>
</tr>
<tr>
<td></td>
<td>- transfer a minimum of three different materials, one of which must be a PMB, mixed and heated</td>
</tr>
<tr>
<td></td>
<td>- transfer a minimum of three different materials, one of which must be a PMB, transferred to at least one roadside and one storage depot</td>
</tr>
<tr>
<td></td>
<td>- calculation and recording of all details for the activities in the three previous dot points</td>
</tr>
<tr>
<td></td>
<td>- compliance with the instructions for transferring listed in Austroads Bitumen Sealing Safety guide</td>
</tr>
</tbody>
</table>

| Context of and specific resources for assessment | • This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated |
environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.

- Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances.
- The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.
- Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.
- Aboriginal people and other people from a non English speaking background may have second language issues.
- Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.

Method of assessment

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
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### Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Relevant compliance documentation** may include:

- legislative, organisational and site requirements and procedures
- manufacturer's guidelines and specifications
- Australian standards
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation
- graphical instructions, signage, work schedules/plans/specifications, work bulletins, charts and hand drawings, memos, maps, materials safety data sheet (MSDS) and diagrams or sketches
- safe work procedures or equivalent related to the bitumen tanker operations
- regulatory/legislative requirements pertaining to the bitumen tanker operations
- instructions issued by authorised organisational or external personnel
- relevant Australian standards and Austroads
- AAPA advisory notes and code of practice
- quality requirements including, but not be limited to: dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction

**Safety requirements** may include:

- OHS requirements in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan, including protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, bitumen hoses, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
- safe parking practices including ensuring access
ways are clear, equipment or machinery is away from overhangs and refuelling sites, safe distance from excavations, secured from unauthorised movement and in accordance with legal requirements and the Austroads Bitumen Sealing Safety Guide instructions

- safe operating procedures including recognising and preventing hazards associated with traffic, uneven/unstable terrain, poles, underground and overhead services, bridges, buildings, obstructions, structures, facilities, dangerous materials, other machines, personnel, traffic control, working in proximity to others, worksite visitors and the public

- recognising hazards and risks including hazards associated with hot bitumen products, uneven/unstable terrain, trees, fires, overhead and underground services, bridges, building, excavations, traffic, embankments, cuttings, structures and hazardous materials

- emergency procedures related to equipment operation including emergency shutdown and stopping, extinguishing equipment fires, bitumen burns and may include organisational First Aid requirements, evacuation and refinery/depot safety procedures

| Site may include: | • roadways  
| | • car parks  
| | • container yards  
| | • hard stands  
| | • manufacturer's depots and refineries |

| Tools and equipment may include: | • bitumen tankers  
| | • bitumen transfer hoses  
| | • rags, basic tool kits,  
| | • volume correction tables  
| | • earthing equipment  
| | • end shields  
| | • LPG gas bottles  
| | • lighters |

| Environmental protection requirements may include: | • organisational/project environmental management plan  
| | • waste management  
| | • water quality protection  
| | • noise |
Bitumen tanker refers to:
- vehicles which are purpose built, self contained units and have the capability to load, unload, heat, transfer and circulate materials using their own pumping and heating systems
- tankers which may be truck mounted, semi trailers, towed or any other purpose built mechanically operated tanker

Materials may include:
- bitumen
- cutback bitumen and polymer modified binders (PMB)
- kerosene and distillate
- multi-grade bitumen
- bitumen emulsions
- adhesion agents

Unit Sector(s)
Bituminous Surfacing

Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
RIICCM201A Carry out measurements and calculations

Modification History
Not applicable.

Unit Descriptor
This unit covers carrying out measurements and calculations in the civil construction industry. It includes: planning and preparation; performing measurements and calculations; and estimating approximate quantities.

Application of the Unit
This unit is appropriate for those working in a operational roles, at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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<tbody>
<tr>
<td>1. Plan and prepare</td>
<td>1.1. Access, interpret and apply <em>compliance documentation</em> relevant to the work activity 1.2. Confirm and apply work instructions 1.3. Select measuring and calculating equipment to carry out tasks that are consistent with the requirements of the job, and check them for serviceability and any faults and rectify or report faults</td>
</tr>
<tr>
<td>2. Perform measurements</td>
<td>2.1. Select and apply method of obtaining the <em>measurement</em> 2.2. Obtain measurements using a rule or tape, accurate to 1mm 2.3. Confirm and record measurements</td>
</tr>
<tr>
<td>3. Perform calculations</td>
<td>3.1. Select appropriate <em>calculation</em> method for achieving the required result 3.2. Correctly calculate material quantities for the project using the appropriate factors 3.3. Confirm and record results</td>
</tr>
<tr>
<td>4. Estimate approximate quantities</td>
<td>4.1. Take calculations for determining material requirements 4.2. Select appropriate formulas for calculating quantities 4.3. Estimate quantities from the calculations taken 4.4. Calculate, confirm and record material quantities for the project within enterprise tolerances</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

**Required skills**

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to carry out measurements and calculations:

- locate, interpret and apply relevant information
- comply with site safety plan, OHS regulations and State/Territory legislation applicable to workplace operations
- comply with organisational policies and procedures including quality requirements
- complete measurements, calculations and determination of quantities for at least three different projects of varying complexity
- calculate each of the following using a realistic civil construction task for example:
  - length
  - perimeter
  - circumference
  - area
  - volume
  - number
  - ratio
  - percentage
  - conversion of metres to millimetres and millimetres to metres
  - measure using a rule or tape measure five separate tasks within 1mm accuracy
- use operational tools and equipment safely and effectively
- communicate and work effectively and safely with others

**Required knowledge**

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to carry out measurements and calculations:

- site and equipment safety requirements
- measuring, calculating, geometry and determination of quantities
- tolerances
- calculators
- company procedures
- project quality requirements
- communication devices
- processes for care of measuring equipment
- civil construction terminology
- JSA's/Safe work method statement
Evidence Guide

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<td></td>
</tr>
<tr>
<td>• Evidence for assessment is best gathered using the outcomes of products and processes of the workplace context.</td>
<td></td>
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- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.

### Method of assessment

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - consistently achieving the required outcomes
- first hand testimonial evidence of the candidate's:
  - working with others to undertake and complete measurements and calculations

### Guidance information for assessment

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Relevant compliance documentation**

May include:

- legislative, organisational and site requirements and procedures
- manufacturer's guidelines and specifications
- Australian standards
- code of practice
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

**Measurement**

May include the determination of:

- length, area, weight, height, width, depth, volume, mass, scales, perimeters, quantities, numbers, grade

**Calculations**

May be performed manually and with the aid of a calculator and may include:

- addition, subtraction, multiplication and division
- length, perimeter, circumference, area, volume, number, ratio, percentage
- conversions, such as of metres to millimetres and millimetres to metres

**Unit Sector(s)**

Civil Works (Common Units)

**Competency field**

Refer to Unit Sector(s).

**Co-requisite units**

Not applicable.
RIICCM203A Read and interpret plans and specifications

Modification History
Not applicable.

Unit Descriptor
This unit covers the reading and interpreting of plans and specifications in the civil construction industry. It includes: identifying types of drawings and their functions; recognising amendments and commonly used symbols and abbreviations; locating and identifying key features on a site plan; and reading and interpreting job specifications.

Application of the Unit
This unit is appropriate for those working in a operational roles, at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
# Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1. Identify types of drawings and their functions | 1.1. Identify the main types of plans and drawings used in the industry  
1.2. Identify the key functions of each type of drawing  
1.3. Recognise and adhere to quality requirements of company operations  
1.4. Identify environmental controls from the job plans, specifications and environmental plan |
| 2. Recognise amendments | 2.1. Check title panel to verify latest amendments to drawing  
2.2. Check amendments to specifications to ensure currency of information |
| 3. Recognise commonly used symbols and abbreviations | 3.1. Recognise civil construction symbols and abbreviations  
3.2. Locate and correctly interpret legend on project drawings, symbols and abbreviations |
| 4. Locate and identify key features on a site plan | 4.1. Achieve orientation of the plan with the site  
4.2. Identify and locate key features of the site  
4.3. Gain access to site and identify services, main features, contours and datum |
| 5. Read and interpret job specifications | 5.1. Job specifications are identified from drawings, notes and descriptions  
5.2. Standards of work, finishes and tolerances are identified from the project specifications  
5.3. Material attributes are identified from specifications |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to read and interpret plans and specifications:

- apply legislative, organisation and site requirements and procedures
- speaking clearly and directly, listening carefully to instructions and information
- applying teamwork to a range of situations, particularly in a safety context
- solving problems such as recognising clear discrepancies between the documents (map, plan, specifications) and the actual site and taking action to correct these
- showing initiative in adapting to changing work conditions or contexts particularly when working across a variety of work areas
- managing time, particularly in organising priorities and planning work
- taking responsibility for self organisation of work priorities
- applying mathematical skills, including basic calculations of heights, areas, volumes and grades
- showing a willingness to learn and to use a range of mediums to learn
- using workplace technology including the use of communication systems and the reporting/recording of results

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to read and interpret plans and specifications:

- features of plans and elevations including direction, scale, key, contours, symbols and abbreviations
- commonly used civil construction symbols and abbreviations
- the processes for application of scales in plan preparation/interpretation
- techniques for orienting/confirming the orientation of a plan
- key features of formal job specifications
- site and equipment safety requirements
- project quality requirements
- basic calculations of heights, areas, volumes and grades
- civil construction terminology
- drawing conventions
- JSA’s/Safe work method statement
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</th>
</tr>
</thead>
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<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for reading and interpreting of plans and specifications</td>
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<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of the reading and interpreting of plans and specifications</td>
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<tr>
<td></td>
<td>• working with others to undertake and complete the reading and interpreting of plans and specifications that meet all of the required outcomes</td>
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<tr>
<td></td>
<td>• consistent timely completion of the reading and interpreting of plans and specifications that safely, effectively and efficiently meets the required outcomes</td>
</tr>
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</table>

Context of and specific resources for assessment

- This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.
- Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.
<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>Guidance information for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</td>
<td>Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.</td>
</tr>
<tr>
<td>• written and/or oral assessment of the candidate's required knowledge</td>
<td></td>
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<tr>
<td>• observed, documented and/or first hand testimonial evidence of the candidate's:</td>
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<td>• implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes</td>
<td></td>
</tr>
<tr>
<td>• consistently achieving the required outcomes</td>
<td></td>
</tr>
<tr>
<td>• first hand testimonial evidence of the candidate's:</td>
<td></td>
</tr>
<tr>
<td>• working with others to undertake and complete the reading and interpreting of plans and specifications</td>
<td></td>
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</table>

- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Drawings** may include:

- site plans
- locality plans
- cross sectional plans
- longitudinal plans
- structural detail and specification providing illustrations and dimensions and project plans
- drawings
- specifications
- illustrations
- dimensions and notes

**Specifications** may include:

- materials and quality of work
- quality assurance
- nominated sub-contractors
- provision of site access/facilities
- details relating to performance including:
  - standards of work
  - tolerances
  - material types
  - characteristics
  - treatments and finishes

**Key features** may include:

- type of product/service
- quantities
- characteristics
- sizes
- pattern dimension
- location
- surfaces and compatibility

**Unit Sector(s)**

Civil Works (Common Units)
Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
RIICCM205A Carry out manual excavation

Modification History
Not applicable.

Unit Descriptor
This unit covers the carrying out of manual excavation in the civil construction industry. It includes preparing for work, digging small excavation by hand, completing and isolating the excavation, and cleaning up. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit
This unit is appropriate for those working in an operational role at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Prepare for work | 1.1. Access, interpret and apply *compliance documentation* relevant to the work activity  
1.2. Obtain and confirm *safety requirements* from the *site* safety plan and organisational policies and procedures, and apply to the allotted task  
1.3. Identify, obtain and implement *signage* requirements from the project *traffic* management plan  
1.4. Select plant, *tools and equipment* to carry out tasks consistent with the requirements of the job, check for serviceability and rectify or report any faults  
1.5. Identify *environmental protection requirements* from the project environmental management plan, and confirm and apply to the allotted task |
| 2. Dig small excavations by hand | 2.1. Confirm the location and specifications of the intended excavation on the ground before commencing work  
2.2. Identify service markers or taped areas  
2.3. Determine or confirm location of *underground services* to avoid damage or interference  
2.4. Use hand tools correctly to dig post holes, small pits and trenches safely and to the required dimensions  
2.5. Undertake trench collapse prevention procedures, where excavation is in unstable ground  
2.6. Place barricades around the *excavation* |
| 3. Complete and isolate the excavation | 3.1. Clean loose material out of excavation using hand tools  
3.2. Check excavation for confirmation with the specification or work instruction |
| 4. Clean up | 4.1. Clear loose material away from the edge of excavation  
4.2. Clear work area and dispose of or recycle materials in accordance with project environmental management plan |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following, as required to carry out manual excavation:

- apply legislative, organisation and site requirements and procedures for carrying out manual excavation
- organise work activities
- select and use relevant tools and equipment safely
- identify and report on hazards related to the worksite and work activity
- communicate effectively to receive and clarify work instructions

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following, as required to carry out manual excavation:

- types, uses, limitations and maintenance requirements of manual excavation tools
- basic principles of soil technology for civil works
- basic trench collapse prevention techniques including benching and battering
- site safety requirements
- site isolation and traffic control responsibilities and authorities
- project quality requirements
- civil construction terminology
- concreting tools, plant and equipment
- JSAs/safe work method statement
# Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<td></td>
<td>• knowledge of the requirements, procedures and instructions for carrying out manual excavation</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of manual excavation</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete the manual excavation in a way that meets all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of manual excavation that safely, effectively and efficiently meets the required outcomes</td>
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<table>
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<tr>
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</table>
cultural diversity.
- Aboriginal people and other people from a non English speaking background may have second language issues.
- Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.

| Method of assessment | This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:
- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - consistent achievement of required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to undertake and complete the manual excavation |

| Guidance information for assessment | Consult the SkillsDMC User Guide for further information on assessment including access and equity issues. |
### Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

#### Relevant compliance documentation may include:
- legislative, organisational and site requirements and procedures
- manufacturer's guidelines and specifications
- Australian standards
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

#### Safety requirements may include:
- OHS requirements in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan including: protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
- safe operating procedures including recognising and preventing hazards associated with high voltage power lines, uneven/unstable terrain, trees, overhead service lines, bridges, surrounding buildings, obstructions, structures, facilities, dangerous materials, recently filled trenches, other machines, personnel, traffic control, working at heights, working in proximity to others, worksite visitors and the public
- safe parking practices including ensuring access ways are clear, equipment/machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- recognising hazards and risks including uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials
- emergency procedures related to equipment
| **Site conditions may include:** | • dry  
• wet  
• mud  
• dust  
• varying day/night visibility |
| **Signage may include:** | • escort vehicle  
• highway traffic signs  
• site safety signage  
• temporary signage for the benefit of motorists and pedestrians  
• traffic conditions signage |
| **Traffic conditions may include:** | • congested urban environments  
• low traffic rural areas  
• off-road un-trafficked areas  
• buildings  
• parking sites  
• pedestrian areas |
| **Tools and equipment may include:** | • picks  
• crow-bars  
• shovels  
• hand augers  
• string lines  
• pegs  
• levels  
• tape measures  
• jack hammers  
• scabblers |
| **Environmental protection requirements may include:** | • organisational/project environmental management plan  
• waste management  
• water quality protection  
• noise  
• vibration  
• dust and clean-up management |
| **Underground services may include:** | • power  
• water  
• gas  
• telephone |
<table>
<thead>
<tr>
<th></th>
<th>Excavations may include:</th>
<th>Materials may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• sewerage</td>
<td>• clays</td>
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<td></td>
<td>• trenches</td>
<td>• silts</td>
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<td></td>
<td>• post-holes</td>
<td>• stone</td>
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<td>• pits</td>
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<td>• levelling of the work area</td>
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<td>• igneous</td>
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<td>• sedimentary</td>
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<td>• sand</td>
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<tr>
<td></td>
<td></td>
<td>• topsoil</td>
</tr>
</tbody>
</table>

**Unit Sector(s)**
Civil Works (Common Units)

**Competency field**
Refer to Unit Sector(s).

**Co-requisite units**
Not applicable.
RIICCM207A Spread and compact materials manually

Modification History
Not applicable.

Unit Descriptor
This unit covers the manual spreading and compacting of materials in the civil construction industry. It includes planning and preparing, conducting compaction machine operational checks, spreading and compacting materials, and cleaning up. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit
This unit is appropriate for those working in an operational role at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

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| 1. Plan and prepare | 1.1. Access, interpret and apply *compliance documentation* relevant to the work activity  
1.2. Obtain and confirm *safety requirements* from the site safety plan and organisational policies and procedures, and apply to the allotted task  
1.3. Identify, obtain and implement signage requirements from the project traffic management plan  
1.4. Select plant and *tools and equipment* to carry out tasks consistent with the requirements of the job, check for serviceability and rectify or report any faults  
1.5. Identify *environmental protection requirements* from the project environmental management plan, and confirm and apply to the allotted task |
| 2. Conduct compaction machine operational checks | 2.1. Carry out pre-start, start-up and shutdown procedures in accordance with manufacturer's and/or site specific requirements  
2.2. Check machine controls and functions for serviceability, and rectify or report any faults |
| 3. Spread and compact materials | 3.1. Conduct *basic field identification test* and identify material type  
3.2. Direct trucks to required location for loading/dumping  
3.3. Direct delivered/relocated *materials* to correct location  
3.4. Check manufactured material for segregation  
3.5. Conduct field test to ensure material moisture is suitable  
3.6. Direct machine operator to spread materials to specified levels  
3.7. Finish materials by hand to specified levels  
3.8. Consolidate materials into layers by hand held mechanical compaction equipment  
3.9. Conduct field test to ensure compaction has |
### Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

#### Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following, as required to spread and compact materials manually:

- apply legislative, organisation and site requirements and procedures for manually spreading and compacting materials
- organise work activities
- select and use relevant tools and equipment safely
- identify and report on hazards related to the worksite and work activity
- communicate effectively to receive and clarify work instructions

#### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following, as required to spread and compact materials manually:

- basic principles of soil technology for civil works
- basic soil compaction theory including the effects of moisture and mechanical interlock
- hand operated mechanical compaction machine types, characteristics, technical capabilities and limitations
- site and equipment safety requirements
- site isolation and traffic control responsibilities and authorities
- project quality requirements
- civil construction terminology
- practical field tests for moisture content, shrinkage and compaction
- JSAs/safe work method statement

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| Clean up | 4.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan  
4.2. Clean, check, maintain and store tools and equipment t |  
---|---|---|

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Transport & Logistics Industry Skills Council
Evidence Guide

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<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of the manual spreading and compacting of materials</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete the manual spreading and compacting of materials that meets all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of manual spreading and compacting of materials that safely, effectively and efficiently meets the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• a minimum of three separate operations requiring the hand spreading and the mechanical (hand operated) compaction of two different material types to site specification</td>
</tr>
</tbody>
</table>

| Context of and specific resources for assessment | • This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. |
|                                                 | • Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites |
may differ due to the site circumstances.

- The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.
- Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.
- Aboriginal people and other people from a non English speaking background may have second language issues.
- Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.

### Method of assessment

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - consistent achievement of required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to undertake and complete spreading and compacting materials manually

### Guidance information for assessment

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
### Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

#### Relevant compliance documentation may include:
- legislative, organisational and site requirements and procedures
- manufacturer's guidelines and specifications
- Australian standards
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

#### Safety requirements may include:
- OHS requirements in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan including: protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
- safe operating procedures including recognising and preventing hazards associated with high voltage power lines, uneven/unstable terrain, trees, overhead service lines, bridges, surrounding buildings, obstructions, structures, facilities, dangerous materials, recently filled trenches, other machines, personnel, traffic control, working at heights, working in proximity to others, worksite visitors and the public
- safe parking practices including ensuring access ways are clear, equipment/machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- recognising hazards and risks including uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials
- emergency procedures related to equipment
| Tools and equipment may include: | • rakes  
• shovels  
• mechanical compaction equipment |
| Environmental protection requirements may include: | • organisational/project environmental management plan  
• waste management  
• water quality protection  
• noise  
• vibration  
• dust and clean-up management |
| Basic field identification test for materials may include: | • the visual and feel identification test for material type identification  
• the visual identification test for material segregation  
• the visual and feel identification test for material moisture content  
• project specification testing requirements for material compaction  
• speedie moisture content test |
| Materials may include: | • soils  
• aggregates  
• clay  
• sand  
• gravel  
• stabilised material  
• pre mix  
• cold mix  
• hot mix |
| Maintain may include: | • cleaning  
• authorised servicing  
• monitoring, recording and reporting of faults  
• conduct of authorised minor replacements |

**Unit Sector(s)**

Civil Works (Common Units)
Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
RIICCM208A Carry out basic levelling

Modification History
Not applicable.

Unit Descriptor
This unit covers the carrying out of basic levelling in the civil construction industry. It includes planning and preparing, establishing offsets for civil works, setting up and using levelling device, and cleaning up. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit
This unit is appropriate for those working in an operational role at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

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1.2. Obtain and confirm *safety requirements* from the site safety plan and organisational policies and procedures, and apply to the allotted task  
1.3. Identify, obtain and implement signage requirements from the project traffic management plan  
1.4. Select plant, *tools and equipment* to carry out *levelling tasks* consistent with the requirements of the job, check for serviceability and rectify or report any faults  
1.5. *Check levelling equipment* for serviceability within specified tolerances, and report any faults  
1.6. Identify *environmental protection requirements* from the project environmental management plan, and confirm and apply to the allotted task |
| 2. Establish offsets for civil works | 2.1. Establish offset and recovery pegs from survey controls to specified plans and drawings to meet project requirements  
2.2. Re-establish earthwork and pavement control lines from offsets and/or recovery pegs in accordance with plans, drawings and specifications  
2.3. Establish drainage offsets from survey control |
| 3. Set up and use levelling device | 3.1. Identify *heights* to be transferred/established from project plans or instructions  
3.2. Set up and use levelling instruments correctly in accordance with standard operating procedures and manufacturer's guidelines  
3.3. Transfer heights from the known to the required  
3.4. Document results of *levelling procedure* and close them out to organisational |
4. Clean up

4.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan

4.2. Clean, check, maintain and store tools and equipment.

**Required Skills and Knowledge**

This section describes the skills and knowledge required for this unit.

**Required skills**

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following, as required to carry out basic leveling:

- apply legislative, organisation and site requirements and procedures for carrying out basic levelling
- organise work activities
- select and use relevant tools and equipment safely
- identify and report on hazards related to the worksite and work activity
- communicate effectively to receive and clarify work instructions
- apply basic mathematical techniques associated with levelling

**Required knowledge**

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following, as required to carry out basic leveling:

- basic civil construction processes
- civil construction plan, symbols and construction terminology
- levelling device types, characteristics, technical capabilities and limitations
- levelling techniques related to essential tasks
- basic mathematical techniques associated with levelling
- site and equipment safety requirements
- site isolation and traffic control responsibilities and authorities
- project quality requirements
- civil construction terminology
- JSAs/safe work method statement
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for carrying out basic levelling</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of basic levelling</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete the basic levelling in a way that meets all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of basic levelling that safely, effectively and efficiently meets the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• the conduct of a minimum of three different levelling tasks, at least one utilising an automatic level. One of the tasks must include closed traverse utilising either the height of instrument or rise and fall method of reduction</td>
</tr>
<tr>
<td></td>
<td>• the conduct of a two peg test with an automatic level, to confirm instrument meets manufacturer's tolerances</td>
</tr>
<tr>
<td></td>
<td>• the accurate recording of the results of each levelling procedure to organisational requirements</td>
</tr>
</tbody>
</table>

Context of and specific resources for assessment

• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• written and/or oral assessment of the candidate's required knowledge</td>
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<tr>
<td></td>
<td>• observed, documented and/or first hand testimonial evidence of the candidate's:</td>
</tr>
<tr>
<td></td>
<td>• implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes</td>
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<tr>
<td></td>
<td>• consistent achievement of required outcomes</td>
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<tr>
<td></td>
<td>• first hand testimonial evidence of the candidate's:</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete the basic levelling</td>
</tr>
<tr>
<td>Guidance information for assessment</td>
<td>Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.</td>
</tr>
</tbody>
</table>
**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Relevant compliance documentation** may include:

- legislative, organisational and site requirements and procedures
- manufacturer’s guidelines and specifications
- Australian standards
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

**Safety requirements** may include:

- OHS requirements in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan including: protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
- safe operating procedures including recognising and preventing hazards associated with high voltage power lines, uneven/unstable terrain, trees, overhead service lines, bridges, surrounding buildings, obstructions, structures, facilities, dangerous materials, recently filled trenches, other machines, personnel, traffic control, working at heights, working in proximity to others, worksite visitors and the public
- safe parking practices including ensuring access ways are clear, equipment/machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- recognising hazards and risks including uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials
- emergency procedures related to equipment
| Tools and equipment may include: | • levelling devices including:  
| | • spirit levels  
| | • laser levels  
| | • string lines  
| | • tape measures  
| | • automatic levels  
| | • survey pegs  
| | • levelling staffs  
| | • plumb bobs  
| | • optical square  
| | • inclinometers  
| | • batter pegs/boards  
| | • wooded/steel pegs  
| | • straight edges  
| | • hammers  
| | • chalk line  
| Levelling tasks may include: | • transferring levels/heights for formwork  
| | • earthwork  
| | • roadwork  
| | • pipework  
| | • drainage works  
| | • positioning offsets  
| | • recovery pegs  
| Check levelling equipment may include: | • tolerance checks including:  
| | • two peg test for automatic level  
| | • reverse readings for spirit level  
| Environmental protection requirements may include: | • organisational/project environmental management plan  
| | • waste management  
| | • water quality protection  
| | • noise  
| | • vibration  
| | • dust and clean-up management  
| Heights may be indicated by: | • drawing/sketch  
| | • verbal or written instructions  
| | • datum/survey peg  
| | • chalk or nail mark  

operation including emergency shutdown and stopping, extinguishing equipment fires, organisational First Aid requirements and evacuation
Levelling procedure may include:

- mark on vertical surface
- open or closed traverse utilising height of instrument
- rise and fall methods of reduction

Unit Sector(s)
Civil Works (Common Units)

Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
RIICCM209A Carry out concrete work

Modification History
Not applicable.

Unit Descriptor
This unit covers the carrying out of concrete work in the civil construction industry. It includes planning and preparing, selecting materials, setting out for concrete work, constructing and fitting reinforcement, erecting formwork, carrying out concrete work, stripping formwork, and cleaning up. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit
This unit is appropriate for those working in an operational role at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Plan and prepare</td>
<td>1.1. Access, interpret and apply <em>compliance documentation</em> relevant to the work activity</td>
</tr>
<tr>
<td></td>
<td>1.2. Obtain and confirm <em>safety requirements</em> from the <em>site</em> safety plan and organisational policies and procedures, and apply to the allotted task</td>
</tr>
<tr>
<td></td>
<td>1.3. Identify, obtain and implement <em>signage</em> requirements from the project <em>traffic</em> management plan</td>
</tr>
<tr>
<td></td>
<td>1.4. Select <em>plant, tools and equipment</em> to carry out <em>concreting work</em> consistent with the requirements of the job, check for serviceability and rectify or report any faults</td>
</tr>
<tr>
<td></td>
<td>1.5. Identify <em>environmental protection requirements</em> from the project environmental management plan, and confirm and apply to the allotted task</td>
</tr>
<tr>
<td>2. Select materials</td>
<td>2.1. Determine location of steel reinforcement and formwork from drawings and reinforcement schedule</td>
</tr>
<tr>
<td></td>
<td>2.2. Check reinforcement against drawings and specifications</td>
</tr>
<tr>
<td></td>
<td>2.3. Select <em>formwork</em> components/materielas consistent with job</td>
</tr>
<tr>
<td></td>
<td>2.4. Select and use fixing/fasteners</td>
</tr>
<tr>
<td>3. Set out for concrete work</td>
<td>3.1. Set string lines accurately from existing pegs</td>
</tr>
<tr>
<td></td>
<td>3.2. Check grades to ensure correct fall</td>
</tr>
<tr>
<td></td>
<td>3.3. Identify and protect services to prevent damage</td>
</tr>
<tr>
<td>4. Construct and fit reinforcement</td>
<td>4.1. Cut and bend <em>reinforcing fabric and bars</em> as required by project drawings and specifications</td>
</tr>
<tr>
<td></td>
<td>4.2. Tie/fix fabric and bars to configuration</td>
</tr>
<tr>
<td></td>
<td>4.3. Attach stiffening rods to panels as required to facilitate handling</td>
</tr>
<tr>
<td></td>
<td>4.4. Locate reinforcement material in formwork, and place it on bar chairs/spacers as determined from</td>
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</tr>
</tbody>
</table>
| **5. Erect formwork** | **5.1. Clear work area and prepare surface for safe erection of formwork**  
**5.2. Set out formwork to requirements of drawings and specifications**  
**5.3. Assemble/erect and brace formwork**  
**5.4. Position expansion joints to specification and to relevant Australian standard**  
**5.5. Position dowel joints**  
**5.6. Remove debris, sawdust and other waste material from formwork**  
**5.7. Apply release agent to manufacturer’s specifications** |
|   | **6. Carry out concrete work**  
**6.1. Place concrete correctly to specified levels and grades and to avoid segregation**  
**6.2. Compact concrete using immersion vibrator or other specified method**  
**6.3. Screed, finish and apply curing process to concrete**  
**6.4. Cover and protect concrete surface adequately** |
|   | **7. Strip formwork**  
**7.1. Remove edge boxing and braces sequentially**  
**7.2. Denail, clean, store or stack timber components**  
**7.3. Clean, oil, store or stack steel components**  
**7.4. Discard damaged formwork components after stripping**  
**7.5. Clean screens safely before movement, where applicable** |
|   | **8. Clean up**  
**8.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan**  
**8.2. Clean, check, maintain and store tools and equipment** |
## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following, as required to carry out concrete work:

- apply legislative, organisation and site requirements and procedures for carrying out concrete work
- organise work activities
- select and use relevant tools and equipment safely
- identify and report on hazards related to the worksite and work activity
- communicate effectively to receive and clarify work instructions

### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following, as required to carry out concrete work:

- site and equipment safety requirements
- steel reinforcement characteristics
- concrete characteristics and properties
- concreting principles
- structural technology
- formwork
- equipment types, characteristics, technical capabilities and limitations
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- materials safety data sheet and materials handling methods
- project quality requirements
- civil construction terminology
- JSAs/safe work method statement
### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<td>• working with others to undertake and complete concrete work that meets all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of concrete work that safely, effectively and efficiently meets the required outcomes</td>
</tr>
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<table>
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<tr>
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<td></td>
</tr>
<tr>
<td>• Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances.</td>
<td></td>
</tr>
<tr>
<td>• The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.</td>
<td></td>
</tr>
<tr>
<td>• Customisation of assessment and delivery environment to sensitively accommodate</td>
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<tr>
<td>Cultural diversity.</td>
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<td>-------------------</td>
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</tr>
<tr>
<td>• Aboriginal people and other people from a non English speaking background may have second language issues.</td>
<td></td>
</tr>
<tr>
<td>• Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.</td>
<td></td>
</tr>
</tbody>
</table>

**Method of assessment**

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - consistent achievement of required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to undertake and complete concrete work

**Guidance information for assessment**

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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<tr>
<td>• manufacturer's guidelines and specifications</td>
<td></td>
</tr>
<tr>
<td>• Australian standards</td>
<td></td>
</tr>
</tbody>
</table>

Safety requirements may include:

- OHS requirements in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan including: protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
- safe operating procedures including recognising and preventing hazards associated with high voltage power lines, uneven/unstable terrain, trees, overhead service lines, bridges, surrounding buildings, obstructions, structures, facilities, dangerous materials, recently filled trenches, other machines, personnel, traffic control, working at heights, working in proximity to others, worksite visitors and the public
- safe parking practices including ensuring access ways are clear, equipment/machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- recognising hazards and risks including uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials
- emergency procedures related to equipment operation including emergency shutdown and stopping, extinguishing equipment fires, organisational First Aid requirements and evacuation
<table>
<thead>
<tr>
<th><strong>Site</strong> locations may include:</th>
<th>• any rural or urban civil construction project</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Signage</strong> may include:</td>
<td>• escort vehicle</td>
</tr>
<tr>
<td></td>
<td>• highway traffic signs</td>
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<tr>
<td></td>
<td>• site safety signage</td>
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<tr>
<td></td>
<td>• temporary signage for the benefit of motorists</td>
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<tr>
<td></td>
<td>• temporary signage for the benefit of pedestrians</td>
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<td></td>
<td>• barricades</td>
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<tr>
<td></td>
<td>• traffic conditions signage</td>
</tr>
<tr>
<td><strong>Traffic conditions</strong> may include:</td>
<td>• congested urban environments</td>
</tr>
<tr>
<td></td>
<td>• low traffic rural areas</td>
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<td></td>
<td>• off-road un-trafficked areas</td>
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<td></td>
<td>• buildings</td>
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<td></td>
<td>• parking sites</td>
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<tr>
<td></td>
<td>• pedestrian areas</td>
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<tr>
<td><strong>Plant</strong> may include:</td>
<td>• pre-mix truck</td>
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<td></td>
<td>• crane</td>
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<td></td>
<td>• kibble</td>
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<td></td>
<td>• wheelbarrow</td>
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<tr>
<td><strong>Tools and equipment</strong> may include:</td>
<td>• floats</td>
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<tr>
<td></td>
<td>• trowels</td>
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<td></td>
<td>• edging tools</td>
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<td>• screeds</td>
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<td>• wheelbarrows</td>
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<td>• tremmies</td>
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<td>• chutes</td>
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<td>• vibrators</td>
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<td>• rakes</td>
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<td></td>
<td>• short handle shovels</td>
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<td></td>
<td>• rods</td>
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<td>• hammers</td>
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<td>• hoses</td>
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<td></td>
<td>• buckets</td>
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<td></td>
<td>• sponges</td>
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<tr>
<td></td>
<td>• tarpaulins</td>
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<tr>
<td></td>
<td>• curing agent applicators</td>
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<td></td>
<td>• kibbles</td>
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<td></td>
<td>• nips</td>
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<td></td>
<td>• bolt cutters</td>
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<td></td>
<td>• reinforcement benders</td>
</tr>
<tr>
<td></td>
<td>• mesh guillotines</td>
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<td></td>
<td>• steam generators</td>
</tr>
</tbody>
</table>
### Concreting work

- shutters
- brushes

- site slabs and may include footpaths
- repairing of kerb and channel
- gully pits
- culvert end structures
- foundations
- head walls
- wing walls
- aprons
- plinths
- drains
- hardstands

### Environmental protection requirements

- organisational/project environmental management plan
- waste management
- water quality protection
- noise
- vibration
- dust and clean-up management

### Formwork

- steel shutters
- timber
- plywood

### Materials

- concrete
- steel reinforcing
- formwork components
- curing agents
- plastic membranes
- water
- sand

### Reinforcing fabric and bars

- mesh
- reinforcement bars
- ligatures

### Cast-ins

- services and fixtures tied to the reinforcement

### Place concrete

- wheelbarrows
- pumping equipment
- kibble
• chute
• tremmie
• truck placed
• shovelling
• vibrating

**Avoiding segregation** may include:

- minimising the height of a vertical drop
  - using a tremmie
  - using the flexible hose of a concrete pump

**Finish** may include:

- steel trowel
- mechanical trowelling machine
- broom finished,
- wood float
- bull float
- brushed

**Curing** may include:

- flooding
- coating with a membrane
- applied moisture
- steam
- curing agents
- plastic sheeting

**Unit Sector(s)**
Civil Works (Common Units)

**Competency field**
Refer to Unit Sector(s).

**Co-requisite units**
Not applicable.
RIIHAN301B Operate elevating work platform

Modification History
Not applicable.

Unit Descriptor
This unit covers the operation of elevating work platforms in the resources and infrastructure industries. It includes planning and preparing for operations, working from the platform, carrying out maintenance and cleaning up. The work required in this unit relates to the National Standard for High Risk Work. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit
This unit is appropriate for those working in an operational role at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
Not applicable.
Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare for operations | 1.1. Access, interpret and apply *compliance documentation* relevant to the work activity  
1.2. Access and interpret *work requirements* and *safety information and procedures*  
1.3. Select plant, tools and equipment to carry out tasks that are consistent with the work requirements, check for serviceability and rectify or report any faults prior to commencement  
1.4. Perform *pre-operational checks* according to manufacturer’s specifications and/or authorised site procedures  
1.5. Coordinate activities with others at the site prior to commencement of, and during, the work activity  
1.6. Identify and control *site hazards* |
| 2. Conduct work activities from elevating work platform | 2.1. Stabilise *elevating work platform* and select attachments according to site conditions, manufacturer’s specifications and site procedures  
2.2. Place tools and equipment into bucket/platform in line with job requirements  
2.3. Use approved safety devices to ensure safety of personnel and surrounding site in accordance with site procedures and legislative requirements  
2.4. Act on or report monitoring systems and alarms in accordance with manufacturer’s instructions and site procedures  
2.5. Recognise and respond to hazardous and *emergency situations* in accordance with manufacturer’s instructions and site procedures  
2.6. Complete work in accordance with agreed work plan, site procedures and regulations |
| 3. Carry out operator maintenance | 3.1. Carry out work platform inspections and fault finding in accordance with manufacturer’s instructions and site requirements  
3.2. Carry out routine operational servicing, |
<table>
<thead>
<tr>
<th>3. Lubrication and housekeeping tasks in accordance with manufacturer's instructions and site authorised procedures and practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3. Carry out <em>minor operator maintenance</em> to manufacturer's instructions and site requirements</td>
</tr>
<tr>
<td>4. Clean up</td>
</tr>
<tr>
<td>4.1. Clear work area and reuse, recycle or dispose of materials in accordance with legislation/regulations/code of practice and job specifications</td>
</tr>
<tr>
<td>4.2. Clean plant, tools and equipment checked, maintain and store in accordance with manufacturer's recommendations and standard work practices</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the performance criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following as required to operate an elevating work platform:

- apply legislative, organisation and site requirements and procedures for elevating work platforms
- apply operational safety requirements
- identify hazards and potential hazards
- apply hand-eye coordination to control functions
- access, interpret and apply technical information relating to the planning and operation of an elevating work platform to perform work requirements
- maintain equipment records
- use relevant hand tools
- apply environmental constraints and procedures
- dispose of environmentally sensitive oils, fluids and materials

### Required knowledge

Specific knowledge is required to achieve the performance criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following as required to operate elevating work platforms:

- the appropriate National Certification Standards
- site and equipment safety requirements
- equipment characteristics, technical capabilities and limitations
- elevating work platform operational procedures
- basic geological and survey data related to elevating work platforms
- site environmental requirements and constraints related to elevating work platforms
**Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
<td>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for operating elevating work platforms</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of operating elevating work platforms</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete the operation of elevating work platforms that meet all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of operating elevating work platforms that safely, effectively and efficiently meet the required outcomes</td>
</tr>
<tr>
<td><strong>Context of and specific resources for assessment</strong></td>
<td>• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.</td>
</tr>
<tr>
<td></td>
<td>• Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances.</td>
</tr>
<tr>
<td></td>
<td>• The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those</td>
</tr>
<tr>
<td>Method of assessment</td>
<td>Guidance information for assessment</td>
</tr>
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</tr>
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</table>
| This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:  
- written and/or oral assessment of the candidate's required knowledge  
- observed, documented and/or first hand testimonial evidence of the candidate's:  
  - implementation of appropriate requirements, procedures and techniques for the safe, effective and efficient achievement of required outcomes  
  - consistent achievement of required outcomes  
  - first hand testimonial evidence of the candidate's:  
    - working with others to undertake and complete the operation of elevating work platforms  | Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.  
- Customisation of assessment and delivery environment should sensitively accommodate cultural diversity.  
- Aboriginal people and other people from a non English speaking background may have second language issues.  
- Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. |
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Compliance documentation may include: | • legislative, organisation and site requirements and procedures  
• manufacturer's guidelines and specifications  
• Australian standards  
• Employment and Workplace Relations legislation  
• Equal Employment Opportunity and Disability Discrimination legislation |
| Work requirements may include: | • shift briefings  
• handover details  
• work orders  
• equipment to be used  
• nature and scope of tasks  
• load details  
• achievement targets  
• working conditions  
• site lighting arrangements  
• defects on equipment  
• hazards and potential hazards  
• coordination requirements |
| Safety information and procedures may include: | • legislation and regulations  
• relevant Australian standards  
• management plans  
• OHS policy  
• code of practice  
• manufacturer's instructions  
• safe working or job procedures (or equivalents) |
| Specific safety requirements may include: | • control and safety of raising and lowering booms  
• slewing and telescoping  
• deployment of outriggers  
• stabilisers  
• preparation of safety harnesses and blocking |
| Pre-operational checks may include: | • selection of stable base  
• avoidance of obstacles and hazards  
• identification of load  
• inspection and certification of equipment  
• management of permits and tags |
|-----------------------------------|--------------------------------------------------------------------------------|
| Site hazards may include:         | • power lines  
• facilities  
• trees  
• other equipment  
• overhead service lines  
• dangerous materials  
• bridges  
• underground services  
• surrounding buildings  
• recently filled trenches  
• obstructions  
• structures  
• weather |
| Elevating work platform may be titled locally: | • EWP  
• cherry pickers  
• skyworkers  
• scissor lift  
• trailer-mounted lifts  
• sky-cranes  
• boom lift |
| Note: the definition of equipment to be covered by this unit will need to be made by the site in accordance with appropriate legislative and regulatory requirements, which may vary with industry sector and with jurisdiction. |
| Emergency situations may include: | • loss of power  
• failure of controls  
• equipment fires |
| Minor operator maintenance procedures are those: | • established and authorised for the site |
| Note: depending on the site requirements, there may be circumstances in which operators do not perform these functions. |
Unit Sector(s)
Load Handling

Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
RIIMPO317A Conduct roller operations

Modification History
Not applicable.

Unit Descriptor
This unit covers the conducting roller operations in the civil construction industry. It includes: planning and preparing; conducting machine pre-operational checks; selecting, removing and fitting attachments; operating and relocating the machine; and carrying out operator maintenance and clean up.

Application of the Unit
This unit is appropriate for those working in mobile plant operator roles, at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare | 1.1. Access, interpret and apply *compliance documentation* relevant to *roller operations* in the civil construction industry  
1.2. Obtain, confirm and apply *work instructions* to the allotted task  
1.3. Obtain, confirm and apply *safety requirements* to the allotted task  
1.4. Identify, obtain and implement signage requirements from the project traffic management plan  
1.5. Select plant, tools and equipment to carry out tasks that are consistent with the requirements of the job, and check them for serviceability and rectify or report any faults  
1.6. Identify, confirm and apply *environmental protection requirements* to the allotted task |
| 2. Conduct machine pre-operational checks | 2.1. Carry out Pre-start, start-up, park and shutdown procedures  
2.2. Check, rectify or report *roller controls and functions* for serviceability and any faults |
| 3. Operate roller | 3.1. Identify site hazards and use safe operating techniques to minimise risk  
3.2. Identify and apply operating techniques to achieve optimum output while achieving specified tolerances  
3.3. Operate roller to work instructions in accordance with procedures |
| 4. Select, remove and fit attachments | 4.1. Select *attachment* for the task  
4.2. Remove and fit attachment  
4.3. Test attachment to ensure correct fitting and operation  
4.4. Use attachment in accordance with recommendations and design limits  
4.5. Clean and store removed attachments in designated location |
<p>| 5. Relocate the roller | 5.1. Move the roller safely between worksites, observing relevant codes and traffic management requirements |</p>
<table>
<thead>
<tr>
<th></th>
<th>5.2. Prepare the roller for relocation</th>
</tr>
</thead>
</table>
6.2. Conduct inspection and fault finding  
6.3. Remove and replace defective parts safely and effectively  
6.4. Carry out regular *programmed maintenance* tasks |
| 7. Clean up | 7.1. Clear work area and dispose of or recycle *materials*  
7.2. Clean, check, maintain and store plant, *tools and equipment* |
# Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

## Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to conduct roller operations:

- apply legislative, organisation and site requirements and procedures
- apply legislative, organisation and site requirements and procedures
- apply site and equipment safety requirements
- apply attachment and roller operating techniques
- interpret drawings and sketches

## Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to conduct roller operations:

- roller types, characteristics, technical capabilities and limitations
- basic principles of soil technology for civil works
- basic principles of soil compaction
- site and equipment safety requirements
- rolling/compacting techniques related to essential tasks
- processes for interpreting drawings and sketches
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- materials safety data sheet and materials handling methods
- project quality requirements
- civil construction terminology
- methods of changing machine attachments
- safe operating techniques in all terrain
- basic earthworks calculations
- civil construction activity sequences of road construction, earthworks and drainage
- levelling techniques
- JSA's/Safe work method statement
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<tr>
<td></td>
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</tr>
<tr>
<td></td>
<td>• operations performed in a minimum of three different soil types and include the mandatory tasks of:</td>
</tr>
<tr>
<td></td>
<td>• compacting materials to pattern and density</td>
</tr>
<tr>
<td></td>
<td>• sealing and finishing</td>
</tr>
<tr>
<td></td>
<td>• the removal and fitting of at least one attachment</td>
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<td>• working with others to undertake and complete roller operations in the civil construction industry that meet all of the required outcomes</td>
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The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.

Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.

Aboriginal people and other people from a non English speaking background may have second language issues.

Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

### Method of assessment

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes, which are to include operations performed in a minimum of three different soil types and include the mandatory tasks of:
    - compaction to pattern and density
    - sealing and finishing
    - the removal and fitting of at least one attachment
    - consistently achieving the required outcomes
### Guidance information for assessment

- first hand testimonial evidence of the candidate's:
  - working with others to undertake and complete roller operations in the civil construction industry

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
### Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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<td>• Australian standards</td>
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<td>• codes of practice</td>
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<tr>
<td>• Employment and workplace relations legislation</td>
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<tr>
<td>• Equal Employment Opportunity and Disability Discrimination legislation</td>
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</tbody>
</table>

#### A roller:
- is a self propelled or towed machine used for the primary purpose of compacting a variety of types of construction materials
- it may be rubber tyred, smooth drum, padded drum or grid/open face type and achieves compaction by one or a combination of the following compactive methods: static weight, kneading, vibration and impact
- a grid roller is utilised to breakdown oversized construction materials
- padded drums may include sheepsfoot, padfoot, tamping foot or wedge foot

#### Types of rollers may include:
- self propelled pneumatic tyred; self propelled smooth drum vibratory roller; self propelled padded drum vibratory roller; self propelled smooth drum roller (including 3 pointers); self propelled double drum vibratory roller; towed pneumatic multi-tyred roller; towed grid roller; towed smooth drum vibratory roller; towed padded drum vibratory roller.

#### Roller operations are to include:
- compacting materials to pattern and density, sealing and finishing
- earthworks, pavement, bitumen and asphalt works

#### Work instructions may include:
- plans, specifications, quality requirements and operational details
- quality requirements may include: dimensions, tolerances, standards of work and material
| Safety requirements may be from the site safety plan and organisational policies and procedures and include: | • protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances  
• safe operating procedures to recognise hazards and prevent risks associated with underground and overhead services, other machines, personnel, restricted access barriers, traffic control, working at heights, working in proximity to others, worksite visitors and the public  
• emergency procedures, including: emergency shutdown and stopping, extinguishing fires, organisational First Aid requirements and evacuation  
• hazards and risks, which may include: uneven/ unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials |
| Environmental protection requirements are obtained from project environmental management plan and may include: | • organisational/project environmental management plan, waste management, water quality protection, noise, vibration, dust and clean-up management |
| Attachments are to include: | • scraper bars and may include interchangeable drums, spray bars, wheel/drum brooms, drag brooms, padded drum attachments and blades |
| Roller controls and functions include: | • implements or other attachments, brakes and manoeuvrability |
| Safe parking practices is to include: | • ensuring access ways are clear, equipment/ machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement |
| Programmed maintenance is to include: | • cleaning, authorised servicing and the monitoring, recording and reporting of faults |
| Programmed maintenance may | • authorised minor replacements and the |
include:

| provision of assistance to maintenance personnel during maintenance and repair activities |

Materials may include:

| materials may include but are not limited to clays, silts, stone, gravel, mud, rock, sand, topsoil, blended materials and bituminous mixes |
| rock types may include metamorphic, igneous and sedimentary |

Tools and equipment are to include:

| hand tools and maintenance equipment relevant to the particular roller |

Unit Sector(s)

Mobile Plant Operations

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.
RIIMPO318A Conduct skid steer loader operations

Modification History
Not Applicable

Unit Descriptor
Not Applicable

Application of the Unit
Not Applicable

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Not Applicable

Employability Skills Information
Not Applicable

Elements and Performance Criteria Pre-Content
Not Applicable

Elements and Performance Criteria
Not Applicable

Required Skills and Knowledge
Not Applicable

Evidence Guide
Not Applicable
Range Statement
Not Applicable

Unit Sector(s)
Not Applicable
RIIMPO319A Conduct backhoe/loader operations

Modification History
Not applicable.

Unit Descriptor
This unit covers the conducting backhoe/loader operations in the civil construction industry. It includes: planning and preparing; conducting machine pre-operational checks; operating backhoe/loaders; lifting, carrying and placing materials; selecting, removing and fitting attachments; relocating the backhoe/loaders; carrying out machine operator maintenance; and cleaning up.

Application of the Unit
This unit is appropriate for those working in mobile plant operator roles, at worksites within:
- Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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</thead>
</table>
| 1. Plan and prepare | 1.1. Access, interpret and apply *compliance documentation* relevant to conduct *backhoe/loader tasks*  
1.2. Obtain, confirm and apply *work instructions* to the allotted task  
1.3. Obtain, confirm and apply *safety requirements* to the allotted task  
1.4. Identify, obtain and implement signage requirements from the project traffic management plan  
1.5. Select plant, *tools and equipment* to carry out tasks that are consistent with the requirements of the job, check them for serviceability and rectify or report any faults  
1.6. Identify, confirm and apply *environmental protection requirements* from the project environmental management plan, to the allotted task |
| 2. Conduct machine pre-operational checks | 2.1. Carry out *pre-start, start-up, park and shutdown procedures*  
2.2. Check machine controls and functions, including implements or other attachments, brakes and manoeuvrability for serviceability and rectify or report any faults |
| 3. Operate backhoe/loader | 3.1. Identify site hazards associated with backhoe/loader operations and use safe operating techniques to minimise risk  
3.2. Identify and apply operating techniques for backhoe/loader to achieve optimum output in accordance with design specifications while achieving specified tolerances  
3.3. Operate machine to work instructions |
| 4. Lift, carry and place materials | 4.1. Conduct *communication* practices associated with transportation and lifting of *materials*  
4.2. Select and attach slings and lifting gear in accordance with safe working load requirements  
4.3. Establish weight of load |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.4. Position and locate machinery to ensure stability to effectively shift materials according to job specifications.</td>
<td>4.5. Shift load safely and effectively.</td>
</tr>
<tr>
<td>4.6. Move load in accordance with conventional hand and audible signals.</td>
<td></td>
</tr>
<tr>
<td>5. Select, remove and fit attachments</td>
<td>5.1. Select attachment for the task.</td>
</tr>
<tr>
<td>5.2. Remove and fit attachment.</td>
<td>5.3. Test attachment to ensure correct fitting and operation.</td>
</tr>
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<td>5.4. Use attachment in accordance with recommendations and design limits.</td>
<td>5.5. Clean and store removed attachments in designated location.</td>
</tr>
<tr>
<td>6. Relocate the backhoe/loader</td>
<td>6.1. Move backhoe/loader safely between worksites, observing relevant codes and traffic management requirements.</td>
</tr>
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<td>6.2. Prepare backhoe/loader for relocation.</td>
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<td>7.2. Conduct inspection and fault finding.</td>
<td>7.3. Remove, replace safely and effectively defective parts.</td>
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<td>7.4. Carry out regular programmed maintenance tasks.</td>
<td></td>
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<tr>
<td>8. Clean up</td>
<td>8.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan.</td>
</tr>
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<td>8.2. Clean, check, maintain and store plant, tools and equipment.</td>
<td></td>
</tr>
</tbody>
</table>
### Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

#### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to conduct backhoe/loader operations:

- apply legislative, organisation and site requirements and procedures
- apply site and equipment safety requirements
- apply techniques for calculating safe working loads
- apply backhoe/loader techniques related to essential tasks
- interpret drawings and sketches
- apply operational, maintenance and basic diagnostic procedures
- apply site isolation and traffic control responsibilities and authorities
- interpret materials safety data sheet and materials handling methods
- apply project quality requirements
- use civil construction terminology
- apply methods of changing machine attachments
- apply safe operating techniques in all terrain
- carry out basic earthworks calculations
- apply levelling techniques
- interpret JSA's/Safe work method statement

#### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to conduct backhoe/loader operations:

- backhoe/loader types, characteristics, technical capabilities and limitations
- basic principles of soil technology for civil works
- site and equipment safety requirements
- techniques for calculating safe working loads
- backhoe/loader techniques related to essential tasks
- processes for interpreting drawings and sketches
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- materials safety data sheet and materials handling methods
- project quality requirements
- civil construction terminology
- methods of changing machine attachments
• safe operating techniques in all terrain
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• civil construction activity sequences of road construction, earthworks and drainage
• levelling techniques
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<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of backhoe/loader operations, including:</td>
</tr>
<tr>
<td></td>
<td>• in a minimum of two different soil types and</td>
</tr>
<tr>
<td></td>
<td>• to include the mandatory tasks: mixing materials, stripping/spreading topsoils and materials, trench excavation, backfilling, lifting and carrying materials, loading dump trucks, wagons, hoppers, chutes, and cutting/boxing</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete backhoe/loader operations that meet all of the required outcomes</td>
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<tr>
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<td>• consistent timely completion of backhoe/loader operations that safely, effectively and efficiently meet the required outcomes</td>
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## Context of and specific resources for assessment

- This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- The assessment environment should not
disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.

- Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.
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- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.

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<tr>
<td>implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes, including:</td>
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<td>consistently achieving the required outcomes</td>
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<td>Guidance information for assessment</td>
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</table>

• working with others to undertake and complete the backhoe/loader operations
# Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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<tr>
<td></td>
<td>Employment and workplace relations legislation</td>
</tr>
<tr>
<td></td>
<td>Equal Employment Opportunity and Disability Discrimination legislation</td>
</tr>
</tbody>
</table>

**A backhoe/loader is:**
- a self-propelled wheeled machine with a main structural support designed to carry both a front-mounted bucket loading mechanism and a rear-mounted backhoe

**Backhoe/loader tasks are to include:**
- mixing materials, stripping/spreading topsoils and materials, trench excavation, backfilling, lifting and carrying materials, loading dump trucks, wagons, hoppers, chutes and cutting/boxing

**Backhoe/loader tasks may include:**
- scrub clearing, ripping, compacting, cutting, batters and benches, rock breaking, demolition and any activities associated with the attachments listed

**A skid steer loader is:**
- a self-propelled wheeled machine in which steering is accomplished by skidding or reversing the wheels or tracks on one side of the machine. It has an integral front-mounted bucket-supporting structure and linkage, which loads or excavates through forward motion of the machine, and lifts, transports and discharges material

**Skid steer loader may include:**
- compacting, truck excavation, lifting and carrying materials, cutting batters and benches, rock breaking and any activities associated with attachments listed

**Skid steer loader tasks are to include:**
- stripping/ spreading topsoil and materials, backfilling, lifting, loading vehicles, excavations, mixing materials and site clean
| **Work instructions** may include: | • plans, specifications, quality requirements and operational details  
• quality requirements may include but not be limited to dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction |
| **Safety requirements** are to be: | • in accordance with State or Territory legislation and regulations, organisational safety policies and procedures, and project safety plan |
| **Safety requirements** may include: | • protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances  
• personal protective equipment is to include that prescribed under legislation, regulation and workplace policies and practices  
• safe operating procedures which are to include but not be limited to recognising and preventing hazards associated with underground and overhead services, other machines, personnel, restricted access barriers, traffic control, working at heights, working in proximity to others, worksite visitors and the public  
• safe parking practices which is to include but not be limited to ensuring access ways are clear, equipment/ machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement  
• hazards and risks may include but not be limited to uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials  
• emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping, extinguishing fires, organisational First Aid requirements and evacuation |
| **Tools and equipment** are to | • hand tools and maintenance equipment |
include: relevant to the particular loader and may include lifting equipment

<table>
<thead>
<tr>
<th>Environmental requirements are to include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• organisational/project environmental management plan, waste management, water quality protection, noise, vibration, dust and clean-up management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communications practices are to include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• verbal instructions and fault reporting and may include two way radio, hand signals, mobile phone, site specific instructions, written instructions or instructions related to job/task</td>
</tr>
<tr>
<td>• on site meeting processes may include notification/scheduling (time, place, purpose), task discussions and local coordination of procedural and operational issues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Materials may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• clays, silts, stone, gravel, mud, rock, sand, topsoil, blended materials, organic materials, typical construction site materials/waste and bituminous mixes</td>
</tr>
<tr>
<td>• rock types may include metamorphic, igneous and sedimentary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attachments may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• extending devices, tilt bucket, buckets, compaction wheel, ripper, plate compactor, rock breaker, auger, broom, mower/slasher, forklift, 4 in 1 bucket and free/rock grab</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operator maintenance is to include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• cleaning, authorised servicing and the monitoring, recording and reporting of faults. It may also include the conduct of authorised minor replacements and the provision of assistance to maintenance personnel during maintenance and repair activities</td>
</tr>
</tbody>
</table>

**Unit Sector(s)**

Mobile Plant Operations

**Competency field**

Refer to Unit Sector(s).
Co-requisite units

Not applicable.
RIIMPO320B Conduct civil construction excavator operations

Modification History
Not applicable.

Unit Descriptor
This unit covers the conduct excavator operations in the civil construction industry. It includes: planning and preparing; conducting machine pre-operational checks; operating the machine; lifting, carrying and placing materials; selecting, removing and fitting attachments; relocating the machine; carrying out machine operator maintenance; and cleaning up.

Application of the Unit
This unit is appropriate for those working in mobile plant operator roles, at worksites within:

- Civil construction

Operator license issued by OHS authority may be required in some states or territories and some excavators must be registered to drive and operate on public roads.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare | 1.1. Access, interpret and apply *compliance documentation* relevant to *excavator operations tasks*  
1.2. Obtain, confirm and apply *work instructions* to the allotted task  
1.3. Obtain, confirm and apply *safety requirements* to the allotted task  
1.4. Obtain, identify and implement signage requirements from the project traffic management plan  
1.5. Select plant, *tools and equipment* to carry out tasks that are consistent with the requirements of the job, check them for serviceability and rectify or report any faults  
1.6. Identity, confirm and apply *environmental protection* requirements from the project environmental management plan, to the allotted task |
| 2. Conduct machine preoperational checks | 2.1. Carry out pre-start, start-up, park and shutdown procedures  
2.2. Check excavator controls and functions, including implements or other attachments, brakes and manoeuvrability for serviceability and report or rectify any faults |
| 3. Operate excavator | 3.1. Identity site hazards associated with excavator operations and use safe operating techniques to minimise risk  
3.2. Identify and apply operating techniques for excavator to achieve optimum output in accordance with design specifications while achieving specified tolerances  
3.3. Operate excavator to work instructions |
| 4. Lift, carry and place materials | 4.1. Conduct *communication* practices associated with transportation and lifting of *materials*  
4.2. Establish weight of load  
4.3. Select, attach and use slings and lifting gear in accordance with safe working load requirements |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **4.4.** Position machinery ensuring stability and locate to effectively shift materials according to job specifications | **4.5.** Shift load safely and effectively  
**4.6.** Move load in accordance with conventional hand and audible signals |
| **5.** Select, remove and fit attachments | **5.1.** Select *attachment* for the task  
**5.2.** Remove and fit attachment according to manufacturers manual and site requirements  
**5.3.** Test attachment to ensure correct fitting and operation  
**5.4.** Use attachment in accordance with recommendations and design limits  
**5.5.** Remove, clean and store attachments in designated location |
| **6.** Relocate the excavator | **6.1.** Move excavator safely between worksites, observing relevant codes and traffic management requirements  
**6.2.** Prepare excavator for relocation |
| **7.** Carry out machine operator maintenance | **7.1.** Safely park-up, shutdown and prepare the machine for *maintenance*  
**7.2.** Conduct inspection and fault finding  
**7.3.** Remove and replace defective parts safely and effectively  
**7.4.** Carry out regular programmed maintenance tasks |
| **8.** Clean up | **8.1.** Clear work area and dispose of or recycle materials in accordance with project environmental management plan  
**8.2.** Clean, check, maintain and store plant, tools and equipment |
### Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

#### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to conduct excavator operations:

- apply legislative, organisation and site requirements and procedures
- apply basic principles of soil technology for civil works
- apply site and equipment safety requirements
- apply techniques for calculating safe working loads
- apply excavator and attachment operating techniques related to essential tasks
- interpret drawings and sketches
- apply operational, maintenance and basic diagnostic procedures
- apply site isolation and traffic control responsibilities and authorities
- interpret materials safety data sheets and apply materials handling methods
- apply project quality requirements
- use civil construction terminology
- apply methods of changing machine attachments
- apply safe operating techniques in all terrain
- carry out basic earthworks calculations
- apply levelling techniques
- apply JSA’s/Safe work method statement

#### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to conduct excavator operations:

- excavator types, characteristics, technical capabilities and limitations
- basic principles of soil technology for civil works
- site and equipment safety requirements
- techniques for calculating safe working loads
- excavator and attachment operating techniques related to essential tasks
- processes for interpreting drawings and sketches
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- materials safety data sheets and materials handling methods
- project quality requirements
- civil construction terminology
- methods of changing machine attachments
- safe operating techniques in all terrain
- basic earthworks calculations
- civil construction activity sequences of road construction, earthworks and drainage
- levelling techniques
- JSA’s/Safe work method statement
**Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical aspects for assessment and evidence required to demonstrate competency in this unit</strong></td>
<td>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for conducting excavator operations</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of excavator operations, including:</td>
</tr>
<tr>
<td></td>
<td>• in a minimum of two different soil types; and</td>
</tr>
<tr>
<td></td>
<td>• to include the mandatory tasks of loading, bulk excavation, backfilling, trench excavation, stockpiling, battering and benching</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete excavator operations that meet all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of excavator operations that safely, effectively and efficiently meet the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• laser guidance or ATS are not to be used to assist in control of the machine during assessment</td>
</tr>
</tbody>
</table>

| Context of and specific resources for assessment | • This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. |
The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.

Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.

Aboriginal people and other people from a non English speaking background may have second language issues.

Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Method of assessment

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes, including:
    - in a minimum of two different soil types; and
    - to include the mandatory tasks of loading, bulk excavation, backfilling, trench excavation, stockpiling, battering and benching
  - consistently achieving the required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to undertake and
| Guidance information for assessment | Consult the SkillsDMC User Guide for further information on assessment including access and equity issues. |
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Relevant compliance documentation may include: | legislative, organisation and site requirements and procedures |
| | manufacturer's guidelines and specifications |
| | Australian standards |
| | codes of practice |
| | Employment and workplace relations legislation |
| | Equal Employment Opportunity and Disability Discrimination legislation |

An excavator is:
- a self-propelled crawler or wheeled machine with an upper structure capable of a minimum of 360 degree rotation which excavates, elevates, swings and discharges material by the action of a bucket fitted to the boom and arm or telescoping boom, without moving the chassis or undercarriage during any part of the working cycle of the machine
- are to include tracked and may include wheeled excavators

### Excavator operations tasks are to include:
- loading, bulk excavation, backfilling, trench excavation, stockpiling, battering and benching

### Excavator operations tasks may include:
- compacting materials, demolition, rock breaking, removal of trees and ripping, lifting materials, cutting/boxing, laying pipes, cut and fill, mixing materials, stripping/spreading topsoil and materials

### Work instructions may include:
- plans, specifications, quality requirements and operational details
- quality requirements may include but not be limited to dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction

### Safety requirements are to be:
- in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan
### Safety requirements

Safety requirements may include:

- protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
- personal protective equipment is to include that prescribed under legislation, regulation and workplace policies and practices
- safe operating procedures which are to include but not be limited to recognising and preventing hazards associated with underground and overhead services, other machines, personnel, restricted access barriers, traffic control, working at heights, working in proximity to others, worksite visitors and the public
- safe parking practices which is to include but not be limited to ensuring access ways are clear, equipment/machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- hazards and risks may include but not be limited to uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials
- emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping, extinguishing fires, organisational First Aid requirements and evacuation

### Tools and equipment

Tools and equipment are to include:

- hand tools and maintenance equipment relevant to the particular loader

### Environmental requirements

Environmental requirements are to include:

- organisational/project environmental management plan, waste management, water quality protection, noise, vibration, dust and clean-up management

### Communications practices

Communications practices are to include:

- verbal instructions and fault reporting and may include 2-way radio, hand signals, mobile phone, site specific instructions, written instructions or instructions related to job/task
- on site meeting processes may include notification/scheduling (time, place, purpose),
<table>
<thead>
<tr>
<th></th>
<th>task discussions and local coordination of procedural and operational issues</th>
</tr>
</thead>
</table>
| **Materials may include:** | - clays, silts, stone, gravel, mud, rock, sand, topsoil, blended materials, organic materials, typical construction site materials/waste and bituminous mixes  
- rock types may include metamorphic, igneous and sedimentary |
| **Attachments may include:** | - ripper/tyne, auger, tilt bucket, rock breaker, buckets, lifting device, vibrating compaction plate and compaction wheel |
| **Operator maintenance is to include:** | - cleaning, authorised servicing and the monitoring, recording and reporting of faults. It may also include the conduct of authorised minor replacements and the provision of assistance to maintenance personnel during maintenance and repair activities |

**Unit Sector(s)**

Mobile Plant Operations

**Competency field**

Refer to Unit Sector(s).

**Co-requisite units**

Not applicable.
RIIMPO321A Conduct civil construction wheeled front end loader operations

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit covers conducting wheeled front end loader operations in the civil construction industry. It includes: planning and preparing; conducting machine pre-operational checks; operating front end loaders; attaching, securing, lifting, carrying and placing materials; selecting, removing and fitting attachments; relocating the front end loader; carrying out machine operator maintenance; and cleaning up. |

Application of the Unit

| Application of the unit | This unit is appropriate for those working in mobile plant operator roles, at worksites within:  
- Civil construction  
Operator license issued by OHS authority may be required in some states or territories and wheeled loaders must be registered to drive and operate on public roads. |

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>

Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare            | 1.1. Access, interpret and apply *compliance documentation* relevant to *wheeled front end loader tasks*
|                                | 1.2. Obtain, confirm and apply *work instructions* to the allotted task                                                                                                                                               |
|                                | 1.3. Obtain, confirm and apply *safety requirements* to the allotted task                                                                                                                                               |
|                                | 1.4. Obtain, identify and implement signage requirements from the project traffic management plan                                                                                                                       |
|                                | 1.5. Select plant, *tools and equipment* to carry out tasks that are consistent with the requirements of the job, check them for serviceability and rectify or report any faults                                                        |
|                                | 1.6. Identify, confirm and apply *environmental protection requirements* from the project environmental management plan to the allotted task                                                                               |
| 2. Conduct machine pre-operational checks | 2.1. Carry out pre-start, start-up, park and shutdown procedures                                                                                                                                                     |
|                                | 2.2. Check front end loader controls and functions, including implements or other attachments, brakes and manoeuvrability for serviceability and rectify or report any faults                                                   |
| 3. Operate front end loader    | 3.1. Identify site hazards associated with front end loader operations and use safe operating techniques to minimise risk                                                                                               |
|                                | 3.2. Identify and apply operating techniques for front end loader to achieve optimum output in accordance with design specifications while achieving specified tolerances                                               |
|                                | 3.3. Operate front end loader to work instructions                                                                                                                                                                     |
| 4. Attach, secure, lift, carry and place materials | 4.1. Conduct *communication* practices associated with transportation and lifting of *materials*
<p>|                                | 4.2. Establish weight of load                                                                                                                                                                                        |
|                                | 4.3. Select, attach and use slings and lifting gear in accordance with safe working load requirements                                                                                                               |
|                                | 4.4. Position machinery to ensure stability and locate to effectively shift materials according to job specifications                                                                                               |
|                                | 4.5. Shift load safely and effectively                                                                                                                                                                               |</p>
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.6.</td>
<td>Move load in accordance with conventional hand and audible signals</td>
</tr>
<tr>
<td>5.</td>
<td>Select, remove and fit attachments</td>
</tr>
<tr>
<td>5.1.</td>
<td>Select <em>attachment</em> for the task</td>
</tr>
<tr>
<td>5.2.</td>
<td>Remove and fit attachment</td>
</tr>
<tr>
<td>5.3.</td>
<td>Test attachment to ensure correct fitting and operation</td>
</tr>
<tr>
<td>5.4.</td>
<td>Use attachment in accordance with recommendations and design limits</td>
</tr>
<tr>
<td>5.5.</td>
<td>Clean and store removed attachments in designated location</td>
</tr>
<tr>
<td>6.</td>
<td>Relocate the front end loader</td>
</tr>
<tr>
<td>6.1.</td>
<td>Move front end loader safely between worksites, observing relevant codes and traffic management requirements</td>
</tr>
<tr>
<td>6.2.</td>
<td>Prepare front end loader for relocation</td>
</tr>
<tr>
<td>7.</td>
<td>Carry out machine operator maintenance</td>
</tr>
<tr>
<td>7.1.</td>
<td>Safely park, shutdown and prepare machine for <em>maintenance</em></td>
</tr>
<tr>
<td>7.2.</td>
<td>Conduct inspection and fault finding</td>
</tr>
<tr>
<td>7.3.</td>
<td>Remove and replace defective parts safely and effectively</td>
</tr>
<tr>
<td>7.4.</td>
<td>Carry out regular programmed maintenance tasks</td>
</tr>
<tr>
<td>8.</td>
<td>Clean up</td>
</tr>
<tr>
<td>8.1.</td>
<td>Clear work area and dispose of or recycle materials in accordance with project environmental management plan</td>
</tr>
<tr>
<td>8.2.</td>
<td>Clean, check, maintain and store plant tools and equipment</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to conduct wheeled front end loader operations:

- apply legislative, organisation and site requirements and procedures
- apply site and equipment safety requirements
- apply techniques for calculating safe working loads
- apply front end loader and attachment operating techniques related to essential tasks
- interpret drawings and sketches
- apply operational, maintenance and basic diagnostic procedures
- apply site isolation and traffic control responsibilities and authorities
- interpret materials safety data sheets and apply materials handling methods
- apply project quality requirements
- use civil construction terminology
- apply methods of changing machine attachments
- apply safe operating techniques in all terrain
- carry out basic earthworks calculations
- apply levelling techniques
- apply JSA's/Safe work method statement

### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to conduct wheeled front end loader operations:

- front end loader types, characteristics, technical capabilities and limitations
- basic principles of soil technology for civil works
- site and equipment safety requirements
- techniques for calculating safe working loads
- front end loader and attachment operating techniques related to essential tasks
- processes for interpreting drawings and sketches
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- materials safety data sheets and materials handling methods
**REQUIRED SKILLS AND KNOWLEDGE**

- project quality requirements
- civil construction terminology
- methods of changing machine attachments
- safe operating techniques in all terrain
- basic earthworks calculations
- civil construction activity sequences of road construction, earthworks and drainage
- levelling techniques
- JSA’s/Safe work method statement
# Evidence Guide

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</td>
</tr>
</tbody>
</table>

## Overview of assessment

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:

- knowledge of the requirements, procedures and instructions for conducting wheeled front end loader operations
- implementation of requirements, procedures and techniques for the safe, effective and efficient completion of wheeled front end loader operations, including:
  - in a minimum of two different soil types; and
  - to include the mandatory tasks of mixing materials, stripping/spreading topsoil and materials, loading, cutting/boxing, backfilling, lifting and carrying materials
- working with others to undertake and complete wheeled front end loader operations that meet all of the required outcomes
- consistent timely completion of wheeled front end loader operations that safely, effectively and efficiently meet the required outcomes

**Context of and specific resources for assessment**

- This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.
<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Customisation of assessment and delivery environment to sensitively</td>
<td>accommodate cultural diversity.</td>
</tr>
<tr>
<td>• Aboriginal people and other people from a non English-speaking background</td>
<td>may have second language issues.</td>
</tr>
<tr>
<td>• Assessment of this competency requires typical resources normally used in</td>
<td>the work environment. Selection and use of resources for</td>
</tr>
<tr>
<td>the work environment. Selection and use of resources for particular</td>
<td>particular worksites may differ due to site circumstances.</td>
</tr>
<tr>
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<td>Where applicable, physical resources should include</td>
</tr>
<tr>
<td>• Where applicable, physical resources should include equipment modified for</td>
<td>people with disabilities.</td>
</tr>
<tr>
<td>people with disabilities.</td>
<td>Access must be provided to appropriate learning and/or</td>
</tr>
<tr>
<td>Access must be provided to appropriate learning and/or assessment</td>
<td>assessment support when required.</td>
</tr>
<tr>
<td>support when required.</td>
<td></td>
</tr>
<tr>
<td>Method of assessment</td>
<td>This unit maybe assessed in a holistic way with other units of</td>
</tr>
<tr>
<td></td>
<td>competency. The assessment strategy for this unit must verify</td>
</tr>
<tr>
<td></td>
<td>required knowledge and skill and practical application using</td>
</tr>
<tr>
<td></td>
<td>more than one of the following assessment methods:</td>
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<tr>
<td></td>
<td>• written and/or oral assessment of the candidate's required</td>
</tr>
<tr>
<td></td>
<td>knowledge</td>
</tr>
<tr>
<td></td>
<td>• observed, documented and/or first hand testimonial evidence</td>
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<tr>
<td></td>
<td>of the candidate's:</td>
</tr>
<tr>
<td></td>
<td>• implementation of appropriate requirement, procedures and</td>
</tr>
<tr>
<td></td>
<td>techniques for the safe, effective and efficient achievement</td>
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<tr>
<td></td>
<td>of required outcomes, including:</td>
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<tr>
<td></td>
<td>• in a minimum of two different soil types; and</td>
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<tr>
<td></td>
<td>• to include the mandatory tasks of mixing materials, stripping</td>
</tr>
<tr>
<td></td>
<td>spreading topsoil and materials, loading, cutting/boxing,</td>
</tr>
<tr>
<td></td>
<td>backfilling, lifting and carrying materials</td>
</tr>
<tr>
<td></td>
<td>• consistently achieving the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• first hand testimonial evidence of the candidate's:</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete</td>
</tr>
<tr>
<td></td>
<td>wheeled front end loader operations</td>
</tr>
<tr>
<td>Guidance information for assessment</td>
<td>Consult the SkillsDMC User Guide for further information on</td>
</tr>
<tr>
<td></td>
<td>assessment including access and equity issues.</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Relevant compliance documentation may include:
- legislative, organisation and site requirements and procedures
- manufacturer’s guidelines and specifications
- Australian standards
- codes of practice
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

A wheeled front end loader is:
- a self-propelled wheeled machine with an integral front-mounted bucket-supporting structure and linkage with integral quick coupler
- it loads or excavates through forward motion of the machine, and lifts, transports and discharges material

Front end loader tasks are to include:
- mixing materials, stripping/spreading topsoil and materials, loading, cutting/boxing, backfilling, lifting and carrying materials

Work instructions may include:
- plans, specifications, quality requirements and operational details
- quality requirements may include but not be limited to dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction

Safety requirements are to be:
- in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan

Safety requirements may include:
- protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
### RANGE STATEMENT

- personal protective equipment is to include that prescribed under legislation, regulation and workplace policies and practices
- safe operating procedures which are to include but not be limited to recognising and preventing hazards associated with underground and overhead services, other machines, personnel, restricted access barriers, traffic control, working at heights, working in proximity to others, worksite visitors and the public
- safe parking practices which is to include but not be limited to ensuring access ways are clear, equipment/machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- hazards and risks may include but not be limited to uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials
- emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping, extinguishing fires, organisational First Aid requirements and evacuation

<table>
<thead>
<tr>
<th>Tools and equipment are to include:</th>
<th>• hand tools and maintenance equipment relevant to the particular loader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental requirements are to include:</td>
<td>• organisational/project environmental management plan, waste management, water quality protection, noise, vibration, dust and clean-up management</td>
</tr>
<tr>
<td>Communications practices are to include:</td>
<td>• verbal instructions and fault reporting and may include two way radio, hand signals, mobile phone, site specific instructions, written instructions or instructions related to job/task</td>
</tr>
<tr>
<td></td>
<td>• on site meeting processes may include notification/scheduling (time, place, purpose), task discussions and local coordination of procedural and operational issues</td>
</tr>
<tr>
<td>Materials may include:</td>
<td>• clays, silts, stone, gravel, mud, rock, sand, topsoil, blended materials, organic materials,</td>
</tr>
</tbody>
</table>
### RANGE STATEMENT

<table>
<thead>
<tr>
<th>Typical construction site materials/waste and bituminous mixes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• rock types may include metamorphic, igneous and sedimentary</td>
</tr>
</tbody>
</table>

**Attachments** are to include:

- a bucket (general purpose or multipurpose)

**Attachments** may include:

- rippers/scarifiers
- and/or other attachments approved by the manufacturer

**Operator maintenance** is to include:

- cleaning, authorised servicing and the monitoring, recording and reporting of faults

*It may also include* the conduct of authorised minor replacements and the provision of assistance to maintenance personnel during maintenance and repair activities

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th>Mobile Plant Operations</th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
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</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
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</thead>
<tbody>
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</tbody>
</table>
RIIMPO322A Conduct civil construction tracked front end loader operations

Modification History
Not applicable.

Unit Descriptor
This unit covers conducting tracked front end loader operations in the civil construction industry. It includes: planning and preparing; conducting machine pre-operational checks; operating the machine; lifting, carrying and placing materials; relocating the machine; carrying out machine operator maintenance; and cleaning up.

Application of the Unit
This unit is appropriate for those working in mobile plant operator roles, at worksites within:
- Civil construction

Operator license issued by OHS authority may be required in some states or territories and tracked loaders must be registered to drive and operate on public roads.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |

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Transport & Logistics Industry Skills Council
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Plan and prepare</td>
<td>1.1. Access, interpret and apply <em>compliance documentation</em> relevant to <em>tracked front end loader tasks</em></td>
</tr>
<tr>
<td></td>
<td>1.2. Obtain, confirm and apply <em>work instructions</em> to the allotted task</td>
</tr>
<tr>
<td></td>
<td>1.3. Obtain, confirm and apply <em>safety requirements</em> to the allotted task</td>
</tr>
<tr>
<td></td>
<td>1.4. Identify, obtain and implement signage requirements from the project traffic management plan</td>
</tr>
<tr>
<td></td>
<td>1.5. Select plant, <em>tools and equipment</em> to carry out tasks that are consistent with the requirements of the job, check them for serviceability and rectify or report any faults</td>
</tr>
<tr>
<td></td>
<td>1.6. Identify, confirm and apply <em>environmental protection requirements</em> from the project environmental management plan to the allotted task</td>
</tr>
<tr>
<td>2. Conduct machine pre-operational checks</td>
<td>2.1. Carry out <em>pre-start, start-up, park and shutdown procedures</em></td>
</tr>
<tr>
<td></td>
<td>2.2. Check front end loader controls and functions, including implements or other <em>attachments</em>, brakes and manoeuvrability for serviceability and rectify or report any faults</td>
</tr>
<tr>
<td>3. Operate front end loader</td>
<td>3.1. Identify site hazards associated with front end loader operations and safe operating techniques are used to minimise risk</td>
</tr>
<tr>
<td></td>
<td>3.2. Identify and apply operating techniques for front end loader to achieve optimum output in accordance with design specifications while achieving specified tolerances</td>
</tr>
<tr>
<td></td>
<td>3.3. Operate front end loader to work instructions</td>
</tr>
<tr>
<td>4. Attach, secure, lift, carry and place</td>
<td>4.1. Conduct <em>communication practices</em> associated with transportation and lifting of materials</td>
</tr>
<tr>
<td></td>
<td>4.2. Establish weight of load</td>
</tr>
<tr>
<td></td>
<td>4.3. Select, attach and use slings and lifting gear in accordance with safe working load</td>
</tr>
<tr>
<td>Requirement</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>4.4. Position machinery to ensure stability and locate to effectively shift materials according to job specifications</td>
<td></td>
</tr>
<tr>
<td>4.5. Shift load safely and effectively</td>
<td></td>
</tr>
<tr>
<td>4.6. Move load in accordance with conventional hand and audible signals</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Relocate the front end loader</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1. Move front end loader safely between work sites, observing relevant codes and traffic management requirements</td>
</tr>
<tr>
<td>5.2. Prepare front end loader for relocation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6. Carry out machine operator maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1. Safely park front, shutdown and prepared machine for <strong>maintenance</strong></td>
</tr>
<tr>
<td>6.2. Conduct inspection and fault finding</td>
</tr>
<tr>
<td>6.3. Remove and replace defective parts safely and effectively</td>
</tr>
<tr>
<td>6.4. Carry out regular programmed maintenance tasks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7. Clean up</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan</td>
</tr>
<tr>
<td>7.2. Clean, check, maintain and store plant, tools and equipment</td>
</tr>
</tbody>
</table>
### Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

#### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to conduct tracked front end loader operations:

- apply legislative, organisation and site requirements and procedures
- apply site and equipment safety requirements
- apply techniques for calculating safe working loads
- apply front end loader and attachment operating techniques related to essential tasks
- interpret drawings and sketches
- apply operational, maintenance and basic diagnostic procedures
- apply site isolation and traffic control responsibilities and authorities
- interpret materials safety data sheets and apply materials handling methods
- apply project quality requirements
- use civil construction terminology
- apply methods of changing machine attachments
- apply safe operating techniques in all terrain
- carry out basic earthworks calculations
- apply levelling techniques
- apply JSA's/Safe work method statement requirements

#### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to conduct tracked front end loader operations:

- tracked front end loader types, characteristics, technical capabilities and limitations
- basic principles of soil technology for civil works
- site and equipment safety requirements
- techniques for calculating safe working loads
- front end loader and attachment operating techniques related to essential tasks
- processes for interpreting drawings and sketches
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- materials safety data sheets and materials handling methods
- project quality requirements
- civil construction terminology
- methods of changing machine attachments
- safe operating techniques in all terrain
- basic earthworks calculations
- civil construction activity sequences of road construction, earthworks and drainage
- levelling techniques
- JSA’s/Safe work method statement
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for conducting tracked front end loader operations</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of tracked front end loader operations, including:</td>
</tr>
<tr>
<td></td>
<td>• in a minimum of two different soil types; and</td>
</tr>
<tr>
<td></td>
<td>• are to include the mandatory tasks of mixing materials, stripping/spreading topsoil and materials, loading, cutting/boxing, backfilling, lifting and carrying materials</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete tracked front end loader operations that meet all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of tracked front end loader operations that safely, effectively and efficiently meet the required outcomes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.</td>
<td></td>
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<tr>
<td>• The assessment environment should not disadvantage the participant. For example,</td>
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</tbody>
</table>

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<table>
<thead>
<tr>
<th>Method of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</td>
</tr>
</tbody>
</table>

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes, including:
    - in a minimum of two different soil types; and
    - are to include the mandatory tasks of mixing materials, stripping/spreading topsoil and materials, loading, cutting/boxing, backfilling, lifting and carrying materials
  - consistently achieving the required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to undertake and complete the tracked front end loader operations

- language, literacy and numeracy demands of assessment should not be greater than those required on the job.
- Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.
- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular work sites may differ due to site circumstances.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
| Guidance information for assessment | Consult the SkillsDMC User Guide for further information on assessment including access and equity issues. |
**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Relevant compliance documentation may include: | • legislative, organisation and site requirements and procedures  
• manufacturer's guidelines and specifications  
• Australian standards  
• codes of practice  
• Employment and workplace relations legislation  
• Equal Employment Opportunity and Disability Discrimination legislation |
<table>
<thead>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>A tracked front end loader is:</td>
<td>• a self-propelled tracked machine with an integral front-mounted bucket-supporting structure and linkage, which loads or excavates through forward motion of the machine, and lifts, transports and discharges material</td>
</tr>
<tr>
<td>Tracked front end loader tasks are to include:</td>
<td>• mixing materials, stripping/spreading topsoil and materials, loading, cutting/boxing, backfilling, lifting and carrying materials</td>
</tr>
<tr>
<td>Tracked front end loader tasks may include:</td>
<td>• scrub clearing and ripping</td>
</tr>
</tbody>
</table>
| Work instructions may include: | • plans, specifications, quality requirements and operational details  
• quality requirements may include but not be limited to dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction |
| Safety requirements are to be: | • in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan |
| Safety requirements may include: | • protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances |
### Tools and equipment are to include:
- hand tools, lifting and maintenance equipment relevant to the particular tracked loader

### Environmental requirements are to include:
- organisational/project environmental management plan, waste management, water quality protection, noise, vibration, dust and clean-up management

### Attachments are to include:
- a bucket (general purpose or multipurpose) rippers/scarifiers and claw

### Communications practices are to include:
- verbal instructions and fault reporting and may include 2-way radio, hand signals, mobile phone, site specific instructions, written instructions or instructions related to job/task
- on site meeting processes may include notification/scheduling (time, place, purpose), task discussions and local coordination of procedural and operational issues

### Materials may include:
- clays, silts, stone, gravel, mud, rock, sand, topsoil, blended materials, organic materials,
<table>
<thead>
<tr>
<th>Typical construction site materials/waste and bituminous mixes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• rock types may include metamorphic, igneous and sedimentary</td>
</tr>
</tbody>
</table>

Operator **maintenance** is to include:

- cleaning, authorised servicing and the monitoring, recording and reporting of faults

**It may also include** the conduct of authorised minor replacements and the provision of assistance to maintenance personnel during maintenance and repair activities

---

**Unit Sector(s)**

Mobile Plant Operations

**Competency field**

Refer to Unit Sector(s).

**Co-requisite units**

Not applicable.
RIIMPO326A Conduct civil construction water cart operations

Modification History
Not applicable.

Unit Descriptor
This unit covers conduct water cart operations in the civil construction industry. It includes: planning and preparing; conducting machine pre-operational checks; operating the water cart; loading, transporting and distributing water; carrying out driver maintenance; and cleaning up.

Application of the Unit
This unit is appropriate for those working in mobile plant operator roles, at worksites within:
- Civil construction

Water carts must be registered to drive and operate on public roads.

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1. Plan and prepare**      | 1.1. Access, interpret and apply *compliance documentation* relevant to water cart operations  
                                  1.2. Obtain, confirm and apply *work instructions* to the allotted task  
                                  1.3. Obtain, confirm and apply *safety requirements* to the allotted task  
                                  1.4. Obtain, identify and implement signage requirements from the project traffic management plan  
                                  1.5. Select plant, *tools and equipment* to carry out tasks that are consistent with the requirements of the job, check them for serviceability and rectify or report any faults  
                                  1.6. Identity, confirm and apply *environmental protection requirements* from the project environmental management plan, to the allotted task |
| **2. Conduct machine**       | 2.1. Carry out pre-start, start-up, park and shutdown procedures  
                                  2.2. Check water cart controls and functions, including implements or other attachments, brakes and manoeuvrability for serviceability and report or rectify any faults |
| **pre-operational checks**   |                                                                                                                                                       |
| **3. Operate water cart**    | 3.1. Identity site hazards associated with water cart operations and use safe operating techniques to minimise risk  
                                  3.2. Manage engine power to ensure efficiency of water cart platform movements and to minimise damage to the engine and gears  
                                  3.3. Coordinate engine power with gear selection to ensure smooth transition and operation within torque range  
                                  3.4. Operate water cart platform to work instructions  
                                  3.5. Constantly monitor *road/traffic conditions* and ensure no injury to people or damage to property, equipment, loads and facilities  
                                  3.6. Bring vehicle to a halt smoothly, |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4. Load, transport and distribute water</strong></td>
<td><strong>4.1. Position water cart at load and discharge/distribution points with a minimum of manoeuvre</strong></td>
</tr>
<tr>
<td></td>
<td><strong>4.2. Load water cart to within the authorised carrying capacity and to suit the site and task conditions</strong></td>
</tr>
<tr>
<td></td>
<td><strong>4.3. Move water cart from loading to the discharge/distribution point safely and smoothly avoiding surge and sway</strong></td>
</tr>
<tr>
<td></td>
<td><strong>4.4. Discharge or distribute water</strong> in accordance with the task specifications</td>
</tr>
<tr>
<td></td>
<td><strong>4.5. Monitor and maintain discharge and distribution systems throughout the operations</strong></td>
</tr>
<tr>
<td><strong>5. Carry out driver maintenance</strong></td>
<td><strong>5.1. Safely park, shutdown and prepare the water cart for maintenance</strong></td>
</tr>
<tr>
<td></td>
<td><strong>5.2. Conduct inspection and fault finding</strong></td>
</tr>
<tr>
<td></td>
<td><strong>5.3. Remove and replace defective parts safely and effectively</strong></td>
</tr>
<tr>
<td></td>
<td><strong>5.4. Carry out regular programmed maintenance tasks</strong></td>
</tr>
<tr>
<td><strong>6. Clean up</strong></td>
<td><strong>6.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan</strong></td>
</tr>
<tr>
<td></td>
<td><strong>6.2. Clean, check, maintain and store vehicle, tools and equipment</strong></td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

**Required skills**

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to conduct water cart operations:

- apply legislative, organisation and site requirements and procedures
- apply site and equipment safety requirements
- apply safe operating techniques in all terrain
- apply practical field tests for moisture content
- apply levelling techniques
- apply processes for interpreting engineering drawings and sketches
- apply operational, maintenance and basic diagnostic procedures
- apply site isolation and traffic control responsibilities and authorities
- interpret materials safety data sheets and apply materials handling methods
- apply project quality requirements
- use civil construction terminology
- apply JSA's/Safe work method statement requirements

**Required knowledge**

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to conduct water cart operations:

- water cart types, characteristics, technical capabilities and limitations
- pumps and pumping system operations
- water distribution systems types, characteristics, technical capabilities and limitations
- basic dust suppression theory
- the causes and effects of surge and sway in bulk fluid loads
- site and equipment safety requirements
- safe operating techniques in all terrain
- civil construction activity sequences of road construction, earthworks and drainage
- practical field tests for moisture content
- levelling techniques
- basic soil types and characteristics
- basic soil compaction theory including the effects of moisture content and mechanical interlock
- processes for interpreting engineering drawings and sketches
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- materials safety data sheets and materials handling methods
- project quality requirements
- civil construction terminology
- JSA's/Safe work method statement
# Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

## Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for conducting water cart operations</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for the safe, effective and efficient completion of water cart operations, including:</td>
</tr>
<tr>
<td></td>
<td>• over not less than three shifts, and</td>
</tr>
<tr>
<td></td>
<td>• to include the mandatory tasks stated in the Range Statement and include:</td>
</tr>
<tr>
<td></td>
<td>• the loading and transporting of water</td>
</tr>
<tr>
<td></td>
<td>• pressure and gravity discharging of water evenly in civil construction compaction operations in a minimum of two different soil types to meet moisture content requirements</td>
</tr>
<tr>
<td></td>
<td>• pressure and gravity distribution of water into two separate water storage facilities/receptacles</td>
</tr>
<tr>
<td></td>
<td>• dust suppression operations</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete water cart operations that meet all of the required outcomes</td>
</tr>
<tr>
<td></td>
<td>• consistent timely completion of water cart operations that safely, effectively and efficiently meet the required outcomes</td>
</tr>
</tbody>
</table>

## Context of and specific resources for assessment

- This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency...
management skills and job role environment skills.
- The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.
- Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.
- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.

**Method of assessment**

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes, including:
  - the loading and transporting of water
  - pressure and gravity discharging of water evenly in civil construction compaction operations in a minimum of two different soil types to meet moisture content requirements
  - pressure and gravity distribution of water into two separate water storage facilities/receptacles
- dust suppression operations
- consistently achieving the required outcomes
- first hand testimonial evidence of the candidate's:
  - working with others to undertake and complete water cart operations

**Guidance information for assessment**

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### Relevant compliance documentation

May include:

- legislative, organisation and site requirements and procedures
- manufacturer's guidelines and specifications
- Australian standards
- codes of practice
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

### Water carts

May be:

- purpose built vehicles or other vehicle/plant platforms being used for the purpose

### Water cart functions are to include:

- loading, transporting, discharging and distribution of water

### Work instructions

May include:

- plans, specifications, quality requirements and operational details
- quality requirements may include but not be limited to dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction

### Safety requirements

Are to be:

- in accordance with state or territory legislation and regulations, organisational safety policies and procedures, and project safety plan

### Safety requirements may include:

- protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of First Aid equipment, hazard control and hazardous materials and substances
- personal protective equipment is to include that prescribed under legislation, regulation and workplace policies and practices
- safe operating procedures which are to include but not be limited to recognising and preventing hazards associated with underground and overhead services, other
machines, personnel, restricted access barriers, traffic control, working at heights, working in proximity to others, worksite visitors and the public

- safe parking practices which is to include but not be limited to ensuring access ways are clear, equipment/machinery is away from overhangs and refuelling sites, safe distance from excavations, and secured from unauthorised access or movement
- hazards and risks may include but not be limited to uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials
- emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping, extinguishing fires, organisational First Aid requirements and evacuation

<table>
<thead>
<tr>
<th>Tools and equipment are to include:</th>
<th>• hand tools and maintenance equipment relevant to the particular water cart</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental requirements are to include:</td>
<td>• organisational/project environmental management plan, waste management, water quality protection, noise, vibration, dust and clean-up management</td>
</tr>
<tr>
<td>Road/traffic conditions include:</td>
<td>• road standards, traffic flow, distance and load</td>
</tr>
<tr>
<td>Water cart loading tasks are to include:</td>
<td>• loading from standpipes and/or purpose built pressure loading points and loading from water sources where water must be pumped from the source</td>
</tr>
<tr>
<td>Discharging water means:</td>
<td>• the movement of water from the water cart by either pressure pumping or gravity feed through pipes, lines and nozzles and/or spray bars</td>
</tr>
<tr>
<td>Discharging tasks are to include:</td>
<td>• the spraying of water in civil construction compaction operations by pressure means and by gravity means</td>
</tr>
<tr>
<td>Discharging tasks may include:</td>
<td>• dust suppression, stabilisation operations, fire fighting support and road maintenance</td>
</tr>
<tr>
<td>Distribution of water means:</td>
<td>• the movement of water from the water cart into another form of water storage area/receptacle</td>
</tr>
</tbody>
</table>
**Distribution tasks are to include:**
- pressure and gravity discharge into another storage facility which may include the filling of water tanks, water points and/or fire points

**Discharge and distribution systems includes:**
- pumps, lines and nozzles

**Communications practices are to include:**
- verbal instructions and fault reporting and may include 2-way radio, hand signals, mobile phone, site specific instructions, written instructions or instructions related to job/task
- on site meeting processes may include notification/ scheduling (time, place, purpose), task discussions and local coordination of procedural and operational issues

**Materials may include:**
- clays, silts, stone, gravel, mud, rock, sand, topsoil, blended materials, organic materials, typical construction site materials/waste and bituminous mixes
- rock types may include metamorphic, igneous and sedimentary

**Attachments may include:**
- ripper/tyne, auger, tilt bucket, rock breaker, buckets, lifting device, vibrating compaction plate and compaction wheel

**Operator maintenance is to include:**
- cleaning, authorised servicing and the monitoring, recording and reporting of faults

**It may also include**
- the conduct of authorised minor replacements and the provision of assistance to maintenance personnel during maintenance and repair activities

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**Unit Sector(s)**
Mobile Plant Operations

**Competency field**
Refer to Unit Sector(s).
Co-requisite units
Not applicable.
RIIOHS202A Enter and work in confined spaces

Modification History
Not applicable.

Unit Descriptor
This unit covers the entering and working in confined spaces in resources and infrastructure industries. It includes planning and preparing for entry of confined spaces, entry and working in confined spaces, exiting confined spaces and cleaning up.

Application of the Unit
This unit is appropriate for those working in confined spaces (enclosed or partially enclosed) for the purpose of carrying out work or inspections and also is appropriate for those performing sentry or stand-by person roles, at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining
- General construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |

---
**Elements and Performance Criteria**

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare for entering and working in confined spaces | 1.1. Access, interpret and apply compliance documentation relevant to entering and working in confined spaces  
1.2. Obtain, confirm and apply work instructions relevant to the allotted task  
1.3. Obtain, confirm and apply safety requirements relevant to the allotted task  
1.4. Obtained authorisation (entry permit) to enter the confined space is in accordance with regulatory requirements  
1.5. Confirm the emergency response procedure is with the stand-by person  
1.6. Identify, obtain and implement signage and barrier requirements as required by the project plan  
1.7. Select tools and equipment to carry out tasks that are consistent with the requirements of the job and check them for serviceability and rectify or report any faults  
1.8. Identify, confirm and apply to the allotted task the environmental protection requirements from the project environmental management plan  
1.9. Position rescue equipment as required by the entry permit close to the point of entry |
| 2. Enter and work in the confined space | 2.1. Gain access to the confined space  
2.2. Ensure that the atmosphere is tested and monitored for harmful elements in accordance with procedures  
2.3. Apply tagging and lock-out procedures as required  
2.4. Enter the confined space according to agreed procedure  
2.5. Maintain communication with the stand-by person  
2.6. Comply with entry permit requirements while carrying out designated work in confined space  
2.7. Monitor and adhere to allocated entry time |
### Exit confined space

3.1. Exit confined space according to agreed procedure  
3.2. Recover tools, equipment and materials from the confined space  
3.3. Conduct inspection of the confined space  
3.4. **Secure access** according to site procedures  
3.5. Remove tagging and lock-out according to site procedures  
3.6. Complete confined space entry permit

### Clean up

4.1. Clear work area and dispose of or recycle materials in accordance with project environmental management plan  
4.2. Clean, check, maintain and store *tools and equipment* in accordance recommendations and standard work practices  
4.3. Remove, clean and store barriers and signs
## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to enter and work in confined spaces:

- apply legislative, organisation and site requirements and procedures
- apply operational, maintenance and basic diagnostic procedures
- apply materials handling methods
- use atmospheric monitoring devices
- interpret JSAs/Safe work method statements

### Required knowledge

Specific knowledge is required to achieve the performance criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following as required to enter and work in confined spaces:

- site and equipment safety requirements
- confined space entry and exit procedures, risks and regulations
- air contaminants and toxic gases
- breathing apparatus limitations
- equipment types, characteristics, technical capabilities and limitations
- site isolation and site control responsibilities and authorities
- materials safety data sheets (MSDS)
- project quality requirements
- industry terminology
- state and territory interpretations of a confined space
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</th>
</tr>
</thead>
</table>
| **Critical aspects for assessment and evidence required to demonstrate competency in this unit** | • knowledge of the requirements, procedures and instructions for entering and working in confined spaces  
• implementation of requirements, procedures and techniques for the safe, effective and efficient completion for entering and working in confined spaces  
• working with others to undertake and complete the entering and working in confined spaces that meet all of the required outcomes  
• consistent timely completion of entering and working in confined spaces that safely, effectively and efficiently meets the required outcomes |

| Context of and specific resources for assessment | • This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.  
• The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.  
• Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.  
• Aboriginal people and other people from a non |
| **English speaking background may have second language issues.** |
| Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular work sites may differ due to site circumstances. |
| Where applicable, physical resources should include equipment modified for people with disabilities. |
| Access must be provided to appropriate learning and/or assessment support when required. |
| **Method of assessment** |
| This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods: |
| - written and/or oral assessment of the candidate's required knowledge |
| - observed, documented and/or first hand testimonial evidence of the candidate's: |
|   - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes |
|   - consistently achieving the required outcomes |
|   - first hand testimonial evidence of the candidate's: |
|   - working with others to undertake and complete the entering and working in confined spaces |
| **Guidance information for assessment** |
| Consult the SkillsDMC User Guide for further information on assessment including access and equity issues. |
### Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Relevant compliance documentation may include: | · legislative, organisation and site requirements and procedures  
· manufacturer's guidelines and specifications  
· Australian standards  
· code of practice  
· Employment and Workplace Relations legislation  
· Equal Employment Opportunity and Disability Discrimination legislation |
| --- | --- |
| Work instructions may include: | · plans  
· specifications  
· quality requirements  
· operational details |
| Safety requirements may be included in: | · site safety plans  
· organisational policies and procedures  
· statutory/regulatory authorities which may include:  
· federal  
· state and  
· local authorities  
· verbal or written and graphical instructions  
· signage  
· work schedules/plans/specifications  
· work bulletins  
· charts and hand drawings  
· memos  
· maps  
· materials safety data sheets (MSDS)  
· diagrams or sketches  
· safe work procedures or equivalent related to working in confined spaces  
· regulatory/legislative requirements pertaining to working in confined spaces  
· manufacturer's specifications and instructions  
· organisation's work specifications and |
Safety requirements may include:

- OHS requirements
- personal protective clothing and equipment as prescribed under legislation, regulation and workplace policies and practices
- use of tools and equipment
- workplace environment and safety
- handling of materials
- use of fire fighting equipment
- use of First Aid equipment
- hazard control and hazardous materials and substances
- safe operating procedures including recognising and preventing hazards associated with working in confined spaces, working in proximity to others, worksite visitors and the public
- hazards and risks may include but not be limited to fires, underground services, excavations, traffic, hazardous materials, contaminated atmosphere and toxic gases
- risks associated with confined spaces may include but not be limited to restricted means of entry and exit, atmosphere which contains potentially harmful levels of contaminant, unsafe oxygen levels or engulfment
- respiratory protection devices are to include but not be limited to air purifying respirators and may include self contained compressed air breathing apparatus, supplied airline breathing apparatus and escape breathing apparatus and atmospheric monitoring devices

Confined space entry permit, or work permits, may include:

- location of work
- duration of work
- size of work crew
- atmospheric testing requirements
- personal protective equipment
- hot work
- stand-by personnel
- rescue arrangements
- other precautions (signs, barriers)
| **Confined spaces** may include: | • storage tanks, tank cars, process vessels, boilers, pressure vessels, silos and other tank-like compartments  
• open-topped spaces such as pits or degreasers  
• pipes, sewers, shafts, ducts and similar structures  
• shipboard spaces entered through a small hatchway or access point, cargo tanks, cellular double bottom tanks, duct keels, ballast and oil tanks and void spaces (but not including dry cargo holds) |
| **Signage** may include: | • site safety signage  
• temporary signage for the benefit of motorists  
• pedestrians and barricades |
| **Environmental protection requirements** may include: | • organisational/project environmental management plan  
• waste management  
• water quality protection  
• noise  
• vibration  
• dust  
• clean-up management |
| **Gain access** may include: | • removing access cover  
• installing and securing ladder |
| **Communications** may include: | • verbal instructions  
• fault reporting  
• 2-way radio  
• hand signals  
• mobile phone  
• site specific instructions  
• written instructions  
• instructions related to job/task |
| **Secure access** may include: | • replacing or closing off access cover |
| **Tools and equipment** may include: | • harness and lifeline  
• respirator apparatus  
• atmospheric testing equipment  
• signs  
• barricades  
• communication devices  
• tools and equipment relevant to the work to be
Unit Sector(s)
Occupational Health and Safety

Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
RIIOHS204A Work safely at heights

Modification History
Not applicable.

Unit Descriptor
This unit covers working safely at heights in resources and infrastructure industries. It includes: identifying the work requirements, work procedures and instructions for the task; accessing and installing equipment; performing work at heights; and cleaning up the work area.

Application of the Unit
This unit specifies the competency required to undertake safe working practices when working at heights or depths.
This unit is appropriate for those working in operational roles, at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
## Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
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## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Identify work requirements | 1.1. Access, interpret and apply *compliance documentation* relevant to working safely at heights  
1.2. Identify the scope of the task  
1.3. Adhere to *OHS requirements* associated with working safely at heights, and the workplace environment throughout the work  
1.4. Inspect site to determine layout and physical condition, condition of structures, prevailing weather conditions, equipment requirements and potential hazards  
1.5. Identify and document scope of the task and proposed work practices/activities  
1.6. Identify, select and check safety equipment for serviceability  
1.7. Identify, manage and report potential risks and hazards |
| 2. Identify work procedures and instructions for the task | 2.1. Select materials, *tools and equipment*, including personal safety equipment, and check for serviceability  
2.2. Inspect/install fall protection and perimeter protection equipment ensuring adequacy for work and conformance to regulatory requirements  
2.3. Identify approved methods of moving tools and equipment to work area and minimise potential hazards associated with tools at heights  
2.4. Install *safety system* in accordance with requirements  
2.5. Select and install appropriate signs and barricades |
| 3. Access and install equipment | 3.1. Correctly fit, adjust and anchor fall protection and associated equipment  
3.2. Make appropriate arrangements to install required equipment  
3.3. Use recommended methods to access work area for people, tools and equipment  
3.4. Place tools and materials to eliminate or minimise the risk of items being knocked |
| 4. Perform work at heights | 4.1. Check access from ground to work area to ensure it is safe and in accordance with requirements  
4.2. Keep fall equipment in place and adjusted appropriately to all for movement during work  
4.3. Undertake manual handling of materials and equipment in accordance with requirements  
4.4. Locate materials and equipment ensuring that they are safely secured and distributed  
4.5. Check safety system periodically for compliance with requirements and procedures  
4.6. Monitor risk control measures to ensure that they are effective and appropriate to the task and work environment  
4.7. Reassess risk control measures, as required, in accordance with changed work practices and/or site conditions and undertake alterations |
| --- | --- |
| 5. Clean up work area | 5.1. Dismantle safety system in accordance with sequence and remove from worksite  
5.2. Clear work area and dispose of or recycle materials  
5.3. Clean, check, maintain and store tools and equipment |
### Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

#### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to work safely at heights:

- apply legislative, organisation and site requirements and procedures
- access, interpret and apply technical and safety information
- apply diagnostic/faultfinding techniques
- apply environmental requirements
- apply isolation procedures
- work in varying weather conditions

#### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to work safely at heights:

- the names and functions of equipment, components and materials
- equipment manufacturer's instructions and specifications
- safe shifting and handling of tools and materials
- statutory and regulatory authority requirements
- the nature of work undertaken at heights
- heights safety systems
- the processes of providing for safe working practices
- safety equipment/systems and considerations to facilitate working safely at heights
- safe work methods
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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<tr>
<th>Overview of assessment</th>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
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<tbody>
<tr>
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</tr>
<tr>
<td></td>
<td>• knowledge of the requirements, procedures and instructions for working safely at heights</td>
</tr>
<tr>
<td></td>
<td>• implementation of requirements, procedures and techniques for safe, effective and efficient working at heights</td>
</tr>
<tr>
<td></td>
<td>• working with others to undertake and complete work safely at heights that meets all of the required outcomes</td>
</tr>
<tr>
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<td>• consistent timely completion of work at heights that safely, effectively and efficiently meets the required outcomes</td>
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</tbody>
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<tr>
<th>Context of and specific resources for assessment</th>
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<td>• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.</td>
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<td>• The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.</td>
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<td>• Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.</td>
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<td>• Aboriginal people and other people from a non English speaking background may have second language issues.</td>
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</table>
**Method of assessment**

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - consistently achieving the required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to undertake and complete work safely at heights

**Guidance information for assessment**

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Relevant compliance documentation may include: | legislative, organisation and site requirements and procedures |
| | manufacturer's guidelines and specifications |
| | Australian standards |
| | code of practice |
| | Employment and workplace relations legislation |
| | Equal Employment Opportunity and Disability Discrimination legislation |

| OHS requirements may include those associated with: | protective clothing and equipment |
| | use of tools and equipment |
| | workplace environment and safety |
| | handling of materials |
| | use of fire fighting equipment |
| | use of First Aid equipment |
| | hazard control |
| | hazardous materials and substances |

| Hazards may include: | falling objects |
| | removal of scaffold components |
| | inappropriate carrying of materials on ladders |
| | excessive bending or twisting in different work situations |

| Tools and equipment may include: | fall protection |
| | perimeter protection |
| | signage and barricades |
| | ladders |
| | lifting/load shifting equipment including: |
| | hand trolleys |
| | rollers |
| | forklifts |
| | chain blocks |
| | hoists |
| | jacks |
| | scaffolds |
### Safety systems may include:
- elevated work platforms
- lifting equipment (such as cranes)
- scaffolds
- handrails
- foot walks
- kickboards
- safety harness
- harness fixing points

### Unit Sector(s)
Occupational Health and Safety

### Competency field
Refer to Unit Sector(s).

### Co-requisite units
Not applicable.
RIIOHS205A Control traffic with stop-slow bat

Modification History
Not applicable.

Unit Descriptor
This unit covers controlling of traffic with a stop-slow bat in resources and infrastructure industries. It includes: planning and preparing; coordinating traffic; operating radios; and cleaning up.

Application of the Unit
This unit is appropriate for those working in a operational roles, at worksites within:
- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements describe the essential outcomes of a unit of competency.</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
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## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare | 1.1. Access, interpret and apply *compliance documentation* relevant to controlling traffic with a stop-slow bat  
1.2. Obtain, confirm and apply *work instructions* relevant to the allotted task  
1.3. Obtain, confirm and apply *safety requirements* from the site safety plan and organisational policies and procedures for the allotted task  
1.4. Identify, obtain and implement *signage and devices* requirements from the project traffic management plan  
1.5. Select *tools and equipment* to carry out tasks that are consistent with the requirements of the job; check them for serviceability and rectify or report any faults  
1.6. Identify, confirm and apply *environmental protection* requirements from the project environmental management plan |
| 2. Coordinate traffic | 2.1. Position or confirm temporary traffic signs and barriers in accordance with regulations  
2.2. Direct traffic in accordance with site traffic plan and away from services or areas of potential damage or danger  
2.3. Control vehicles and pedestrian traffic within the worksite to ensure safety of workers  
2.4. Monitor traffic, and make adjustments for changing *conditions*, and position waiting vehicles to allow for smooth traffic flow  
2.5. Use hand held stop/slow bats in accordance with regulatory authority approved procedures  
2.6. Use hand signals in accordance with regulatory authority approved procedures  
2.7. Report traffic offenders in accordance with regulatory authority approved procedures |
| 3. Operate radio | 3.1. Adjust *radio* controls for optimum reception/transmission results  
3.2. Transmit messages concisely and in |
<table>
<thead>
<tr>
<th></th>
<th>accordance with operating procedures or best practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3. Maintain radio power supply</td>
<td></td>
</tr>
<tr>
<td>3.4. Check radio contact after nominated period of non contact</td>
<td></td>
</tr>
</tbody>
</table>

4. **Clean up**

<table>
<thead>
<tr>
<th></th>
<th>4.1. Remove or cover signs and devices sequentially to provide warning to motorists during shutdown</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.2. Clean, check, maintain and store tools and equipment in accordance with recommendations and standard work practices</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to control traffic with a stop-slow bat:

- apply legislative, organisation and site requirements and procedures

### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to control traffic with a stop-slow bat:

- site and equipment safety requirements
- traffic controlling
- traffic management plans
- traffic control signage and barricades
- radio operations
- equipment types, characteristics, technical capabilities and limitations
- operational and maintenance procedures for equipment
- site isolation and traffic control responsibilities and authorities
- affects of travel speed and vehicle mass on stopping distances
- quality requirements
- JSAs/Safe work method statement
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.</td>
</tr>
<tr>
<td>• Evidence for assessment is best gathered using the outcomes of products and processes of the workplace context.</td>
</tr>
<tr>
<td>• The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.</td>
</tr>
<tr>
<td>• Customisation of assessment and delivery environment to sensitively accommodate</td>
</tr>
</tbody>
</table>
cultural diversity.

- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.

<table>
<thead>
<tr>
<th>Method of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</td>
</tr>
<tr>
<td>- written and/or oral assessment of the candidate's required knowledge</td>
</tr>
<tr>
<td>- observed, documented and/or first hand testimonial evidence of the candidate's:</td>
</tr>
<tr>
<td>- implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes</td>
</tr>
<tr>
<td>- consistently achieving the required outcomes</td>
</tr>
<tr>
<td>- first hand testimonial evidence of the candidate's:</td>
</tr>
<tr>
<td>- working with others to control traffic with a stop-slow bat</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.</td>
</tr>
</tbody>
</table>
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### Relevant compliance documentation

- legislative, organisation and site requirements and procedures
- manufacturer’s guidelines and specifications
- Australian standards
- code of practice
- Employment and workplace relations legislation
- Equal Employment Opportunity and Disability Discrimination legislation

### Work instructions

- plans
- specifications
- quality requirements
- operational details
- safe work procedures or equivalent
- regulatory/legislative requirements
- manufacturers’ specifications and instructions
- organisation work specifications and requirements
- instructions issued by authorised organisational or external personnel
- relevant Australian Standards

### Safety requirements

- those included in compliance documentation
- personal protective equipment
- safe operating procedures, including recognising and preventing hazards associated with:
  - uneven/unstable terrain
  - trees
  - pits
  - poles
  - trip hazards
  - dirt mounds
  - overhead services
- underground services
- bridges
- surrounding buildings
- obstructions
- structures
- facilities
- fires
- excavations
- traffic
- embankments
- cuttings
- hazardous materials
- recently filled trenches
- other machines
- personnel
- restricted access barriers
- traffic control
- working in proximity to others
- worksite visitors and the public
- safe parking practices, including:
  - ensuring access ways are clear
  - equipment/machinery is away from overhangs and refuelling sites
  - safe distance from excavations
  - secured from unauthorised access or movement

**Signage and devices** are to include:
- temporary warning signs
- regulatory and traffic cones

**Signage and devices** may include:
- vehicle mounted signs and flashing lights
- guide signs
- warning signs
- barriers
- hazard markers
- bollards
- arrow boards

**Tools and equipment** are to include:
- radio
- stop-slow bat
- high visibility vest
- traffic cones
- signage
### Tools and equipment

<table>
<thead>
<tr>
<th>may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• warning lights and beacons</td>
</tr>
<tr>
<td>• arrow boards</td>
</tr>
</tbody>
</table>

### Environmental

<table>
<thead>
<tr>
<th>include the requirements of the organisational/project environmental management plan, and may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• waste management</td>
</tr>
<tr>
<td>• water quality protection</td>
</tr>
<tr>
<td>• noise, vibration and dust management</td>
</tr>
<tr>
<td>• clean-up management</td>
</tr>
</tbody>
</table>

### Traffic conditions

<table>
<thead>
<tr>
<th>may include</th>
</tr>
</thead>
<tbody>
<tr>
<td>• congested urban environments</td>
</tr>
<tr>
<td>• low traffic rural areas</td>
</tr>
<tr>
<td>• off-road un-trafficked areas</td>
</tr>
<tr>
<td>• buildings</td>
</tr>
<tr>
<td>• parking sites</td>
</tr>
<tr>
<td>• pedestrian areas</td>
</tr>
</tbody>
</table>

### Radios

<table>
<thead>
<tr>
<th>may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• VHF and UHF</td>
</tr>
</tbody>
</table>

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**Unit Sector(s)**

Occupational Health and Safety

**Competency field**

Refer to Unit Sector(s).

**Co-requisite units**

Not applicable.
RIIOHS302A Implement traffic management plan

Modification History
Not applicable.

Unit Descriptor
This unit covers the competency required to implement a traffic management plans in the civil construction industry. It includes: planning and preparing; setting out, monitoring and closing down the traffic guidance scheme; and cleaning up.

Application of the Unit
These traffic management plans include those for public and private roads, parking areas and restricted access construction sites. This unit is appropriate for those working in a operational roles, at worksites within:
• Civil construction

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.

Elements and Performance Criteria Pre-Content
| Elements describe the essential outcomes of a unit of competency. |
| Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan and prepare | 1.1. Access, interpret and apply *compliance documentation* relevant to implement a traffic management plans  
1.2. Obtain, confirm and apply *work instructions* relevant to the allotted task  
1.3. Obtain, confirm and apply *safety requirements* from the site safety plan and organisational policies and procedures to the allotted task  
1.4. Identify, obtain and implement *signage and devices* requirements from the project traffic management plan  
1.5. Select *tools and equipment* to carry out tasks that are consistent with the requirements of the job, check them for serviceability and rectify or report any faults  
1.6. Identify, confirm and apply *environmental protection* requirements from the project environmental management plan to the allotted task  
1.7. Check the designated traffic controllers' training and qualifications for currency as per legislation  
1.8. Advise traffic controllers of the traffic flow requirements for the site |
| 2. Set out the traffic guidance scheme | 2.1. Select traffic guidance scheme to suit site conditions, traffic volumes and work activities  
2.2. Determine and ensure adherence to work schedule, maximum traffic delays, signals and site communications  
2.3. Ensure signs and devices are correctly positioned on the approaches to the work area in accordance with the traffic management plan  
2.4. Ensure that signs and devices are positioned and displayed on each approach according to Road Authority requirements and the traffic management plan  
2.5. Ensure signs and devices are positioned |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.6.</td>
<td>Ensure traffic is controlled effectively to protect the work crew placing traffic control devices around the work area</td>
</tr>
<tr>
<td>3.</td>
<td>Monitor traffic guidance scheme</td>
</tr>
<tr>
<td>3.1.</td>
<td>Ensure traffic flow is monitored and effectiveness of guidance scheme determined</td>
</tr>
<tr>
<td>3.2.</td>
<td>Monitor work activities and provide guidance to adjust scheme</td>
</tr>
<tr>
<td>3.3.</td>
<td>Apply process for dealing with traffic controllers when they fail to adhere to the approved procedures</td>
</tr>
<tr>
<td>3.4.</td>
<td>Apply procedures to deal with offending motorists</td>
</tr>
<tr>
<td>4.</td>
<td>Close down traffic guidance scheme</td>
</tr>
<tr>
<td>4.1.</td>
<td>Ensure traffic is controlled to protect work crew removing traffic control devices from the work area</td>
</tr>
<tr>
<td>4.2.</td>
<td>Ensure signs are removed in sequence to provide maximum warning during removal of traffic control devices</td>
</tr>
<tr>
<td>4.3.</td>
<td>Ensure guidance scheme details are recorded to organisational and or Road Authority requirements</td>
</tr>
<tr>
<td>4.4.</td>
<td>Ensure incidents are reported as required by the organisation and/or Road Authority</td>
</tr>
<tr>
<td>5.</td>
<td>Clean up</td>
</tr>
<tr>
<td>5.1.</td>
<td>Ensure work area is cleared in accordance with the project environmental management plan</td>
</tr>
<tr>
<td>5.2.</td>
<td>Ensure tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturers' recommendations and standard work practices</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to implement a traffic management plan:

- apply legislative, organisation and site requirements and procedures

### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to implement a traffic management plan:

- site and equipment safety requirements
- state and territory traffic management legislation
- requirements set down by the Manual for Uniform Traffic Control Devices
- potential hazards
- traffic controlling
- traffic management plans
- basic signalling
- signs and devices
- radio operations
- equipment types, characteristics, technical capabilities and limitations
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities and authorities
- processes for the calculation of travel speed
- quality requirements
- civil construction terminology
- JSAs/Safe work method statement
## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:

- knowledge of the requirements, procedures and instructions for implementing of traffic management plans
- implementation of requirements, procedures and techniques for the safe, effective and efficient implementing of traffic management plans, which are to include:
  - complying with State/Territory regulations on three separate live traffic projects, and
  - one project controlling site construction vehicles
- working with others to undertake and complete the traffic management plans that meet all of the required outcomes
- consistent timely implementation of traffic management plans that safely, effectively and efficiently meets the required outcomes

### Context of and specific resources for assessment

- This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.
- Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.
- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.

### Method of assessment

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - consistently achieving the required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to implement traffic management plans

### Guidance information for assessment

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Relevant compliance documentation may include: | • legislative, organisation and site requirements and procedures
• manufacturer's guidelines and specifications
• Australian standards
• code of practice
• Employment and workplace relations legislation
• Equal Employment Opportunity and Disability Discrimination legislation |
| Work instructions may be received via verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, charts and hand drawings, memos, maps, materials safety data sheets (MSDS) and diagrams or sketches and may include: | • specifications
• quality requirements
• operational details
• safe work procedures or equivalent
• regulatory/legislative requirements
• manufacturers' specifications and instructions
• organisation work specifications and requirements
• instructions issued by authorised organisational or external personnel
• relevant Australian standards |
| Safety requirements may include: | • those included in compliance documentation
• personal protective equipment
• safe operating procedures, including recognising and preventing hazards associated with:
  • uneven/unstable terrain
  • trees
  • pits
  • poles
  • trip hazards
  • dirt mounds
  • overhead services
  • underground services |
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<td>• barriers</td>
</tr>
<tr>
<td></td>
<td>• hazard markers</td>
</tr>
<tr>
<td></td>
<td>• portable traffic signals</td>
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<td></td>
<td>• bollards</td>
</tr>
<tr>
<td></td>
<td>• arrow boards</td>
</tr>
</tbody>
</table>

**Tools and equipment** are to include:

- high visibility vests
- cones
- signage
- notebooks
<table>
<thead>
<tr>
<th><strong>Environmenental</strong> include the requirements of the organisational/project environmental management plan, and may include:</th>
<th><strong>Conditions</strong> may include:</th>
</tr>
</thead>
</table>
| - waste management  
- water quality protection  
- noise, vibration, dust management  
- clean-up management | - varying terrain  
- all weather conditions  
- varying road surfaces  
- all vehicle types  
- rural, urban or residential localities  
- all times of day  
- varying traffic volumes  
- varying road types  
- congested urban environments  
- low traffic rural areas  
- off-road un-trafficked areas  
- buildings  
- parking sites  
- pedestrian areas  
- civil construction site  
- road where civil construction work is conducted |
| **Communications** is to include: | **Communications** may include: |
| - verbal instructions  
- fault reporting | - 2-way radio  
- hand signals  
- mobile phone  
- site specific instructions  
- written instructions  
- instructions related to job/task |
Unit Sector(s)
Occupational Health and Safety

Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
RIIRIS401A Apply site risk management system

Modification History
Not applicable.

Unit Descriptor
This unit covers applying the site risk management system in resources and infrastructure industries. It includes: providing information to the work group; applying and monitoring participative arrangements, the procedures for providing training, for identifying hazards and assessing risks, for controlling risks; and the procedures for maintaining records.

Application of the Unit
This unit is appropriate for those working in a supervisory role or as risk management technical specialist, on worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information
Refer to Unit Descriptor.

Pre-Requisites
Not applicable.

Employability Skills Information
This unit contains employability skills.
### Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
<th>Elements</th>
<th>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
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<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td></td>
</tr>
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</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Provide information to the work group | 1.1. Access, interpret and apply *compliance documentation* relevant to applying the site risk management system  
1.2. Accurately explain relevant compliance documentation to the work group  
1.3. Provide information on the *organisation’s risk management policies, procedures and programs* to the work group in an accessible manner  
1.4. Regularly provide and clearly explain information about *identified hazards* and the outcomes of *risk assessment* and control to the work group |
| 2. Apply and monitor participative arrangements | 2.1. Explain the importance of effective consultative mechanisms in managing risk to the work group  
2.2. Conduct and monitor consultative procedures to facilitate participation of work groups in managing work area hazards  
2.3. Promptly deal with issues raised through *consultation* in accordance with *organisational consultation procedures*  
2.4. Record and promptly communicate the outcomes of consultation over risk management issues to the work group |
| 3. Apply and monitor the procedures for providing training | 3.1. Systematically identify *risk management training needs* in line with organisational requirements  
3.2. Make arrangements, in consultation with relevant individuals, to meet risk management training needs of team members.  
3.3. Provide workplace learning opportunities and coaching and mentoring assistance to facilitate team and individual achievement of identified training needs  
3.4. Identify and report costs associated with provision of training for work team for inclusion in financial planning |
| 4. Apply and monitor procedures | 4.1. *Identify and report hazards and risks* in the |
| **for identifying hazards and assessing risks** | work area in accordance with risk management and related *policies* and procedures  
4.2. Action team members hazard reports promptly in accordance with organisational procedures |
|---|---|
| **5. Apply and monitor the procedures for controlling risks** | 5.1. Apply procedures for *controlling risk* using the hierarchy of controls and organisational requirements  
5.2. Identify and report inadequacies in existing risk control measures in accordance with hierarchy of controls  
5.3. *Monitor* outcomes of reported inadequacies where appropriate to ensure a prompt organisational response |
| **6. Apply and monitor the procedures for maintaining records** | 6.1. Ensure accurate completion and maintenance of *risk management records* of incidents in the work area in accordance with organisational requirements  
6.2. Use aggregate information and data from work area records to identify hazards and monitor risk control procedures in work area |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to apply site risk management systems:

- apply analyse skills to identify hazards and assess risks in the work area
- apply data analysis skills including:
  - incident monitoring
  - environmental monitoring
  - evaluation of effectiveness of risk control measures
- apply assessment skills to assess resources required to apply risk control measures
- apply literacy skills for comprehending documentation and interpreting risk management requirements
- apply coaching and mentoring skills to provide support to colleagues
- demonstrate the ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to apply site risk management systems:

- relevant legislation from all levels of government that effect business operations
- legal responsibilities of employers, supervisors and employees in the workplace
- site policies and procedures relating to hazard management, fire emergency, evacuation, incident and accident investigation and reporting
- relevance of consultation as a key mechanism for improving workplace risk management
- principles and practices of risk management
- characteristics and composition of the workgroup
### Evidence Guide

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</tr>
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<td></td>
<td>• knowledge of the requirements, procedures and instructions to apply the site risk management system</td>
</tr>
<tr>
<td></td>
<td>• implementation of appropriate procedures and techniques for the safe, effective and efficient application of the site risk management system</td>
</tr>
<tr>
<td></td>
<td>• working with others to plan, prepare and apply the site risk management system</td>
</tr>
<tr>
<td></td>
<td>• provision of clear and timely instruction and supervision by the individual of those involved in applying the site risk management system</td>
</tr>
<tr>
<td></td>
<td>• evidence of the consistent successful application of the site risk management system</td>
</tr>
</tbody>
</table>

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</tr>
<tr>
<td>• Customisation of assessment and delivery</td>
</tr>
</tbody>
</table>
environment to sensitively accommodate cultural diversity.

- Aboriginal people and other people from a non English speaking background may have second language issues.
- Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.

Method of assessment

This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:

- written and/or oral assessment of the candidate's required knowledge
- observed, documented and/or first hand testimonial evidence of the candidate's:
  - implementation of appropriate procedures and techniques for the safe, effective and efficient achievement of the required outcomes
  - consistently achieving the required outcomes
  - first hand testimonial evidence of the candidate's:
    - working with others to plan, prepare and apply the site risk management system
    - provision of clear and timely instruction and supervision by the individual of those involved in the applying of the site risk management system

Guidance information for assessment

Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| **Compliance documentation** | • legislative, organisation and site requirements and procedures  
| may include: | • manufacturer's guidelines and specifications  
| | • Australian standards  
| | • code of practice  
| | • Employment and workplace relations legislation  
| | • Equal Employment Opportunity and Disability Discrimination legislation  

| **Organisation's risk management policies, procedures and programs** may include: | • risk management policy  
| | • site procedures and work instructions for hazard identification  
| | • site procedures and work instructions for risk assessment, selection and implementing of risk control measures  
| | • site incident (accident) investigation requirements  
| | • site risk audits and investigations requirements  
| | • site consultative arrangements for employees in work area  
| | • site hazard report procedures  
| | • site operating procedures and instructions  
| | • site emergency and evacuation procedures  
| | • site purchasing policies and procedures  
| | • site plant and equipment maintenance and use instructions  
| | • site hazardous substances use and storage procedures and work instructions  
| | • site dangerous goods transport and storage procedures and work instructions  
| | • site OHS arrangements for on site contractors, visitors and members of the public  
| | • site First Aid provisions/medical practitioner contacts and attention instructions  
| | • site access procedures and instructions  

<table>
<thead>
<tr>
<th><strong>Risk management</strong> is:</th>
<th>• the culture, processes and structure that are directed towards the effective management of potential opportunities and adverse risk</th>
</tr>
</thead>
</table>
| **Risk management** may be applied to: | • statutory compliance  
• OHS  
• environment  
• quality  
• property security  
• business risks, such as:  
• credit management  
• capital expenditure  
• sales and marketing  
• finance and accounting |
| **Risk management processes are:** | • the systematic application of management policies, procedures and practices to the task of establishing the context, identifying, analysing, evaluating, treating, monitoring and communicating risk |
| **Hazard** is: | • a source of potential harm or a situation with a potential to cause loss |
| **Hazards identification** may occur through activities such as: | • workplace inspections in area of responsibility  
• consulting work team members  
• housekeeping  
• risk audits and review of audit reports  
• daily informal employee consultation and regular formal employee meetings  
• checking equipment before and during work  
• review of health, safety, environmental, quality and other risk related records |
| **Risk assessment** is: | • the overall process of risk analysis and risk evaluation |
| **The policy is:** | • the statement of overall intent and direction of the organisation in respect of the specific area of managerial responsibility |
| **Consultation** would typically include: | • regulatory authorities  
• tenderers  
• project managers  
• contractors  
• employees  
• community  
• customers  
• suppliers |
| Organisational consultation procedures | • formal and informal meetings  
| | • health and safety committees  
| | • other committees, such as, planning and purchasing  
| | • involvement of employees in management and planning meetings  
| | • early response to employee suggestions, requests, reports and concerns put forward to management  
| | • counselling/disciplinary processes  |

| Risk control | • the selection and implementation of appropriate options for dealing with risk  |

| Procedures for controlling risk | • removing the cause of the risk at its source (eliminating the hazard)  
| | • selecting control measures in accordance with the hierarchy (i.e. work through the hierarchy from most effective to least effective)  
| | • job/process/workplace re-design  
| | • consultation with employees and their representatives  |

| Monitoring | • checking, supervising, observing critically, or recording the progress of an activity, action or system on a regular basis in order to identify change  |

| Risk management records | • audit and inspection reports  
| | • hazard registers  
| | • risk analysis records  
| | • risk treatment reports  
| | • minutes of meetings (risk management, occupational health and safety, environmental etc)  
| | • induction, instruction, training and assessment  
| | • manufacturer's and supplier's information  
| | • dangerous goods and hazardous substances registers  
| | • plant and equipment maintenance and testing reports  
| | • workers compensation and rehabilitation records  
| | • First Aid/medical records  
| | • major incident and emergency response instructions  
| | • emergency contact lists  |
Unit Sector(s)
Risk Management

Competency field
Refer to Unit Sector(s).

Co-requisite units
Not applicable.
SIRCDIS302 Deliver medicines to customers outside the pharmacy

Modification History
The version details of this endorsed unit are in the table below. The latest information is at the top.

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Release</td>
<td>This is an updated unit, based on and equivalent to SIRPDIS002A Deliver prescription medicines to customers outside the pharmacy.</td>
</tr>
</tbody>
</table>

Unit Descriptor
This unit describes the performance outcomes, skills and knowledge required to plan and carry out home delivery of dispensed medications and other pharmacy products to community pharmacy customers.

Application of the Unit
This unit applies to pharmacy assistants and dispensary assistants who work in community pharmacies.

A person undertaking this role is required to work under the supervision and direction of a pharmacist.

Licensing/Regulatory Information
All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

Pre-Requisites
SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Employability Skills Information
This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>

1. Confirm customer delivery requirements.
   1.1. Identify pharmacy products to be delivered to customer.
   1.2. Identify prescription items required.
   1.3. Confirm customer details.
   1.4. Confirm delivery information with the customer.

2. Prepare and plan prescription deliveries.
   2.1. Confirm that items are ready for delivery.
   2.2. Liaise with a pharmacist to confirm method of providing customer advice.
   2.3. Prepare items for delivery to meet handling and storage requirements.
   2.4. Confirm that delivery documentation is accurate and complete.
   2.5. Use available aids to plan the most efficient delivery route.
   2.6. Schedule deliveries to suit requirements of the pharmacy and customers.

3. Distribute medicine to customers outside the community pharmacy.
   3.1. Verify customer or agent identity and any special delivery instructions.
   3.2. Explain information provided on medicines and, where instructed by the pharmacist, question to confirm customer or agent’s understanding.
   3.3. Request a dated signature as evidence of receipt of goods.
   3.4. Arrange for pharmacist follow-up in situations requiring additional assistance or therapeutic advice.
   3.5. Finalise the sales transaction if appropriate.

4. Reconcile delivered items and records.
   4.1. Reconcile medicines and other items collected for delivery with items distributed.
   4.2. Reconcile cash payment with the value of items sold.
   4.3. Complete delivery documentation and records.
   4.4. Follow pharmacy procedures to make alternative arrangements where unplanned factors have prevented delivery of medications.
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
  - confirm that the person receiving medicines and delivery information is authorised to do so
  - confirm that the person receiving medicines is not a child
  - explain information contained on cautionary and advisory labels in a level of English suited to customer communication requirements
  - question to confirm that the customer correctly understands the information provided
  - invite further questions from the customer
  - seek direction from the dispensing pharmacist
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication

- literacy skills to:
  - follow pharmacy procedures
  - check prescription information
  - read directions and maps to locate addresses and plan efficient delivery routes

- planning and organising skills to:
  - plan delivery routes to achieve efficient delivery outcomes
  - arrange for a customer to make contact with a pharmacist where more detailed support or advice is required

- problem-solving skills to respond to situations where no authorised person is available to receive items

Required knowledge

- pharmacy procedures relating to:
  - delivery of prescription items to customers outside the pharmacy
  - response to unavailability of the customer or an authorised agent to accept delivery
  - responding to customer questions
  - arranging for a pharmacist to provide follow-up therapeutic advice and information to the customer
  - protecting security of self, product and cash
  - response in the event of theft, loss or accident

- product and delivery:
  - charges
  - payment options and procedures

- privacy principles as they relate to home delivery of medicines

- label information, such as:
- dosage regimen, e.g. dose time in relation to food
- frequency
- duration of treatment
- special storage requirements, e.g. cold chain
- role boundaries and responsibilities and circumstances under which referral to a pharmacist or other pharmacy staff is required
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- apply pharmacy procedures when delivering dispensed medicines and other products outside the pharmacy
- provide information in ways appropriate to customer needs and demonstrate relevant techniques to confirm understanding
- apply correct storage and transport conditions and any special delivery requirements for dispensed items
- recognise and arrange follow-up contact, in situations requiring referral to a pharmacist.

Context of and specific resources for assessment

Assessment must ensure that competency is:

- demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment
- demonstrated in a real workplace environment that meets relevant industry standards and which may include client interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- a range of customers or their agents with different locations and delivery requirements who are typical of the customer base
- dispensed items and other products for delivery to the customer or their agent
- dispensed items requiring special handling
- delivery documentation and record-keeping systems
- payment systems
- relevant documentation, such as:
  - customer details
  - delivery checklists
  - maps or location information
  - pharmacy procedures
  - real or simulated prescriptions
  - CMI.
Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate:
  - preparing for deliveries
  - delivering items to customers outside the pharmacy
  - completing documentation and records relevant to delivering prescription and other pharmacy items
  - seeking direction from the dispensing pharmacist
- review of portfolios of evidence and third-party workplace reports of on-the-job performance
- role plays to:
  - confirm communication skills that meet diverse customer requirements
  - demonstrate understanding of contingency management procedures
  - written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Pharmacy products** may include:
- prescription medicines
- Pharmacy Medicines (S2)
- non-scheduled pharmacy products.

**Customer** may include people:
- from a range of social, cultural and ethnic backgrounds and with varying mental and physical abilities
- in their own home or contacting the pharmacy by phone
- in residential care settings
- with special needs, such as:
  - the elderly
  - infants
- who are:
  - drug or alcohol affected
  - emotionally unstable
  - mentally unstable
  - physically unwell.

**Customer details** may include:
- patient name
- delivery address
- telephone number
- suitable delivery times
- specific location advice.

**Delivery information** may include:
- items on the prescriptions to be dispensed
- other products required
- estimated delivery time
- persons authorised to accept delivery
- payment method.

**Ready for delivery** may include:
- assembled items are complete, clearly and correctly labelled, and match customer requirements
- a pharmacist has verified dispensed items
- required information and advice accompanies the items
- items are packaged appropriately to protect customer privacy and product integrity.

**Handling and storage** requirements may include:
- temperature control and cold chain items
- light-sensitive items
- heat-sensitive items.
Delivery documentation may include:

- prescription documentation to be signed by customer or agent
- self-care and health information
- other information supplied by a pharmacist
- delivery check sheets
- customer location details.

Information provided on medicines may include:

- pharmacy labels
- cautionary and advisory labels
- additional information or advice prepared by a pharmacist
- information provided by the supplier
- self-care and health information
- Consumer Medicine Information (CMI).

Unit Sector(s)

Community Pharmacy

Competency field

Dispensary
SITXCOM003A Deal with conflict situations

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit describes the performance outcomes, skills and knowledge required to resolve conflict situations with customers and colleagues. It also describes the resolution of escalated complaints. The unit covers the conflict resolution skills required to address conflicts that may arise in day-to-day work situations. It does not cover formal negotiation, counselling or conducting mediation.

This unit builds on the basic skills and knowledge found in other units that address communication, such as SITXCOM001A Work with colleagues and customers.

Application of the Unit
Application of the unit
This unit describes a complex communication skill to apply when resolving conflicts and complaints that may arise in the course of daily work. It applies to those working within the service industries in the full range of industry sectors and environments.

The unit applies mainly to senior operational personnel or supervisors and managers who operate autonomously and take responsibility for resolving conflicts and complaints.

Licensing/Regulatory Information
Not applicable.
Pre-Requisites

Prerequisite units  Nil

Employability Skills Information

Employability skills  The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify conflict situations.</td>
</tr>
<tr>
<td>1.1</td>
<td>Identify potential for conflict quickly and take swift and tactful action to prevent escalation.</td>
</tr>
<tr>
<td>1.2</td>
<td>Identify quickly situations where personal safety of customers or colleagues may be threatened and organise appropriate assistance.</td>
</tr>
<tr>
<td>1.3</td>
<td>Identify and use resources to assist in managing conflict where appropriate and according to organisation policy and procedures.</td>
</tr>
</tbody>
</table>
2 Resolve conflict situations.

2.1 Take responsibility for finding a solution to the conflict within scope of individual responsibility.

2.2 Deal with conflict sensitively, courteously and discreetly and take steps to minimise impact on other colleagues and customers.

2.3 Use effective communication skills to assist in management of the conflict.

2.4 Encourage all points of view, acknowledge them and treat them with respect.

2.5 Establish and agree on the nature and details of the conflict with all parties and assess the impact of the situation on them.

2.6 Determine possible options to resolve the conflict and promptly analyse and decide on the best solution in agreement with all parties, taking into account any organisation constraints.

2.7 Use accepted conflict resolution techniques to manage the conflict situation and develop solutions.

2.8 Complete any necessary documentation accurately and legibly within time constraints.

3 Evaluate conflict situations.

3.1 Seek and provide feedback on the conflict and its resolution where possible with the parties involved.

3.2 Evaluate and reflect on the situation and effectiveness of the solution.

3.3 Determine possible causes of workplace conflict and provide input for workplace enhancement and improvements.
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to determine details and causes of the conflict through observation, questioning and active listening
- conflict resolution skills and strategies incorporating communication skills of:
  - assertiveness
  - listening
  - non-verbal communication
  - language style
  - problem-solving
  - negotiation
- ability to follow procedures for handling complaints.

The following knowledge must be assessed as part of this unit:

- types of conflict that typically occurs and typical causes
- conflict theory, including signs, stages, levels, factors involved and results
- group processes and roles people play
- organisational structures, and workplace cultures and policies
- organisation policy and procedures on conflicts and complaints, including any reporting requirements
- relevant regulatory, industrial and legislative requirements related to the handling of disputes, dealing with drug or alcohol-affected persons, situations where customers must be refused entry, ejection from premises and security provision.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of conflict resolution techniques
- ability to apply conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the job role and workplace.

Context of and specific resources for assessment

Assessment must ensure:

- activities that allow the candidate to address a range of commonly-occurring conflict situations that may be found in the workplace relating to the usual work roles of the candidate, such as handling customer complaints in a restaurant, resolving disputes with colleagues over work aspects, or dealing with contractors or suppliers who fail to meet obligations; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- interaction with others to demonstrate appropriate interpersonal skills for resolving conflicts.
EVIDENCE GUIDE

Methods of assessment
A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate demonstrating complaint handling or negotiation skills, either in the workplace or through role-plays
- case studies to analyse and resolve conflict situations arising in various work contexts
- written or oral questions to assess underpinning theories related to conflict resolution
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCCS002A Provide quality customer service
- SITXMGT001A Monitor work operations
- SITXHRM005A Lead and manage people
- SITXHRM007A Manage workplace diversity.

Assessing employability skills
Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.
RANGE STATEMENT

Conflict situations may relate to:

- customer complaints
- conflict among work colleagues
- refused entry
- drug or alcohol-affected persons
- ejection from premises
- problems or faults with a service or product
- delays or poor timing of product or service supply
- misunderstandings or communication barriers
- difficult or demanding customers
- customers with different or special needs or expectations.

Situations where personal safety of customers or colleagues may be threatened and assistance required may involve:

- drug or alcohol-affected persons
- people with guns or arms
- situations where someone has been or may be hurt
- people who appear to be violent or are threatening
- situations where customers refuse to leave or be pacified.

Customers or colleagues may be from a range of cultural backgrounds and may include:

- workmates
- hospitality or tourism customers
- outside contractors
- suppliers.

Resources to assist in managing conflict may include:

- senior staff
- other staff members
- internal security staff or police
- counsellors.
RANGE STATEMENT

Communication skills include:
- listening and active listening
- questioning techniques, such as asking the right question to elicit the other parties' needs
- asking questions to gain information, clarify ambiguities and adequately understand requirements
- rephrasing and repeating questions, requests and statements to confirm that they have been correctly understood
- empathising with the colleague or customer's situation while upholding organisation policy
- assertiveness
- non-verbal communication and recognition of non-verbal signs
- ability to speak clearly to be understood and use appropriate language, style and tone.

Organisation constraints may include:
- costs and budgets
- organisation policy on refunds or exchange
- lack of availability of replacement items, services or tickets.

Conflict resolution techniques may include:
- problem-solving
- negotiation
- use of appropriate communication skills.

Causes of workplace conflict may include:
- poor communication
- lack of information
- changes to practices and procedures
- cultural misunderstanding
- lack of empathy
- complaints
- workplace problems and issues.

Unit Sector(s)

Sector: Cross-Sector
Competency field

Communication and Teamwork
SITXEVT018B Develop a transport strategy for an event

Modification History
Not applicable.

Unit Descriptor
Unit descriptor  This unit describes the performance outcomes, skills and knowledge required to identify the transport needs for an event and develop an appropriate transport strategy.

Application of the Unit
Application of the unit  This unit applies to individuals organising events in any industry context. It is particularly relevant in the community, cultural, sporting and tourism sectors where event management is a key activity. This unit has particular application in the transport industry, where transport companies may be called upon to work on the development of an event transport strategy.

The unit does not cover the specialist skills required to manage and monitor large transport fleets, as these roles are undertaken by individuals working as transport specialists.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Prerequisite units  Nil
Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Analyse transport needs.</td>
</tr>
<tr>
<td>1.1</td>
<td>Determine overall event transport needs based on analysis of key event information.</td>
</tr>
<tr>
<td>1.2</td>
<td>Identify and assess specific transport needs of different event stakeholders, including those with special needs.</td>
</tr>
<tr>
<td>1.3</td>
<td>Determine need for specialist assistance and involvement of authorities in the transport planning process.</td>
</tr>
<tr>
<td>2</td>
<td>Develop strategies to meet differing transport needs.</td>
</tr>
<tr>
<td>2.1</td>
<td>Identify and assess various transport options and resources in consultation with relevant suppliers.</td>
</tr>
<tr>
<td>2.2</td>
<td>Assess the particular transport issues and risks presented by event location, geography and environmental harm to the event site.</td>
</tr>
<tr>
<td>2.3</td>
<td>Analyse the legal, safety and insurance issues as they</td>
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<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
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<tr>
<td></td>
<td>relate to event transport.</td>
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<tr>
<td>2.4</td>
<td>Analyse and incorporate particular transport issues and risks into transport strategy development.</td>
</tr>
<tr>
<td>2.5</td>
<td>Evaluate impacts of broader event management constraints and issues as they relate to event transport.</td>
</tr>
<tr>
<td>2.6</td>
<td>Consult with and gain input from relevant event stakeholders about transport strategies at appropriate times prior to the event.</td>
</tr>
<tr>
<td>2.7</td>
<td>Develop evaluation criteria for the transport strategy in consultation with stakeholders.</td>
</tr>
</tbody>
</table>

3 Develop transport logistics plan.  
3.1 Develop and document specific procedures to address transport operational requirements, considering potential new and improved approaches if appropriate.  
3.2 Identify critical tasks and allocate responsibilities and timelines.  
3.3 Allocate transport resources to maximise efficient use of space, cost effectiveness and profitability.  
3.4 Integrate human resource requirements into the logistics plan and liaise with appropriate colleagues.  
3.5 Develop and articulate contingency and critical incident procedures within the logistics plan.  
3.6 Provide briefings and relevant information to those involved in provision of transport services and to other stakeholders.  

4 Evaluate transport strategies.  
4.1 Evaluate efficiency and effectiveness of the transport strategy based on agreed evaluation criteria.  
4.2 Ensure outcomes of evaluation are incorporated into future event preparations.
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to develop and manage transport logistics
- research and critical thinking skills to source and analyse information on transport options
- communication and negotiation skills to consult with stakeholders and negotiate arrangements with suppliers
- contingency management skills to address transport problems
- literacy skills to develop complex plans and documents for the management of event transport
- numeracy skills to work within event budgets and develop different scenarios for consideration.

The following knowledge must be assessed as part of this unit:

- broad event management process and role of transport planning in relation to other event management functions
- types of events that require the development of dedicated transport strategies
- sources of specialist assistance for complex transport planning
- different transport alternatives for consideration in the planning process
- general operational knowledge of the various transport options, including private and public variations for air and land transport
- technology and equipment used for coordination of transport services
- legislation, regulations and industry codes that affect transport planning
- risk management issues associated with event transport
- resource requirements for a transport strategy, including financial, human and physical resources
- efficient use of combined transport options to maximise use of space and profitability for event operations
- environmental access and site impacts and minimal impact practices to be considered in coordinating suitable transport options.

Evidence Guide

EVIDENCE GUIDE
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to analyse transport needs for an event and develop resource and cost efficient strategies and transport logistics plans
- knowledge of the factors to be considered when developing an event transport strategy and the particular risk and contingency management issues
- demonstration of skills through the development of a transport strategy and logistics plan for at least one complex event.

Context of and specific resources for assessment

Assessment must ensure:

- use of current information and resource options to develop the strategy
- involvement of and interaction with stakeholders and suppliers as part of the planning process.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of event transport strategies and operational plans prepared by the candidate
- case studies to assess candidate's ability to develop transport strategies for a range of different events
- questions to assess detailed knowledge of different event transport issues and options
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Key event information may include:

- general nature of event
- event management structures
- level of government involvement
- location
- dates and times
- duration
- number and type of activities, such as sport or individual programmed events
- numbers attending
- scope of physical staging elements.
RANGE STATEMENT

**Event stakeholders** may include:
- organising committees
- media
- participants, competitors and delegates
- officials
- spectators or audiences
- VIPs
- volunteers and paid staff
- authorities, such as local government, emergency services and roads authorities.

**Specialist assistance** may include:
- transport experts
- local authorities
- emergency services.

**Authorities** may include:
- local government
- state government, such as state roads authorities
- land management and protection agencies
- emergency services, including police, ambulance and fire service
- other industry bodies, such as certifying bodies.

**Transport options and resources** may include:
- public transport system, including:
  - trains
  - bus network
  - ferries
  - light rail and trams
- private transport system, including:
  - airlines
  - coach services
  - taxis
  - hire cars, minibuses and limousines
  - private vehicles
  - charter services
  - dedicated disabled transport, including taxis and buses
  - animal transport.
RANGE STATEMENT

*Transport issues and risks* may relate to:

- general nature of location, such as major metropolitan, regional, country or remote
- restricted access
- road surface or terrain
- distance between event venues
- distance between event venues and other facilities such as accommodation and service centres
- distance between accommodation providers and venues
- traffic issues, such as peak periods and traffic regulations
- environmental sensitivity of access areas and the event site itself.

*Broader event management constraints and issues* may include:

- overall event management structures
- specific event objectives
- budget
- human resources
- other staging requirements
- factors external to the event, such as other events
- requirements to manage minimal impact to the natural environment of access to and the site itself.

*Evaluation criteria* may relate to:

- efficient use of combined transport options to maximise use of space and profitability for the event operator
- service quality
- environmental targets
- financial targets
- attendance targets
- time targets for movement of people and equipment.
RANGE STATEMENT

Procedures to address transport operational requirements may relate to:

- contacting relevant authorities for information and permission
- available transport and timetables
- contingency and backup transport options
- security
- vehicle refuelling
- parking
- pick-up and drop-off procedures
- human resource requirements, including marshals, guides and drivers
- training requirements
- adequate provision for buses
- emergency services presence and access
- arrival of clients - dump or trickle
- adequate provision for disabled people.

Human resource requirements may include:

- drivers
- guides
- volunteers
- marshals
- interpreters
- on-site supervisors.

Contingency and critical incident procedures may relate to:

- equipment breakdown
- traffic problems
- adverse weather
- event staff sickness
- internal and external delays to event.

Briefings and relevant information may include:

- summary procedures
- emergency contact details
- contingency procedures
- maps and other geographical information, including route maps between venues and sites and information for venues, sites and local area.
Unit Sector(s)

Sector
Cross-Sector

Competency field

Competency field
Event Management
SITXFIN004A Manage finances within a budget

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit describes the performance outcomes, skills and knowledge required to take responsibility for budget management where others may have developed the budget. The skills and knowledge for budget development are found in unit SITXFIN005A Prepare and monitor budgets.

Application of the Unit
Application of the unit
This unit applies to individuals responsible for managing and controlling a budget in any industry context.

The budget may be for an entire small organisation, for a section of a larger organisation, or for a particular project or activity.

Senior operational personnel or supervisors undertake this role.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Prerequisite units
Nil
Employability Skills Information

Employability skills
The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where *bold italicised* text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Allocate budget resources.</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Allocate funds according to <em>budget</em> and agreed priorities.</td>
</tr>
<tr>
<td></td>
<td>1.2 Discuss changes in income and expenditure priorities with <em>appropriate colleagues</em> prior to implementation.</td>
</tr>
<tr>
<td></td>
<td>1.3 Consult and inform all relevant personnel in relation to resource decisions.</td>
</tr>
<tr>
<td></td>
<td>1.4 Promote awareness of the importance of budget control.</td>
</tr>
<tr>
<td></td>
<td>1.5 Maintain detailed records of resource allocation according to organisation control systems.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Monitor financial activities against budget.</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Check actual income and expenditure against budgets at regular intervals.</td>
</tr>
<tr>
<td></td>
<td>2.2 Include financial commitments in all documentation to ensure accurate monitoring.</td>
</tr>
<tr>
<td></td>
<td>2.3 Identify and report deviations according to organisation policy and significance of deviation.</td>
</tr>
</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
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2.4 | Investigate appropriate options for more effective management of deviations.
2.5 | Advise *appropriate colleagues* of budget status in relation to targets, within agreed timeframes.

3 | Identify and evaluate options for improved budget performance.
3.1 | Assess existing costs and resources and proactively identify areas for improvement.
3.2 | Discuss desired budget outcomes with relevant colleagues.
3.3 | Undertake appropriate *research to investigate new approaches to budget management*.
3.4 | Define and communicate clearly the benefits and disadvantages of new approaches.
3.5 | Take account of impacts on customer service levels and colleagues in developing new approaches.
3.6 | Present recommendations for *budget management* clearly and logically to the appropriate person or department.

4 | Complete financial and statistical reports.
4.1 | Complete all required *financial and statistical reports* accurately and within designated timelines.
4.2 | Produce clear and concise information to enable informed decision making.
4.3 | Forward reports promptly to the appropriate person or department.
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research, critical thinking and problem-solving skills to investigate and develop options for potential budget performance improvements
- communication skills to discuss budget requirements and to seek and provide feedback
- literacy skills to interpret a wide range of business and financial documents, and to create accurate budget reporting and recommendations documentation
- numeracy skills to interpret and use budget figures in day-to-day work operations, and to develop budget estimates and scenarios for performance improvement.

The following knowledge must be assessed as part of this unit:

- knowledge and understanding of budgets, specifically how a budget is structured and how to interpret a budget
- any legislative requirements in relation to disbursement of funds and record keeping
- techniques related to maximising budget performance relevant to the organisation or industry sector
- budgeting terminology relevant to a specific industry context
- financial reporting procedures and cycles relevant to the organisation or industry sector.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of basic budget principles and structures
- budgeting terminology relevant to a specific industry context
- ability to monitor budgeted income and expenditure and to identify ways of improving budget performance
- understanding of the main types of budgets that apply in the specific organisation or industry context
- management of and reporting on a budget for a specific project or operational area over a period of time so that the monitoring and implementation aspects of managing finances within a budget can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- use of figures and data that reflect the realistic financial operating conditions of industry.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of financial reports detailing financial performance of projects or activities conducted by the candidate
- evaluation of reports produced by the candidate detailing the processes undertaken to manage finances within a budget
- case studies and problem-solving to assess application of the principles of budget management to different situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXFIN005A Prepare and monitor budgets.
EVIDENCE GUIDE

Assessing employability skills  Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

**Budgets** may include:
- cash budgets
- departmental budgets
- wage budgets
- project budgets
- purchasing budgets
- sales budgets
- cash flow budgets
- budgets for micro, small, medium or large businesses.

**Appropriate colleagues** may include:
- operational staff
- managers
- internal or external financial specialists.
RANGE STATEMENT

Research to investigate new approaches may include:

- discussions with existing suppliers
- sourcing new suppliers
- evaluating staffing and rostering requirements
- reviewing operating procedures
- potential roster changes.

Financial and statistical reports may relate to:

- daily, weekly and monthly transactions and reports
- break-up by department
- occupancy
- sales performance
- commission earnings
- sales returns
- yield management
- commercial account activity.

Unit Sector(s)

Sector      Cross-Sector

Competency field

Competency field Finance
SITXFSA001A Implement food safety procedures

Modification History
Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food within a range of service industry operations. It requires the ability to follow predetermined procedures as outlined in an organisation food safety program.

This unit is one of three hierarchical units describing varying levels of participation in food safety processes:

- SITXOHS002A Follow workplace hygiene procedures
- SITXFSA001A Implement food safety procedures
- SITXFSA002A Develop and implement a food safety program.

Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand.

The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. This unit of competency complies with the legislative requirements for food safety and safe food handling practices as outlined in the Code.

The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, differ between state and territory governments.

In some cases food handlers and especially designated food safety supervisors, may be required to formally achieve competence in implementing safe food handling practices through a registered training organisation that must use this unit as the basis for their training.
Application of the Unit

Application of the unit

This unit has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed, served and disposed of. It applies to venues that operate a permanent or temporary kitchen or smaller food preparation area, including restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites.

Other industries will need to access industry-specific food safety units of competency.

Safe food handling practices are based on policies and procedures outlined in an organisation food safety program. The program and its procedures would normally be based on the hazard analysis and critical control points (HACCP) method but this unit can apply to other food safety systems.

This unit applies to frontline operational personnel who work under supervision and guidance and operate within predefined organisational food safety procedures. This function is undertaken by a diverse range of people, such as cooks, chefs, catering staff and kitchen hands, food and beverage attendants, cafe and fast food outlet cooking crew and sales people, and owner-operators of small business catering operations or retail food outlets.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

- SITXOHS002A Follow workplace hygiene procedures.
Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Access and use the relevant documents from the organisation food safety program.</td>
</tr>
<tr>
<td></td>
<td>Follow all food safety <em>policies and procedures</em> correctly and consistently according to organisation food safety program requirements to ensure compliance of all food handling practices.</td>
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<tr>
<td></td>
<td>Control all <em>food hazards</em> at <em>critical control points</em>.</td>
</tr>
<tr>
<td>1.4</td>
<td>Complete any <em>food safety monitoring</em> processes and complete documents as outlined in the food safety program.</td>
</tr>
<tr>
<td>1.5</td>
<td>Identify and report any practices that are inconsistent with the food safety program.</td>
</tr>
<tr>
<td>1.6</td>
<td>Take any corrective actions within scope of job responsibility for <em>incidents where food hazards are found not to be under control</em>.</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
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</tbody>
</table>
| 2 Store food safely. | 2.1 Select food storage conditions appropriate to the specific food type.  
2.2 Store food in the appropriate environmental conditions so that it is protected from contamination and to ensure its freshness, quality and appearance.  
2.3 Store food at appropriately controlled temperatures and ensure that any frozen items remain frozen during storage. |
| 3 Prepare food safely. | 3.1 Prepare food in a safe manner to ensure that it is protected from contamination.  
3.2 Use cooling and heating processes that will not adversely affect the microbiological safety of the food.  
3.3 Monitor temperature of food throughout the preparation process to achieve microbiological safety of the food at all times.  
3.4 Ensure the safety of food prepared, served and sold to customers under other conditions. |
| 4 Provide safe single use items. | 4.1 Store, display and provide single use items so that they are protected from damage and contamination.  
4.2 Do not re-use items intended for single use. |
| 5 Maintain a clean environment. | 5.1 Clean and sanitise equipment, surfaces and utensils used during food handling process.  
5.2 Use appropriate containers and do not allow the accumulation of garbage and recycled matter.  
5.3 Identify and report any equipment that requires cleaning or maintenance to ensure its cleanliness and safe operation.  
5.4 Dispose of any chipped, broken or cracked eating, drinking or food handling utensils or report these if disposal is outside scope of responsibility.  
5.5 Take measures within scope of responsibility to ensure food handling areas are free from animals and pests and report any incidents of animal or pest infestation. |
<table>
<thead>
<tr>
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<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Dispose of food safely.</td>
<td>6.1 Mark and keep separate from other foodstuffs any <em>food identified for disposal</em> until disposal is complete.</td>
</tr>
<tr>
<td>6.2 Dispose of food promptly to ensure no cross-contamination of other foodstuffs.</td>
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</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- operation of equipment, especially how to calibrate, use and clean a temperature probe and how to identify faults
- literacy skills to read and interpret relevant components of organisation food safety program, including policies, procedures and flow charts that identify critical control points and to complete basic documentation relating to monitoring food safety
- numeracy skills to take and record temperatures and to calculate times.

The following knowledge must be assessed as part of this unit:

- basic understanding of federal, and state or territory food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations and inspection regimes
- working knowledge of relevant components of the organisation food safety program, especially policies, procedures, product specifications and the use of any monitoring documents
- consequences of failure to observe food safety policies and procedures
- basic understanding of HACCP principles, procedures and processes
- critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the storage, preparation, display, service and disposal of food
- meaning of hazardous foods, especially as described by local legislation and national food codes
- high risk customer groups (those who may have a higher than average risk of harm from food contamination), such as:
  - children or babies
  - pregnant women
  - aged persons
  - people with immune deficiencies or allergies
- methods of food storage, production, display, service and disposal for the industry sector and food business, especially appropriate temperature levels for each of these processes
- broad understanding of the main types of safety hazards and contamination that may be found in the main food types handled by the industry sector and food business
- broad understanding of the conditions for development of microbiological contamination for the main food types handled by the industry sector and food business
- broad understanding of the appropriate environmental conditions, including temperature controls, for the storage of the main food types handled by the industry sector and food business
REQUIRED SKILLS AND KNOWLEDGE

- temperature danger zone for the main food types handled by the industry sector and food business and the two-hour and four-hour rule
- principles and methods of safe food handling
- choice and application of cleaning, sanitising and pest control equipment and materials.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to access and interpret safe food handling procedures and consistently apply these during day-to-day food handling activities
- knowledge of critical control points and methods of food hazard control for each critical point
- project or work activities that show the candidate's ability to apply safe food handling practices on multiple occasions across a range of different food handling circumstances to ensure consistency in the application of food safety procedures.
EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped industry-realistic food preparation environment, such as a commercial kitchen, catering production line, or food preparation area of a food outlet using the full range of equipment currently used in the service industries to store, prepare, display, serve and dispose of food
- access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications, and codes and standards outlining food safety requirements
- access to a food safety program inclusive of policies and procedures
- use of real ingredients and food items.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to implement food safety procedures. The following examples are appropriate for this unit:

- direct observation of the candidate completing tasks in the food handling facility according to food safety policies and procedures
- case studies to assess ability to react to a range of incidents where hazards have not been controlled
- oral or written questions to assess knowledge of food safety legislative requirements, policies and procedures
- oral or written questions to assess knowledge of food hazards and methods of controlling hazards
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- any commercial cookery, commercial catering, patisserie, Asian cookery or food and beverage unit directly involving food preparation.
EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Policies and procedures may relate to:

- food receiving, storage, preparation, display, service and disposal
- methods of food hazard control for each critical point
- systematic monitoring of hazard controls and record keeping
- personal hygiene, suitable dress and personal protective equipment and clothing
- record maintenance
- corrective actions when hazards are found not to be under control
- pest control
- cleaning and sanitation
- equipment maintenance.
RANGE STATEMENT

Food hazards may be:

- anything related to food, including work practices and procedures, that have a potential to harm the health or safety of a person
- actual or potential
- chemical, microbiological or physical
- any food contaminated with chemical or microbiological elements
- foods highly susceptible to microbiological contamination
- food containing bacteria, moulds and yeast
- food containing broken glass, metal or foreign objects
- food containing chemicals and natural poisons
- insects and vermin
- processes where food is vulnerable to contamination including:
  - requirements for food to be touched by hand
  - requirements for re-thermalisation or defrosting
  - displays of food and buffets
  - working with temperatures that promote the rapid growth of micro-organisms.

Critical control points are those where there is high risk of contamination or food spoilage, including:

- receiving
- storing
- preparing
- processing
- displaying
- packaging
- serving
- transporting
- disposing.
RANGE STATEMENT

**Food safety monitoring** may involve:
- monitoring and recording temperature of cold and hot storage equipment
- monitoring and recording food temperatures using a temperature probe
- checking and recording that food is stored within appropriate time limits of receipt of goods
- visual examination of food for quality review
- bacterial swabs and counts
- chemical tests.

**Incidents where food hazards are found not to be under control** may include:
- food poisoning
- customer complaints
- misuse of single use items
- stocks of out-of-date foodstuffs
- spoilt or contaminated food
- unclean equipment
- existence of pests and vermin.

**Food types** may include:
- eggs
- dairy
- meat and fish
- fruit and vegetables
- dried goods
- frozen goods.

**Food prepared, served and sold to customers under other conditions** may involve:
- displaying any type of food for self-service, such as:
  - buffets
  - salad bars
  - condiments
  - tea and coffee
  - providing drink dispensing equipment
  - pre-packaging food items
  - displaying and selling pre-packaged food.
RANGE STATEMENT

Ensuring the safety of food served and sold to customers under other conditions may involve:

- supervising the display of food to prevent contamination by customers
- removing contaminated food without delay
- providing separate serving utensils for each dish
- providing protective barriers
- displaying food under temperature control
- using packaging materials suitable for use on the particular foodstuff
- ensuring that packaging is not damaged during packaging or display process
- ensuring that damaged packaging does not allow contamination.

Items intended for single use may include:

- disposable cutlery, e.g. plastic or wooden spoons or stirrers
- disposable plates, mugs, cups and bowls
- individually packaged sugars
- individually packaged condiments, e.g. tomato sauce
- individually packaged jams and spreads
- individually packaged serves of coffee, tea and whitener
- face wipes and serviettes.

Maintenance to ensure cleanliness and safe operation of equipment may involve:

- removal of food waste
- removal of grease
- removal of dirt
- removal of animal or pest waste and cleaning of affected area
- recalibration of measurement and temperature controls.

Food identified for disposal may be:

- subject to recall
- not safe, or suspected of not being safe, for consumption
- destroyed
- disposed of so that it cannot be used for human consumption
- returned to supplier.
Unit Sector(s)

Sector: Cross-Sector

Competency field

Competency field: Food Safety
SITXOHS002A Follow workplace hygiene procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to apply good hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures, identify and control simple hazards and take particular hygiene measures to ensure the non-contamination of food and other items that might put customers, colleagues and self at a health risk.

This unit is one of three hierarchical units describing varying levels of participation in food safety processes:

- SITXOHS002A Follow workplace hygiene procedures
- SITXFSA001A Implement food safety procedures
- SITXFSA002A Develop and implement a food safety program.

Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand. The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. A large component of that standard deals with the health and hygiene of food handlers. This unit of competency complies with the legislative requirements for food safety and hygiene practices as outlined in the Code.

The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, differs between state and territory governments.

In some cases food handlers, especially designated food safety supervisors, may be required to formally achieve competence in hygiene practices through a registered training organisation that may use this unit as the basis for their training.
Application of the Unit

Personal hygiene practices underpin a range of service industry activities. They are particularly important within a food safety regime, but can also apply to housekeeping activities and anywhere where poor hygiene could provide a contamination risk. Poor hygiene practices can risk the health of customers, colleagues and self.

For the purposes of food safety, this unit only has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed and served. It will apply to any venue that operates a permanent or temporary kitchen or smaller food preparation area, such as restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites.

Other industries will need to access industry-specific food safety units of competency.

This unit applies to frontline operational personnel who work under close supervision and guidance from others during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational hygiene procedures. Personal hygiene practices apply to all personnel operating at all levels within the service industries, such as kitchen hands, cooks, chefs, catering staff, food and beverage attendants, housekeeping and, laundry staff, sandwich hands, cafe and fast food outlet cooking crew and sales people and owner-operators of small business catering operations or retail food outlets.

Licensing/Regulatory Information

Not applicable.
Pre-Requisites

Prerequisite units  Nil

Employability Skills Information

Employability skills  The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

<table>
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<tr>
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<th>PERFORMANCE CRITERIA</th>
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</thead>
<tbody>
<tr>
<td>1 Follow hygiene procedures and identify hygiene hazards.</td>
<td>1.1 Access and follow hygiene procedures and policies correctly and consistently according to organisation and legal requirements to ensure health and safety of customers and colleagues.</td>
</tr>
<tr>
<td></td>
<td>1.2 Identify and report poor organisation practices that are inconsistent with hygiene procedures.</td>
</tr>
<tr>
<td></td>
<td>1.3 Identify hygiene hazards that may affect the health and safety of customers, colleagues and self.</td>
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<tr>
<td></td>
<td>1.4 Take action to remove or minimise the hazards within</td>
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</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
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 | scope of individual responsibility and according to organisation and legal requirements.
 | Promptly report hygiene hazards to appropriate person for follow up where control of hazard is beyond the scope of individual responsibility.
 | Report any personal health issues.
 | Report any personal health issues that are likely to cause a hygiene risk.
 | Report incidents of food contamination that have resulted from the personal health issue.
 | Do not participate in food handling activities where there is a risk of food contamination as a result of the health issue.
 | Prevent food and other item contamination.
 | Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings to prevent contamination to food.
 | Ensure that no clothing or other items worn contaminate food.
 | Prevent unnecessary direct contact with ready to eat food.
 | Do not allow food to become contaminated with any body fluids or tobacco product from sneezing, coughing, blowing nose, spitting, smoking or eating over food or food preparation surfaces.
 | Maintain the use of clean materials and clothes and safe and hygienic practices to ensure that no cross-contamination of other items in the workplace occurs.
 | Wash hands at appropriate times and follow hand washing procedures correctly and consistently according to organisation and legal requirements.
 | Wash hands using appropriate facilities.
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to verbally report hygiene hazards and poor organisation practice
- literacy skills to read and interpret relevant organisation policies, procedures and diagrams that identify good hygiene practices.

The following knowledge must be assessed as part of this unit:

- very basic understanding of federal, and state or territory food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations
- working knowledge of organisation personal hygiene policies and procedures
- ramifications of failure to observe hygiene policies and procedures
- broad understanding of the general hazards in handling food, linen, laundry and garbage, including major causes of contamination and cross-infection
- sources and effects of microbiological contamination of food and other items that would require protection in the industry sector and business
- basic understanding of the choice and application of cleaning and sanitising equipment and materials.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.
EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to access and interpret hygiene procedures and consistently apply these during day-to-day activities
- understanding of the importance of following hygiene procedures and of the potential implications of disregarding those procedures
- project or work activities that show the candidate's ability to apply good hygiene practices on multiple occasions in a range of different operational circumstances to ensure consistency in the application of hygiene procedures.

Context of and specific resources for assessment

Assessment must ensure:

- access to current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications, codes and standards outlining food safety requirements
- access to hygiene policies and procedures
- project or work activities that show candidates' ability to apply good hygiene practices within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- use of real products, materials and equipment.
EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate carrying out work tasks that involve following hygiene procedures
- oral and written questions about hygiene principles and practices, policies and procedures
- oral or written questions to assess knowledge of food hygiene legislative requirements
- case studies to assess ability to react to a range of incidents where hygiene hazards exist
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHACS005A Prepare rooms for guests
- SITHACS007A Launder linen and guest clothes
- SITXFSA001A Implement food safety procedures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.
RANGE STATEMENT

Hygiene procedures may relate to:

- personal hygiene
- safe and hygienic handling of food and beverages
- regular hand washing
- correct food storage
- suitable dress and personal protective equipment and clothing
- avoidance of cross-contamination
- hygienic cleaning practices to avoid cross-contamination
- use of cleaning equipment, clothes and materials to avoid cross-contamination
- safe handling and disposal of linen and laundry
- appropriate handling and disposal of garbage
- cleaning and sanitising
- procedures documented in the organisation food safety program
- procedures covered by staff training programs
- procedures required by the national food safety code.

Poor organisation practices may include:

- poor personal hygiene practices
- poor food handling practices that may result in the contamination of food
- poor cleaning practices that may result in cross-contamination of food and other items
- practices inconsistent with the organisation's food safety program
- outdated practices not in keeping with current organisation activities.
RANGE STATEMENT

**Hygiene hazards** may include:
- contaminated food
- vermin
- airborne dust
- items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
- dirty equipment and utensils
- contaminated garbage
- use of practices not in keeping with current organisation activities
- colleagues without appropriate training or understanding of good hygiene practices, policies and procedures
- equipment not working correctly, such as fridge and temperature probes.

**Health issues** may relate to:
- food-borne diseases
- airborne diseases
- infectious diseases.

**Other items worn** may include:
- hair accessories
- jewellery
- watches
- bandages.

**Cross-contamination of other items in the workplace** may involve:
- infected linen
- items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
- dirty equipment and utensils
- spreading bacteria from bathroom or bedroom areas to kitchen areas in an accommodation facility.
RANGE STATEMENT

*Washing hands at appropriate times* might include:

- immediately before working with food
- immediately after handling raw food
- before commencing or recommencing work with food
- immediately after using the toilet
- immediately after smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound.

*Appropriate facilities* for hand washing may include:

- warm running water
- soap
- single use towels
- designated hand washing sink.

Unit Sector(s)

Sector          Cross-Sector

Competency field

Competency field          Occupational Health and Safety
TAEASS401B Plan assessment activities and processes

Modification History

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAEASS301B</td>
<td>Released with TAE10 Training and Education Training Package version 2.0</td>
</tr>
</tbody>
</table>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and organise the assessment process, including recognition of prior learning (RPL), in a competency-based assessment system. It also includes the development of simple assessment instruments.

Application of the Unit

This unit typically applies to assessors and workplace supervisors with assessment planning responsibilities; and trainers or other assessors responsible for planning assessment, including RPL. The unit is suitable for those with an existing assessment strategy which documents the overall framework for assessment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.
Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Determine assessment approach</td>
<td>1.1 Identify candidate and confirm <em>purposes and context of assessment/RPL</em> with relevant people according to <em>legal, organisational and ethical requirements</em></td>
</tr>
<tr>
<td></td>
<td>1.2 Identify and access <em>benchmarks for assessment/RPL</em> and any specific assessment guidelines</td>
</tr>
<tr>
<td>2. Prepare the assessment plan</td>
<td>2.1 Determine evidence and <em>types of evidence</em> needed to demonstrate competence, according to the <em>rules of evidence</em></td>
</tr>
<tr>
<td></td>
<td>2.2 Select <em>assessment methods</em> which will support the collection of defined evidence, taking into account the context in which the assessment will take place</td>
</tr>
<tr>
<td></td>
<td>2.3 Document all aspects of the <em>assessment plan</em> and confirm with relevant personnel</td>
</tr>
<tr>
<td>3. Develop assessment instruments</td>
<td>3.1 Develop <em>simple assessment instruments</em> to meet target group needs</td>
</tr>
<tr>
<td></td>
<td>3.2 Analyse <em>available assessment instruments</em> for their suitability for use and modify as required</td>
</tr>
<tr>
<td></td>
<td>3.3 <em>Map assessment</em> instruments against unit or course requirements</td>
</tr>
<tr>
<td></td>
<td>3.4 Write clear instructions for candidate about the use of the instruments</td>
</tr>
<tr>
<td></td>
<td>3.5 Trial draft assessment instruments to validate content and applicability, and record outcomes</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

*This section describes the skills and knowledge required for this unit.*

**Required skills**

- cognitive interpretation skills to:
  - interpret competency standards and other assessment documentation, including material relating to reasonable adjustment
  - identify opportunities for integrated competency assessment
  - contextualise competency standards to the operating assessment environment, including RPL
  - consider access and equity needs of diverse candidates
- technology skills to use appropriate equipment and software to communicate effectively with others
- research and evaluation skills to:
  - obtain competency standards, assessment tools and other relevant assessment resources
  - research candidate characteristics and any reasonable adjustment needs
  - evaluate feedback, and determine and implement improvements to processes
- literacy skills to read and interpret relevant information to design and facilitate assessment and recognition processes
- communication skills to discuss assessment, including RPL processes with clients and other assessors
- interpersonal skills to:
  - demonstrate sensitivity to access and equity considerations and candidate diversity
  - promote and implement equity, fairness, validity, reliability and flexibility in planning an assessment processes.

**Required knowledge**

- ethical and legal requirements of an assessor
- competency-based assessment, including:
  - work focused
  - criterion referenced
  - standards based
  - evidence based
- different purposes of assessment and different assessment contexts, including RPL
- how to read and interpret the identified competency standards as the benchmarks for assessment
- how to contextualise competency standards within relevant guidelines
- four principles of assessment and how they guide the assessment process
- purpose and features of evidence, and different types of evidence used in competency-based assessments, including RPL
- rules of evidence and how they guide evidence collection
- different types of assessment methods, including suitability for collecting various types of evidence
• assessment instruments and their purpose; different types of instruments; relevance of different instruments for specific evidence-gathering opportunities.
Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the ability to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical aspects for assessment and evidence required to demonstrate competency in this unit</td>
<td>• plan and organise the assessment process on a minimum of two occasions</td>
</tr>
<tr>
<td></td>
<td>• collect evidence that demonstrates:</td>
</tr>
<tr>
<td></td>
<td>• documented assessment plans</td>
</tr>
<tr>
<td></td>
<td>• having covered a range of assessment events</td>
</tr>
<tr>
<td></td>
<td>• catering for a number of candidates</td>
</tr>
<tr>
<td></td>
<td>• different competency standards or accredited curricula</td>
</tr>
<tr>
<td></td>
<td>• an RPL assessment</td>
</tr>
<tr>
<td></td>
<td>• contextualisation of competency standards and the selected assessment tools, where required</td>
</tr>
<tr>
<td></td>
<td>• incorporation of reasonable adjustment strategies</td>
</tr>
<tr>
<td></td>
<td>• development of simple assessment instruments for use in the process</td>
</tr>
<tr>
<td></td>
<td>• organisational arrangements.</td>
</tr>
</tbody>
</table>

| Context of and specific resources for assessment | Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided. Assessment must ensure access to training products, such as training packages and accredited course documentation. |

| Method of assessment | Guidance information for assessment |
Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Purposes of assessment/ RPL may include: | Recognising current existing competence of candidates  
|                                            | Determining if competence has been achieved following learning  
|                                            | Establishing candidate progress towards achievement of competence  
|                                            | Determining language, literacy and numeracy needs of candidates  
|                                            | Certifying competence through a qualification or Statement of Attainment  
|                                            | Licensing or regulatory requirements. |

| Context of assessment/ RPL may include: | Environment in which the assessment/RPL will be carried out, including real or simulated workplace  
|                                        | Opportunities for collecting evidence in a number of situations  
|                                        | Relationships between competency standards and:  
|                                        | Evidence to support RPL  
|                                        | Work activities in the candidate’s workplace  
|                                        | Learning activities  
|                                        | Who carries out the assessment/RPL. |

| Organisational, legal and ethical requirements may include: | Assessment system policies and procedures  
|                                                           | Assessment strategy requirements  
|                                                           | Reporting, recording and retrieval systems for assessment, including RPL  
|                                                           | Quality assurance systems  
|                                                           | Business and performance plans  
|                                                           | Access and equity policies and procedures  
|                                                           | Collaborative and partnership arrangements  
|                                                           | Defined resource parameters  
|                                                           | Mutual recognition arrangements  
|                                                           | Industrial relations systems and processes, awards, and enterprise agreements  
|                                                           | Australian Quality Training Framework  
|                                                           | Registration scope  
|                                                           | Human resources policies and procedures  
|                                                           | Legal requirements, including: |
- anti-discrimination
- equal employment opportunity
- job role, responsibilities and conditions
- relevant industry codes of practice
- confidentiality and privacy requirements
- OHS considerations, including:
  - ensuring OHS requirements are adhered to during the assessment process
  - identifying and reporting OHS hazards and concerns to relevant personnel.

**Benchmarks for assessment/RPL** may include:
- criterion against which the candidate is assessed or prior learning recognised, which may be:
  - competency standard/unit of competency
  - assessment criteria of course curricula
  - performance specifications of an enterprise or industry
  - product specifications.

**Types of evidence** may include:
- direct
- indirect
- supplementary.

**Rules of evidence** ensure that evidence collected is:
- valid
- sufficient
- authentic
- current.

**Assessment methods** are the particular techniques used to gather evidence and may include:
- direct observation, for example:
  - real work/real time activities at the workplace
  - work activities in a simulated workplace environment
- structured activities, for example:
  - simulation exercises and role-plays
  - projects
  - presentations
  - activity sheets
- questioning, for example:
  - written questions, e.g. on a computer
  - interviews
  - self-assessment
  - verbal questioning
  - questionnaires
  - oral or written examinations (applicable at higher AQF levels)
- portfolios of evidence, for example:
- collection of work samples compiled by candidate
- product with supporting documentation
- historical evidence
- journal or log book
- information about life experience
- review of products, for example:
  - testimonials and reports from employers and supervisors
  - evidence of training
  - authenticated prior achievements
  - interview with employer, supervisor, or peer.

**Assessment plan** may include:

- overall planning document describing:
  - what is to be assessed
  - when assessment is to take place
  - where assessment is to take place
  - how assessment is to take place.

**Simple assessment instruments** may include:

- instruments developed by an assessor as part of formative or summative assessment activities, including:
  - profiles of acceptable performance measures
  - templates and proformas
  - specific questions or activities
  - evidence and observation checklists
  - checklists for the evaluation of work samples
  - recognition portfolios
  - candidate self-assessment materials
  - instruments developed elsewhere that have been modified by the assessor for use with a particular client group.

**Available assessment instruments** may include:

- commercially available instruments
- those created by others inside the registered training organisation.

**Map assessment** means:

- showing a clear relationship between the evidence and the requirements of the unit.

---

**Unit Sector(s)**

Assessment
Custom Content Section

Not applicable.
TAEASS402B Assess competence

Modification History

Version Comments
TAEASS402B Released with TAE10 Training and Education Training Package version 2.0

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assess the competence of a candidate.

Application of the Unit

This unit typically applies to assessors.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

<table>
<thead>
<tr>
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</tr>
</tbody>
</table>
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>1. Prepare for assessment</th>
<th>1.1 Interpret <em>assessment plan</em> and confirm organisational, legal and ethical requirements for conducting assessment with relevant people</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Access and interpret relevant <em>benchmarks for assessment</em> and nominated <em>assessment tools</em> to confirm the requirements for evidence to be collected</td>
</tr>
<tr>
<td></td>
<td>1.3 Arrange identified material and physical resource requirements according to assessment system policies and procedures</td>
</tr>
<tr>
<td></td>
<td>1.4 Organise <em>specialist support</em> required for assessment</td>
</tr>
<tr>
<td></td>
<td>1.5 Explain, discuss and agree details of the assessment plan with candidate</td>
</tr>
<tr>
<td>2. Gather quality evidence</td>
<td>2.1 Use agreed <em>assessment methods</em> and instruments to gather, organise and document evidence in a format suitable for determining competence</td>
</tr>
<tr>
<td></td>
<td>2.2 Apply the principles of assessment and rules of evidence in gathering quality evidence</td>
</tr>
<tr>
<td></td>
<td>2.3 Determine opportunities for evidence gathering in actual or simulated activities through consultation with the candidate and relevant personnel</td>
</tr>
<tr>
<td></td>
<td>2.4 Determine opportunities for integrated assessment activities and document any changes to assessment instruments where required</td>
</tr>
<tr>
<td>3. Support the candidate</td>
<td>3.1 Guide candidates in gathering their own evidence to support recognition of prior learning (RPL)</td>
</tr>
<tr>
<td></td>
<td>3.2 Use appropriate communication and interpersonal skills to develop a professional relationship with the candidate that reflects sensitivity to <em>individual differences</em> and enables two-way <em>feedback</em></td>
</tr>
<tr>
<td></td>
<td>3.3 Make decisions on reasonable adjustments with the candidate, based on candidate’s needs and characteristics</td>
</tr>
<tr>
<td></td>
<td>3.4 Access required specialist support in accordance with the assessment plan</td>
</tr>
<tr>
<td></td>
<td>3.5 Address any OHS risk to person or equipment immediately</td>
</tr>
<tr>
<td>4. Make the assessment decision</td>
<td>4.1 Examine collected evidence and evaluate it to ensure that it reflects the evidence required to demonstrate competence</td>
</tr>
<tr>
<td></td>
<td>4.2 Use judgement to infer whether competence has been demonstrated, based on the available evidence</td>
</tr>
<tr>
<td></td>
<td>4.3 Make assessment decision in line with agreed assessment procedures and according to agreed assessment plan</td>
</tr>
<tr>
<td></td>
<td>4.4 Provide clear and constructive feedback to candidate regarding</td>
</tr>
</tbody>
</table>
| 5. Record and report the assessment decision | 5.1 Record assessment outcomes promptly and accurately  
5.2 Complete and process an assessment report according to agreed assessment procedures  
5.3 Inform other relevant parties of the assessment decision according to confidentiality conventions |
| 6. Review the assessment process | 6.1 Review the assessment process in *consultation* with relevant people to improve own future practice  
6.2 Document and record the review according to relevant assessment system policies and procedures |
Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analysis and interpretation skills to:
  - break down competency standards
  - interpret assessment tools and other assessment information, including those used in RPL
  - identify candidate needs
  - make judgements based on assessment of available evidence
- observation skills to:
  - recognise candidate’s prior learning
  - determine candidate’s performance
  - identify when candidate may need assistance during the assessment processes
- research and evaluation skills to:
  - access required human and material resources for assessment
  - access assessment system policies and procedures
  - access RPL policies and procedures
  - evaluate evidence
  - evaluate assessment process
- cognitive skills to:
  - weigh up the evidence and make a judgement
  - consider and recommend reasonable adjustments
- decision-making skills to:
  - recognise a candidate’s prior learning
  - make a decision on a candidate’s competence
- literacy skills to:
  - read and interpret relevant information to conduct assessment
  - prepare required documentation and records or reports of assessment outcomes in required format
- communication and interpersonal skills to:
  - explain the assessment, including RPL process
  - give clear and precise instructions
  - ask effective questions
  - provide clarification
  - discuss process with other relevant people
  - give appropriate feedback
  - discuss assessment outcome
  - use language appropriate to candidate and assessment environment
  - establish a working relationship with candidate.
Required knowledge

- competency-based assessment, including:
  - vocational education and training as a competency-based system
  - criterion-referenced assessment as distinct from norm-referenced assessment
  - competency standards as the basis of qualifications
  - structure and application of competency standards
  - principles of assessment and how they are applied
  - rules of evidence and how they are applied
  - range of assessment purposes and assessment contexts, including RPL
  - different assessment methods, including suitability for gathering various types of evidence, suitability for content of units, and resource requirements and associated costs
  - reasonable adjustments and when they are applicable
  - types and forms of evidence, including assessment instruments that are relevant to gathering different types of evidence used in competency-based assessment, including RPL
  - potential barriers and processes relating to assessment tools and methods
  - assessment system, including policies and procedures established by the industry, organisation or training authority
- RPL policies and procedures established by the organisation
- cultural sensitivity and equity considerations
- relevant policy, legislation, codes of practice and national standards, including commonwealth and state or territory legislation that may affect training and assessment in the vocational education and training sector, such as:
  - copyright and privacy laws in terms of electronic technology
  - security of information
  - plagiarism
  - training packages and competency standards
  - licensing requirements
  - industry and workplace requirements
  - duty of care under common law
  - recording information and confidentiality requirements
  - anti-discrimination, including equal employment opportunity, racial vilification and disability discrimination
  - workplace relations
  - industrial awards and enterprise agreements
- OHS responsibilities associated with assessing competence, such as:
  - requirements for reporting hazards and incidents
  - emergency procedures
  - procedures for use of relevant personal protective equipment
  - safe use and maintenance of relevant equipment
- sources of OHS information.

**Evidence Guide**

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>Evidence of the ability to:</th>
</tr>
</thead>
</table>
| **Critical aspects for assessment and evidence required to demonstrate competency in this unit** | - assess competence of a number of candidates within the vocational education and training context against different units of competency or accredited curricula, following the relevant assessment plan  
- assess at least one candidate for RPL  
- consider reasonable adjustment and the reasons for decisions in at least one assessment  
- cover an entire unit of competency and show:  
  - the application of different assessment methods and instruments involving a range of assessment activities and events  
  - two-way communication and feedback  
  - how judgement was exercised in making the assessment decision  
  - how and when assessment outcomes were recorded and reported  
  - assessment records and reports completed in accordance with assessment system and organisational, legal and ethical requirements  
  - how the assessment process was reviewed. |

| Context of and specific resources for assessment | Evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided. |
| Method of assessment |  |
| Guidance information for assessment |  |
**Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Assessment plan may include: | • overall planning, describing:  
|  | • what is to be assessed  
|  | • when assessment is to take place  
|  | • where assessment is to take place  
|  | • how assessment is to take place. |

| Benchmarks for assessment: | • refer to a criterion against which the candidate is assessed  
|  | • may be a competency standard/unit of competency, assessment criteria of course curricula, performance specifications, or product specifications. |

| Assessment tools include: | • the learning or competency unit(s) to be assessed  
|  | • the target group, context and conditions for the assessment  
|  | • the tasks to be administered to the candidate  
|  | • an outline of the evidence to be gathered from the candidate  
|  | • the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules)  
|  | • the administration, recording and reporting requirements  
|  | • the evidence of how validity and reliability have been tested and built into the design and use of the tool. |

| Specialist support may include: | • assistance by third party, such as carer or interpreter  
|  | • support from specialist educator  
|  | • provision of developed online assessment activities  
|  | • support for remote or isolated candidates and assessors  
|  | • support from subject matter or safety experts  
|  | • advice from regulatory authorities  
|  | • assessment teams and panels  
|  | • support from lead assessors  
|  | • advice from policy development experts. |

| Assessment methods include: | • particular techniques used to gather different types of evidence, such as:  
|  | • direct observation |
- structured activities
- oral or written questioning
- portfolios of evidence
- review of products
- third-party feedback.

### Individual differences may include:

- English language, literacy and numeracy barriers
- physical impairment or disability
- intellectual impairment or disability
- medical condition that may impact on assessment, such as arthritis, epilepsy, diabetes and asthma
- learning difficulties
- mental or psychological disability
- religious and spiritual observances
- cultural images and perceptions
- age
- gender.

### Feedback may include:

- ensuring assessment/RPL process is understood
- ensuring candidate concerns are addressed
- enabling questions and answers
- confirming outcomes
- identifying further evidence to be provided
- discussing action plans
- confirming gap training needed
- providing information regarding available appeal processes
- suggesting improvements in evidence gathering and presentation.

### Consultation may involve:

- moderation with other assessors, or training and assessment coordinators
- discussions with client, team leaders, managers, RPL coordinators, supervisors, coaches and mentors
- technical and subject experts
- English language, literacy and numeracy experts.

### Unit Sector(s)

Assessment
Custom Content Section

Not applicable.
TAEDEL301A Provide work skill instruction

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to conduct individual and group instruction and demonstrate work skills, using existing learning resources in a safe and comfortable learning environment. The unit covers the skills and knowledge required to determine the success of both the training provided and one’s own personal training performance. It emphasises the training as being driven by the work process and context. |

Application of the Unit

| Application of the unit | This unit supports a wide range of applications across any workplace setting and so can be used by any organisation. Its use is not restricted to training organisations. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
<th></th>
</tr>
</thead>
</table>
Employability Skills Information

| Employability skills | This unit contains employability skills. |

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Organise instruction and demonstration</td>
<td>1.1. Gather information about learner characteristics and learning needs&lt;br&gt;1.2. Confirm a safe learning environment&lt;br&gt;1.3. Gather and check instruction and demonstration objectives and seek assistance if required&lt;br&gt;1.4. Access and review relevant learning resources and learning materials for suitability and relevance, and seek assistance to interpret the contextual application&lt;br&gt;1.5. Organise access to necessary equipment or physical resources required for instruction and demonstration&lt;br&gt;1.6. Notify learners of details regarding the implementation of the learning program and/or delivery plan</td>
</tr>
<tr>
<td>2. Conduct instruction and demonstration</td>
<td>2.1. Use interpersonal skills with learners to establish a safe and comfortable learning environment&lt;br&gt;2.2. Follow the learning program and/or delivery plan to cover all learning objectives&lt;br&gt;2.3. Brief learners on any OHS procedures and requirements prior to and during training&lt;br&gt;2.4. Use delivery techniques to structure, pace and enhance learning&lt;br&gt;2.5. Apply coaching techniques to assist learning&lt;br&gt;2.6. Use communication skills to provide information, instruct learners and demonstrate relevant work skills&lt;br&gt;2.7. Provide opportunities for practice during instruction and through work activities&lt;br&gt;2.8. Provide and discuss feedback on learner performance to support learning</td>
</tr>
<tr>
<td>3. Check training performance</td>
<td>3.1. Use measures to ensure learners are acquiring and can use new technical and generic skills and knowledge&lt;br&gt;3.2. Monitor learner progress and outcomes in consultation with learner&lt;br&gt;3.3. Review relationship between the trainer/coach and the learner and adjust to suit learner needs</td>
</tr>
<tr>
<td>4. Review personal training performance and finalise documentation</td>
<td>4.1. Reflect upon personal performance in providing instruction and demonstration, and document strategies for improvement&lt;br&gt;4.2. Maintain, store and secure learner records according</td>
</tr>
<tr>
<td>ELEMENT</td>
<td>PERFORMANCE CRITERIA</td>
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<tr>
<td></td>
<td>to organisational and legal requirements</td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- **verbal and non-verbal communication techniques, such as:**
  - asking relevant and appropriate questions
  - providing explanations
  - demonstrating
  - using listening skills
  - providing information clearly
- **safety skills to implement OHS requirements, by acting and responding safely in order to:**
  - identify hazards
  - conduct prestart-up checks if required
  - observe and interpret learner behaviour that may put people at risk
- **time-management, skills to:**
  - ensure all learning objectives are covered
  - pace learning
- **reflection skills in order to:**
  - identify areas for improvement
  - maintain personal skill development
- **literacy skills to:**
  - complete and maintain documentation
  - read and follow learning programs and plans
  - read and analyse learner information
- **technology skills to operate audio-visual and technical equipment**
- **interpersonal skills to:**
  - engage, motivate and connect with learners
  - provide constructive feedback
  - maintain appropriate relationships
  - establish trust
  - use appropriate body language
  - maintain humour
  - demonstrate tolerance
  - manage a group
  - recognise and be sensitive to individual difference and diversity
- **observation skills to:**
  - monitor learner acquisition of new skills, knowledge and competency
### REQUIRED SKILLS AND KNOWLEDGE

**requirements**
- assess learner communication and skills in interacting with others
- identify learner concerns
- recognise learner readiness to take on new skills and tasks

**Required knowledge**
- learner characteristics and needs
- content and requirements of the relevant learning program and/or delivery plan
- sources and availability of relevant learning resources and learning materials
- content of learning resources and learning materials
- training techniques that enhance learning and when to use them
- introductory knowledge of learning principles and learning styles
- key OHS issues in the learning environment, including:
  - roles and responsibilities of key personnel
  - responsibilities of learners
  - relevant policies and procedures, including hazard identification, risk assessment, reporting requirements, safe use of equipment and emergency procedures
  - risk controls for the specific learning environment
# Evidence Guide

**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

## Overview of assessment

Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.

## Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- carry out a minimum of three training sessions, involving demonstrating and instructing particular work skills for different groups; with each session addressing:
  - different learning objectives
  - a range of techniques and effective communication skills appropriate to the audience.

## Context of and specific resources for assessment

Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.

## Method of assessment

## Guidance information for assessment

For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).
### Range Statement

#### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

| Learner characteristics may include: | • language, literacy and numeracy levels
|   | • learning styles
|   | • past learning and work experiences
|   | • specific needs
|   | • workplace culture.

| Safe learning environment may include: | • exit requirements
|   | • personal protective equipment
|   | • safe access
|   | • safe use of equipment.

| Instruction and demonstration objectives may include: | • competencies to be achieved
|   | • generic and technical skills, which may be:
|   |   • provided by the organisation
|   |   • developed by a colleague
|   |   • individual or group objectives
|   |   • learning outcomes.

| Learning resources may include: | • any material used to support learning, such as:
|   |   • learner and user guides
|   |   • trainer and facilitator guides
|   |   • example training programs
|   |   • specific case studies
|   |   • professional development materials
|   |   • assessment materials
|   |   • a variety of formats
|   |   • those produced locally
|   |   • those acquired from other sources.

| Learning materials may include: | • handouts for learners
|   | • materials sourced from the workplace, e.g. workplace documentation, operating procedures, and specifications.

| Details may include: | • location and time
|   | • outcomes of instruction or demonstration
RANGE STATEMENT

- reason for instruction or demonstration
- who will be attending instruction session.

**OHS procedures** may include:
- emergency procedures
- hazards and their means of control
- incident reporting
- use of personal protective equipment
- safe work practices
- safety briefings
- site-specific safety rules.

**Delivery techniques** may include:
- coaching
- demonstration
- explanation
- group or pair work
- providing opportunities to practise skills and solve problems
- questions and answers.

**Coaching** may include:
- learning arrangements requiring immediate interaction and feedback
- on-the-job instruction and 'buddy' systems
- relationships targeting enhanced performance
- short-term learning arrangements
- working on a one-to-one basis.

**Measures** may include:
- informal review or discussion
- learner survey
- on-the-job observation
- review of peer coaching arrangements.

**Unit Sector(s)**

| Unit sector | Delivery and facilitation |

**Competency field**
## Co-requisite units

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<thead>
<tr>
<th>Co-requisite units</th>
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</table>
TAEDEL402A Plan, organise and facilitate learning in the workplace

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to plan, organise and facilitate learning for individuals in a workplace. |

Application of the Unit

| Application of the unit | This unit typically applies to a person working as an entry level trainer, teacher or facilitator, team leader or workplace supervisor, or any employee responsible for guiding learning through work. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

<table>
<thead>
<tr>
<th>Prerequisite units</th>
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</table>
## Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
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</table>

## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Establish effective work environment for learning | 1.1. Establish and agree upon objectives and scope of the work-based learning  
1.2. Analyse work practices and routines to determine their effectiveness in meeting established learning objectives  
1.3. Identify and address *OHS implications* of using work as the basis for learning |
| 2. Develop a work-based learning pathway | 2.1. Address *contractual requirements* and responsibilities for learning at work  
2.2. Arrange for integration and monitoring of external learning activities with the *work-based learning pathway*  
2.3. Obtain agreement from relevant personnel to implement the work-based learning pathway |
| 3. Establish the learning-facilitation relationship | 3.1. Identify context for learning and individual’s learning style  
3.2. Select appropriate technique or process to facilitate learning and explain the basis of the technique to learner  
3.3. Develop, document and discuss *individualised learning plan* with learner  
3.4. Access, read and interpret documentation outlining the OHS responsibilities of the various parties in the learning environment  
3.5. Monitor supervisory arrangements appropriate to learner's levels of knowledge, skill and experience to provide support and encouragement and ensure learner's health and safety |
| 4. Implement work-based learning pathway | 4.1. Sequence introduction of workplace tasks, activities and processes to reflect the agreed work-based learning pathway  
4.2. Explain objectives of work-based learning and the processes involved to learner  
4.3. Encourage learner to take responsibility for learning and to self-reflect  
4.4. Develop techniques that facilitate learner's transfer of skills and knowledge |
| 5. Maintain and develop the learning/facilitation | 5.1. Prepare for each session  
5.2. Structure learning activities to support and reinforce new learning, build on strengths, and identify areas |
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>relationship</td>
<td>for further development</td>
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<tr>
<td>5.3. Observe learner cues and change approaches where necessary to maintain momentum</td>
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</tr>
<tr>
<td>5.4. Practise <em>ethical behaviour</em> at all times</td>
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</tr>
<tr>
<td>5.5. Monitor effectiveness of the learning/facilitation relationship through regular meetings between the parties</td>
<td></td>
</tr>
<tr>
<td>6. Close and evaluate the learning/facilitation relationship</td>
<td>6.1. Carry out the closure smoothly, using appropriate interpersonal and communication skills</td>
</tr>
<tr>
<td>6.2. Seek feedback from learner on the outcomes achieved and value of the relationship</td>
<td></td>
</tr>
<tr>
<td>6.3. Evaluate and document process, including <em>impact, self evaluation and reflection</em>, and file according to legal and organisational requirements</td>
<td></td>
</tr>
<tr>
<td>7. Monitor and review the effectiveness of the work-based learning pathway</td>
<td>7.1. Document work performance and learning achievement and keep records according to organisational requirements</td>
</tr>
<tr>
<td>7.2. Evaluate effectiveness of the work-based pathway against the objectives, processes and techniques used</td>
<td></td>
</tr>
<tr>
<td>7.3. Recommend improvements to work-based practice in light of the review process</td>
<td></td>
</tr>
</tbody>
</table>
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

### Required skills

- oral communication and language skills to:
  - motivate the learner
  - transfer skills and knowledge
- interpersonal skills to maintain appropriate relationships
- observation skills to monitor individual progress
- literacy skills to:
  - read and interpret organisational documents, legal documents and contracts
  - complete and maintain documentation
- organisational skills to provide guidance and feedback to individuals
- communication skills, including:
  - using effective verbal and non-verbal language
  - using critical listening and questioning techniques
  - giving constructive and supportive feedback
  - assisting learners to paraphrase advice or instructions back to the trainer/facilitator
  - providing clear and concrete options and advice
  - using appropriate industry/profession terminology and language
  - ensuring language, literacy and numeracy used is appropriate to learners

### Required knowledge

- systems, processes and practices within the organisation where work-based learning is taking place
- operational demands of the work and impact of changes on work roles
- organisational work culture, including industrial relations environment
- systems for identifying skill needs
- introductory knowledge of different learning styles and how to encourage learning in each, for example:
  - visual learners
  - audio learners
  - kinaesthetic learners
  - theoretical learners
- relevant policy, legislation, codes of practice and national standards that may affect training and assessment in the vocational education and training sector
- OHS relating to the work role, including:
  - hazards relating to the industry and specific workplace
<table>
<thead>
<tr>
<th>REQUIRED SKILLS AND KNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• reporting requirements for hazards and incidents</td>
</tr>
<tr>
<td>• specific procedures for work tasks</td>
</tr>
<tr>
<td>• safe use and maintenance of relevant equipment</td>
</tr>
<tr>
<td>• emergency procedures</td>
</tr>
<tr>
<td>• sources of OHS information</td>
</tr>
</tbody>
</table>
# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:
- prepare and facilitate work-based learning
- provide evidence of a minimum of two examples of developing work-based learning pathways, that include:
  - identifying needs for learning
  - analysing work practices, work environment and work activities
  - organising and allocating work in a way that reflects learning needs and provides effective learning opportunities through work processes
- provide a minimum of two examples of a learning facilitation relationship being conducted:
  - with different individuals
  - demonstrating communication skills and flexibility
  - demonstrating one or more of the processes or techniques identified.

### Context of and specific resources for assessment

Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.

Assessment must ensure access to information about work activities.

### Method of assessment

### Guidance information for assessment

For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).
**Range Statement**

<table>
<thead>
<tr>
<th><strong>RANGE STATEMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>OHS implications</strong> may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• OHS obligations</td>
</tr>
<tr>
<td>• workplace OHS policies and procedures</td>
</tr>
<tr>
<td>• ensuring work practices, routines and proposed changes do not pose a risk to learners and others.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Contractual requirements</strong> may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• training plans under apprenticeships/traineeships</td>
</tr>
<tr>
<td>• requirements of government-funded training programs, such as Workplace English Language and Literacy (WELL).</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Work-based learning pathway</strong> may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• identifying specific goals for work-based learning</td>
</tr>
<tr>
<td>• identifying job tasks or activities to be included in learning process</td>
</tr>
<tr>
<td>• appropriate sequencing of job tasks/activities to reflect learner incremental development</td>
</tr>
<tr>
<td>• direct guidance and modelling from experienced co-workers and experts</td>
</tr>
<tr>
<td>• opportunities for practice.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Individualised learning plan</strong> may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• information about individual's learning style, learner characteristics, and the context for learning</td>
</tr>
<tr>
<td>• clear boundaries and expectations of the learning/facilitation relationship</td>
</tr>
<tr>
<td>• documented equity or additional support needs for the learner</td>
</tr>
<tr>
<td>• performance benchmarks to be achieved</td>
</tr>
<tr>
<td>• activities and processes which together will achieve the benchmarks.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ethical behaviour</strong> includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• trust</td>
</tr>
<tr>
<td>• integrity</td>
</tr>
<tr>
<td>• privacy and confidentiality of the session</td>
</tr>
<tr>
<td>• following organisational policies</td>
</tr>
<tr>
<td>• knowing own limitations</td>
</tr>
<tr>
<td>• having a range of other intervention referrals ready when needed</td>
</tr>
<tr>
<td>• honesty</td>
</tr>
</tbody>
</table>
## RANGE STATEMENT

- fairness to others.

**Impact** may be:

- successful achievement, rate of achievement, or lack of achievement of identified goals
- achievement of other outcomes as a result of the relationship
- development of new goals
- new or increased motivation to learn
- greater capacity to learn
- increase in learner's self-confidence.

**Self-evaluation and reflection** may include:

- asking critical questions about:
  - own ability
  - what worked or didn't work
  - how the relationship building process could be improved
- reviewing records and journals on sessions and critically evaluating own performance
- reviewing feedback from learner and identifying critical aspects and areas for improvement.

### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th>Delivery and facilitation</th>
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</table>

### Competency field

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<th>Competency field</th>
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### Co-requisite units

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<th>Co-requisite units</th>
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</table>
TAEDES401A Design and develop learning programs

Modification History
Not applicable.

Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to conceptualise, design, develop and review learning programs to meet an identified need for a group of learners. The unit addresses the skills and knowledge needed to identify the parameters of a learning program, determine the design, outline the content and review its effectiveness. |

Application of the Unit

| Application of the unit | This unit typically applies to a trainer or facilitator who designs or develops learning programs. A learning program can be discrete, providing a planned learning approach that relates to specific learning and training needs, or it may form part of the learning design for a qualification. |

Licensing/Regulatory Information
Not applicable.

Pre-Requisites

| Prerequisite units | | | | |
## Employability Skills Information

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>This unit contains employability skills.</th>
</tr>
</thead>
</table>

## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Define parameters of the learning program | 1.1. Clarify *purpose* and type of learning program with key stakeholders  
1.2. Access and confirm the competency standards and *other training specifications* on which to base the learning program  
1.3. Identify language, literacy and numeracy requirements of the program  
1.4. Identify and consider characteristics of the target learner group |
| 2. Work within the vocational education and training (VET) policy framework | 2.1. Access relevant *VET policies* and frameworks, and apply to work practices  
2.2. Identify changes to training packages and accredited courses and apply these to program development  
2.3. Conduct work according to organisational quality assurance policies and procedures |
| 3. Develop program content | 3.1. Research, develop and document specific subject matter content according to agreed design options  
3.2. Evaluate existing learning resources for content relevance and quality  
3.3. Specify assessment requirements of the learning program |
| 4. Design structure of the learning program | 4.1. Break the learning content into manageable segments and document timeframe for each segment  
4.2. Determine and confirm *delivery strategies* and required assessment methods and tools  
4.3. Document complete learning program in line with organisational requirements  
4.4. Review complete program with key stakeholders and adjust as required  
4.5. Ensure a safe learning progression by analysing risks in the learning environment and including a risk control plan |
## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- organisational skills to ensure resources are available and suitable
- evaluation skills to determine the time required for each learning segment and the overall timelines of the learning program
- cognitive skills to develop the learning program content and design its structure
- language and literacy skills to read and interpret a range of documentation, including technical and subject matter documents, references and texts

#### Required knowledge

- information about training package developers and course accreditation agencies responsible for specific learning program parameters
- training packages and relevant competency standards to be used as the basis of the learning program
- other performance standards and criteria to be used as the basis of the learning program, where relevant
- distinction and relationship between a training package/accredited course, learning strategy and learning program, where linked
- different purposes and focus of learning programs
- sound knowledge of learning principles
- instructional design principles relating to different design options for learning program design and structure
- availability and types of different relevant learning resources, learning materials and pre-developed learning activities
- methodology relating to developing and documenting new learning activities and related learning materials
- different delivery modes and methods
- relevant policies, legal requirements, codes of practice and national standards, including commonwealth and state or territory legislation that may affect training and assessment in the VET sector
- relevant OHS knowledge relating to the work role, and OHS considerations that need to be included in the learning program
**Evidence Guide**

<table>
<thead>
<tr>
<th>EVIDENCE GUIDE</th>
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</thead>
<tbody>
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<td>Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.</td>
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<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
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<tbody>
<tr>
<td>Evidence of the ability to:</td>
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<tr>
<td>- design, develop and review learning programs within the VET context</td>
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<tr>
<td>- prepare and develop a minimum of two learning programs:</td>
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<td>- that contain differentiated learning program designs to reflect particular needs, contexts and timelines</td>
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<td>- at least one of which must be based on competency standards or accredited courses and must cover at least one entire unit of competency or accredited course module.</td>
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</tbody>
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<tr>
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<td>Evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided.</td>
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<tr>
<th>Method of assessment</th>
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<table>
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<tr>
<th>Guidance information for assessment</th>
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<tbody>
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<td>For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (<a href="http://www.ibsa.org.au">www.ibsa.org.au</a>).</td>
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</table>
Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

**Purpose** may include:
- developing vocational competency or vocational skills
- developing language, literacy and numeracy skills
- developing general education
- meeting legislative, licensing and registration requirements, such as OHS requirements.

**Other training specifications** may include:
- curriculum specifications
- product specifications
- organisational work requirements and training needs
- induction needs
- language, literacy and numeracy development needs
- regulatory and licensing requirements.

**Vocational education and training policies** may include:
- policies and procedures set by national organisations, such as the National Quality Council
- Australian Quality Training Framework
- other relevant policies.

**Delivery strategies** may include:
- focus of delivery in terms of size and type of group
- context of delivery, for example:
  - in the workplace
  - in a training room
  - in a community setting
- mode of delivery, for example:
  - face-to-face
  - online
  - blended delivery mode
- delivery methods, for example:
  - lock-step, learner-paced and mixed
  - interactive, participative and collaborative
  - blended delivery methods.
### Unit Sector(s)

<table>
<thead>
<tr>
<th>Unit sector</th>
<th>Learning design</th>
</tr>
</thead>
</table>

### Competency field

<table>
<thead>
<tr>
<th>Competency field</th>
</tr>
</thead>
</table>

### Co-requisite units

<table>
<thead>
<tr>
<th>Co-requisite units</th>
</tr>
</thead>
</table>
UEGNSG601A Assess the operational capability of gas safety equipment on tankers

Modification History
Not Applicable

Unit Descriptor

Unit Descriptor 1) This Unit covers the assessment of the gas and safety equipment on a tanker for the distribution of LPG. It includes assessing the equipment, identifying faults, using standard operating procedures, liaising with appropriate persons, conducting inspections and tests tankers/vehicles as is detailed in the National Road Transport competency standards TDTC407A and TDTC597A. Tankers include heavy rigid or heavy combination truck.

Application of the Unit

Application of the Unit 3) This competency standard shall apply to work sites where the distribution of liquefied petroleum gas occurs.

Licensing/Regulatory Information

License to practice 3.1) The skills and knowledge described in this unit are not subject to licence regulation other than those directly related to Occupational Health and Safety, gas/electricity/water industry safety and compliance, industrial relations, environmental protection, telecommunications, anti discrimination and training. Commonwealth, State/Territory or Local Government legislation and regulations may exist that limits the age of
License to practice

3.1) operating certain equipment.

Pre-Requisites

Prerequisite Unit(s) 2)

Competencies 2.1)

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

Nil

Employability Skills Information

Refer to the Evidence Guide

Elements and Performance Criteria Pre-Content

5) Elements describe the essential outcomes of a competency standard unit

Performance Criteria describe the required performance needed to demonstrate achievement of the element.

Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Prepare to assess gas and safety equipment on tankers in accordance with requirements and standard operating procedures</td>
</tr>
<tr>
<td>1.1</td>
<td>Work instructions are received and confirmed according to standard operating procedures</td>
</tr>
<tr>
<td>1.2</td>
<td>Relevant requirements and established procedures to be followed for the work to be performed are discussed with all persons to establish and confirm the work schedule</td>
</tr>
</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
---|---
1.3 | OHS, environmental and sustainable energy policies and procedures to be followed for the work to be performed are received and confirmed
1.4 | Suggestions to assist with the assessing the operational capability of gas safety equipment on tankers are made to others involved in the work
1.5 | Hazards are identified, OHS risks assessed and control measures are prioritised, implemented and monitored including emergency exits kept clear according to established procedures
1.6 | Scope of responsibility under the relevant work permit is received and confirmed according to requirements and established procedures with relevant persons where applicable
1.7 | Resources including equipment and tools are visually inspected and personal protective equipment required for the job are obtained and in working order according to established procedures
1.8 | All components of the tanker and associated equipment are checked and the relevant responsibilities associated with First Aid and other related work safety procedures at the worksite are confirmed in accordance with requirements and established procedures.
1.9 | Client issues are referred to appropriate persons in accordance with industry community standards
1.10 | Inspection procedures are carried out according to manufacturer's specifications and the work schedule for a quality outcome and to minimise risk and damage to property, commerce and individuals in accordance with established procedures
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Identify and assess faults of gas and safety equipment on tankers</td>
</tr>
<tr>
<td>2.1</td>
<td>OHS policies and procedures and safe work practices are followed to eliminate or minimise incidents and hazards</td>
</tr>
<tr>
<td>2.2</td>
<td>Lifting, climbing, working in confined spaces and aloft, and use of power tools, techniques and practices are safely followed in accordance with given instructions and according to requirements confirmed to eliminate the prospects of incidents</td>
</tr>
<tr>
<td>2.3</td>
<td>Operational knowledge for the assessing of the operational capability of gas safety equipment on tankers is confirmed to ensure completion in an agreed timeframe and to quality standards with a minimum of waste according to requirements and established procedures</td>
</tr>
<tr>
<td>2.4</td>
<td>Assessing the operational capability of gas safety equipment on tankers is carried out in accordance with requirements and given instructions and established procedures</td>
</tr>
<tr>
<td>2.5</td>
<td>Hazard warnings and safety signs are recognised and hazards and assessed OHS risks are reported to the immediate authorised persons for directions according to established procedures</td>
</tr>
<tr>
<td>2.6</td>
<td>Non-routine events are referred to the immediate authorised persons for directions according to established procedures</td>
</tr>
<tr>
<td>2.7</td>
<td>Problems associated with the assessing of the operational capability of gas safety equipment on tankers are dealt with using acquired known solutions and skills related to routine procedures to ensure work instructions and established procedures are met</td>
</tr>
<tr>
<td>2.8</td>
<td>Records are maintained and ongoing checks of quality of the work are undertaken in accordance with given instructions and established procedures</td>
</tr>
</tbody>
</table>
ELEMENT | PERFORMANCE CRITERIA
--- | ---
3 Complete assessment and report results of inspection and testing of gas safety equipment on tankers | 3.1 Work undertaken is checked against work schedule and anomalies reported to authorised persons in accordance with established procedures

3.2 Accidents and incidents are actioned and reported to authorised persons in accordance with established procedures

3.3 Work site is rehabilitated, cleaned up and made safe in accordance with given instructions and established procedures

3.4 Tools, equipment and any surplus resources and materials are, where appropriate, cleaned, checked and returned to storage in accordance with established procedures

3.5 Results of inspection and testing are accurately recorded and appropriate persons are notified of work completion according to established procedures

3.6 Clear reference is made to any items which may affect future operational outcomes and work completion records, report forms and data sheets are completed accurately in accordance with given instructions and established procedures

---

**Required Skills and Knowledge**

**REQUIRED SKILLS AND KNOWLEDGE**

6) This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of safe working practices for assessing the operational capability of gas safety equipment on tankers. The extent of the essential knowledge and associated skills required is given in Volume 2 Part 2.2.

- **G 2.1.1** Working in the gas sector
- **G 2.1.2** Identify roles of statutory authorities
REQUIRED SKILLS AND KNOWLEDGE

G 2.1.3 Identify employment roles and responsibilities
G 2.1.4 Apply relevant OHS regulations, policies and procedures
G 2.1.5 Maintain safe, clean and healthy workplace
G 2.1.6 Work safely with hazardous materials and equipment
G 2.1.7 Apply safe manual handling techniques in the workplace
G 2.1.8 Control traffic at the work site
G 2.1.9 Respond to emergency and accident situations
G 2.1.10 Apply relevant environmental legislation, regulations and codes of practice
G 2.1.11 Protect and maintain the environment
G 2.1.12 Communicate in the workplace
G 2.1.13 Communicate effectively in a team
G 2.1.14 Read and interpret workplace documents
G 2.1.15 Complete routine workplace forms, memos and reports
G 2.1.16 Identify requirements of work activity
G 2.1.17 Apply basic planning skills
G 2.1.18 Conduct tasks to complete work activity
G 2.1.19 Review work activity
G 2.1.20 Customer relations
G 2.1.21 Problem solving
G 2.1.22 Confined spaces
G 2.6.1 Occupational Health and Safety for working with LPG gas
REQUIRED SKILLS AND KNOWLEDGE

G 2.6.2 Diagnose and rectify faults for LPG
G 2.6.3 Operate equipment within its limitations
Evidence Guide

EVIDENCE GUIDE

8) The Evidence Guide forms an integral part of this Unit and shall be used in conjunction with all components parts of the unit and performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment

8.1) Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry’s preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with Industry and Regulatory policy in this regard.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be 'rich' in nature so as to minimise error in judgment.

Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practiced. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.
EVIDENCE GUIDE

Critical aspects of evidence required to demonstrate competency in this unit

8.2) Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated Performance Criteria shall be demonstrated on at least two occasions in accordance with the 'Assessment Guidelines UEG06'. Evidence shall also comprise:

- A representative body of Performance Criteria demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
  - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and range
  - Apply sustainable energy principles and practices as specified in the Performance Criteria and range
  - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit to such an extent that the learner's performance outcome is reported in accordance with the preferred approach; namely a percentile graded result, where required by the regulated environment
  - Demonstrate an appropriate level of skills enabling employment
  - Conduct work observing the relevant Anti discrimination legislation, regulations, polices and workplace procedures
  - Demonstrate performance across a representative range of contexts from the prescribed items below.

<table>
<thead>
<tr>
<th>Group No</th>
<th>The minimum number of items on which skill is to be demonstrated</th>
<th>Item List</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>At least 6</td>
<td>Tanks, valves and fittings</td>
</tr>
</tbody>
</table>
## EVIDENCE GUIDE

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
|   | Seals and gaskets  
|   | Pump and drive shaft  
|   | Meters  
|   | Emergency equipment  
|   | Pipes  
|   | Pneumatic/electronic control equipment  
|   | Gauges  
|   | Hoses and connections including hose protection systems  
|   | Earthing straps  
|   | Hydraulic equipment  
| B | At least 4  
|   | Water leaks  
|   | Oil leaks  
|   | Damaged hoses  
|   | Gas/air leaks  
|   | Valves not operating  
|   | Electric control cable damage  
| C | All  
|   | Work utilising relevant OHS legislation, regulations, codes of practice, policies and procedures  
|   | Working knowledge of AS 2865  
|   | Maintain a safe and clean workplace  
|   | Work safely with hazardous materials and equipment  
|   | Apply safe manual handling techniques  
|   | Respond to emergency situations  
|   | Communicate effectively in the workplace  |
EVIDENCE GUIDE

<table>
<thead>
<tr>
<th></th>
<th>Apply basic planning skills</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Diagnose and rectify faults for LPG</td>
</tr>
<tr>
<td></td>
<td>Operate equipment within its limitations</td>
</tr>
</tbody>
</table>

D  At least one occasion

Deal with an unplanned event by drawing on essential knowledge and associated skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items

Context of and specific resources for assessment

8.3) This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this Competency Standard Unit.
- Appropriate environmental regulation and work practices.
- Appropriate organisational requirements.
- Appropriate work environment, equipment and tools.

In addition to the resources listed above, in Context of and specific resources for assessment, evidence should show demonstrated competency in assessing the operational capability of gas safety equipment on tankers.

Assessment of this competency must also be undertaken in either an actual workplace or under a simulated work environment. Assessment must also integrate the Key Competencies.
EVIDENCE GUIDE

Method of assessment 8.4)
This Competency Standard Unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note:
Competent performance with inherent safe working practices is expected in the Industry to which this Competency Standard Unit applies. This requires that the specified Essential Knowledge and Associated Skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and associated skills described in this unit.

Concurrent assessment and relationship with other units 8.5)
There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied Competency Standard Units where listed.

- UEGNSG102A Carry out work activities in a utilities industry work environment
- UEGNSG103A Comply with workplace OHS procedures and practices
- UEGNSG104A Comply with environmental policies and procedures
- UEGNSG105A Establish the work site
EVIDENCE GUIDE

Key Competencies  8.6) Evidence that particular Key Competencies have been achieved within this Competency Standard Unit is in the context of the following Performance Criteria of evidence. See Volume 2, Part 4 for an explanation of Key Competencies and levels of this Training Package.

<table>
<thead>
<tr>
<th>Key Competencies</th>
<th>Example of Application</th>
<th>Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>How are ideas and information communicated within this competency?</td>
<td>Refer to the following Performance Criteria for examples of application:</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>1.4; 2.6; 3.5</td>
<td></td>
</tr>
<tr>
<td>How can information be collected, analysed and organised?</td>
<td>Refer to the following Performance Criteria for examples of application:</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1.5; 2.5; 3.1; 3.</td>
<td></td>
</tr>
<tr>
<td>How are activities planned and organised?</td>
<td>Refer to the following Performance Criteria for examples of application:</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>1.2</td>
<td></td>
</tr>
<tr>
<td>How is team work used within this competency?</td>
<td>Refer to the following Performance Criteria for examples of application:</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1.2; 1.4</td>
<td></td>
</tr>
<tr>
<td>How are mathematical ideas and techniques used?</td>
<td>Refer to the following Performance Criteria for examples of application:</td>
<td>N/A</td>
</tr>
<tr>
<td>How are problem solving skills applied?</td>
<td>Refer to the following Performance Criteria for examples of application:</td>
<td>N/A</td>
</tr>
<tr>
<td>How is use of technology applied?</td>
<td>Refer to the following Performance Criteria for examples of application:</td>
<td>N/A</td>
</tr>
</tbody>
</table>
## EVIDENCE GUIDE

### Skills Enabling Employment

8.7) Evidence that competency in this unit incorporates skills enabling employment is in the context of the following performance. See Volume 2, Part 5 for definitions and an explanation of skills enabling employment.

<table>
<thead>
<tr>
<th>Skills for Employment</th>
<th>Example of Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Developing and using skills within a real workplace</td>
<td>Refer to the following Performance Criteria for examples of application: All</td>
</tr>
<tr>
<td>2 Learning to learn in the workplace</td>
<td>Refer to the following Performance Criteria for examples of application: 1.1; 1.5</td>
</tr>
<tr>
<td>3 Reflecting on the outcome and process of work task</td>
<td>Refer to the following Performance Criteria for examples of application: 3.1; 3.6</td>
</tr>
<tr>
<td>4 Interacting and understanding of the context of the work task</td>
<td>Refer to the following Performance Criteria for examples of application: 1.2; 2.5; 2.8; 3.3</td>
</tr>
<tr>
<td>5 Planning and organising the meaningful work task</td>
<td>Refer to the following Performance Criteria for examples of application: 1.4; 1.5; 1.7</td>
</tr>
<tr>
<td>6 Performing the work task in non-routine or contingent situations</td>
<td>Refer to the following Performance Criteria for examples of application: 2.6; 2.7</td>
</tr>
</tbody>
</table>
Range Statement

RANGE STATEMENT

7) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

This Competency Standard Unit shall/may be demonstrated in relation to assessing the operational capability of gas safety equipment on tankers.

The following constants and variables included in the element/Performance Criteria in this unit are fully described in the Definitions Section of this volume and form an integral part of the Range Statement of this unit:

Equipment (2)
Faults
Standard operating procedures (2)
Appropriate persons (2)
Inspection and testing (2)
Tankers
Requirements
Established procedures

Unit Sector(s)

Not Applicable

Literacy and numeracy skills

2.2) Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

Reading 3    Writing 3    Numeracy 3
Competency Field

4) LPG.
UEGNSG603B Load, unload and exchanging gas cylinders

Modification History
Not applicable.

Unit Descriptor

1) Scope:

1.1) Descriptor

This Competency Standard Unit covers the loading, unloading and exchanging of approved gas cylinders as per legislative requirements as used for distribution. Included are persons; tools and equipment; materials used in loading and exchanging; for the discharging of LPG by road tanker for the distribution. Persons involved in this standard are site manager; clerical persons; supervisors; other road tanker operators. Tools, of gas cylinders; appropriate delivery area at a terminal or customer location.

Application of the Unit

2) This competency standard shall apply to work sites where the distribution of liquefied petroleum gas occurs.

Licensing/Regulatory Information

3) The skills and knowledge described in this unit are not subject to licence regulation other than those directly related to Occupational Health and Safety, gas/electricity/water industry safety and compliance, industrial relations, environmental protection, telecommunications, anti discrimination and training. Commonwealth, State/Territory or Local Government
License to practice 3)

legislation and regulations may exist that limits the age of operating certain equipment.

Pre-Requisites
Prerequisite Unit(s) 4)

Competencies 4.1)

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

Nil

Literacy and numeracy skills 4.2)

Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 ‘Literacy and Numeracy’

Reading 3  Writing 3  Numeracy 3

Employability Skills Information
Employability Skills 5)

This unit contains Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.
Elements and Performance Criteria

6) Elements describe the essential outcomes of a competency standard unit. Performance Criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the Evidence Guide.

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare worksite for loading, unloading and exchanging of gas cylinders</td>
<td>1.1 Work instructions are received and confirmed with appropriate persons</td>
</tr>
<tr>
<td>1.2 Relevant requirements and established procedures to be followed for the work to be performed are discussed with all persons to establish and confirm the work schedule</td>
<td></td>
</tr>
<tr>
<td>1.3 OHS, environmental and sustainable energy policies and procedures to be followed for the work to be performed are received and confirmed</td>
<td></td>
</tr>
<tr>
<td>1.4 Suggestions to assist with the loading, unloading and exchanging of gas cylinders are made to others involved in the work</td>
<td></td>
</tr>
<tr>
<td>1.5 Hazards are identified, OHS risks assessed and control measures are prioritised, implemented and monitored including emergency exits kept clear according to established procedures</td>
<td></td>
</tr>
<tr>
<td>1.6 Scope of responsibility under the relevant work permit are received and confirmed according to requirements and established procedures with relevant persons where appropriate</td>
<td></td>
</tr>
<tr>
<td>1.7 Resources including equipment, tools and personal protective equipment required for the job are obtained and in working order according to established procedures</td>
<td></td>
</tr>
</tbody>
</table>
| 1.8 Relevant responsibilities associated with First Aid and other related work safety procedures at
ELEMENT: PERFORMANCE CRITERIA

the worksite are confirmed in accordance with requirements and established procedures to ensure safety measures and followed in the instance of an incident.

1.9 Client issues are referred to appropriate persons in accordance with industry standards

1.10 Site is prepared according to given instructions and the work schedule for a quality outcome and to minimise risk and damage to property, commerce and individuals in accordance with established procedures

2 Load/unload truck and exchanging cylinders

2.1 OHS policies and procedures and safe work practices are followed to eliminate or minimise incidents and hazards

2.2 Lifting, climbing, working in confined spaces and aloft, and use of power tools, techniques and practices are safely followed in accordance with given instructions and according to requirements confirmed to eliminate the prospects of incidents

2.3 Operational knowledge for correct positioning of the truck, loading, unloading and exchanging of gas cylinders is confirmed to ensure completion in an agreed timeframe and to quality standards with a minimum of waste according to requirements and established procedures

2.4 The loading, unloading and exchanging of gas cylinders is carried out in accordance with given instructions and established procedures

2.5 Cylinders are loaded and unloaded and potential hazards and safety risks are reported to the immediate authorised persons for directions according to established procedures

2.6 Non-routine events are referred to the immediate authorised persons for directions according to established procedures

2.7 Problems associated with the loading, unloading and exchanging of gas cylinders are dealt with using acquired known solutions and skills related
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>to routine procedures to ensure work instructions and established procedures are met</td>
</tr>
<tr>
<td>2.8 Ongoing checks of quality of the work are undertaken in accordance with given instructions and established procedures</td>
<td></td>
</tr>
<tr>
<td>3 Notify completion of work</td>
<td>3.1 Work undertaken is checked against work schedule and anomalies reported to authorised persons in accordance with established procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Accidents and incidents are actioned and reported to authorised persons in accordance with established procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Work site is rehabilitated, cleaned up and made safe in accordance with given instructions and established procedures</td>
</tr>
<tr>
<td></td>
<td>3.4 Tools, equipment and any surplus resources and materials are, where appropriate, cleaned, checked and returned to storage in accordance with established procedures</td>
</tr>
<tr>
<td></td>
<td>3.5 Appropriate persons are notified of work completion according to established procedures</td>
</tr>
<tr>
<td></td>
<td>3.6 Delivery documentation and work completion records, report forms and data sheets are completed accurately in accordance with given instructions and established procedures</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

8) This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of safe working practices for loading, unloading and exchanging gas cylinders.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-G603  Load, discharge cylinder delivery vehicle

G 2.1.1 Work in the gas sector

Evidence shall show an understanding of how work is conducted in the Gas Industry, specifically:

- The Gas Industry in Australia
- Australian gas resources
- Types of gas and uses
- Combustion.

G 2.1.2 Identify roles of statutory authorities

Evidence shall show an understanding of the roles of statutory authorities (government agencies, both State and Federal) that operate in the Gas Industry, including identifying:

- Statutory bodies
- Roles of statutory bodies
- Employer and employee responsibilities to statutory bodies.

G 2.1.3 Identify employment roles and responsibilities

Evidence shall show an understanding of the roles of major groups in the Gas Industry, that is employers and employees, including:

- The role of the employer
- Industry associations
- Employer obligations to safety
- Identification of disadvantaged and minority groups in Australian society
- Employers obligations to persons from disadvantaged
and minority groups

- Employers obligations to occupational health and safety
- The role of commonwealth and state training regulatory authorities and industry skills councils and state training advisory bodies
- Roles and responsibilities of gas industry employees
- The employment contract
- Working to safety requirements
- Work according to lawful commands
- Belonging to employee organisations
- How to work with people from disadvantaged and minority groups
- Understanding the employees obligations to occupational health and safety
- Sources of support.

G 2.1.4 Apply relevant OHS regulations, policies and procedures

Evidence shall show an understanding of the basic workplace health and safety legislation and how this applies to individuals in a Gas Industry workplace, indicated by the following:

- Employer's responsibilities to relevant OHS legislation
- Employee's responsibilities to OHS legislation and organisation's policies and procedures
- OHS policies and procedures at the worksite.
- Australian Standards, guidelines and codes of practice

G 2.1.5 Work safely in the gas industry by reducing risk and using correct PPE

Evidence shall show an understanding of how to work safely in the gas industry indicated by the ability to:

- Correctly interpret and comply with Safety Signs including workplace Hazards, Warnings and PPE requirements
- Correctly interpret gas markers
- Identify the correct PPE required for work in the Gas Industry
- Locate and comply with procedures for correctly checking, maintaining and storing PPE
- Apply the process of Hazard identification, Risk assessment and Control
- Complete Risk Assessment forms such as Work Permits and JHA’s, JSA’s, JSEA’s, SWM’s etc
- Report workplace hazards
G 2.1.6 Work safely with hazardous materials and equipment

Evidence shall show an understanding of what constitutes hazardous materials and the equipment and processes used to safely work with these indicated by the following:

- Identify hazardous materials and equipment
- Location and purpose of Material Safety Data Sheets (MSDS)
- Read, interpret and discuss MSDS
- Knowledge of methods for safe disposal of hazardous waste materials
- Read, interpret and discuss relevant manufacturer's specifications
- Use and dispose of hazardous materials and equipment safely
- Use of spill kits and PPE

G 2.1.7 Apply safe manual handling techniques in the workplace

Evidence shall show an understanding of manual handling and how to apply this knowledge to handling heavy and awkward objects in a Gas Industry workplace, specifically:

- Principles for managing manual handling
- Characteristics and types of safe manual handling
- Safe manual handling techniques
- Manual handling and risk management

G 2.1.8 Control traffic at the work site

Evidence shall show knowledge and skills in coordinating traffic flow at a workplace where traffic control is required, that is, where work is conducted on or near a road, indicated by the following:

- Read and interpret relevant traffic authority regulations for traffic control at a worksite
- Identify signs and devices required to control pedestrians and traffic at a worksite depending on traffic flow volumes
- Apply techniques for controlling pedestrians and traffic at various worksites
- Use procedures for monitoring traffic controls
- Set up and monitor pedestrian and traffic controls

G 2.1.9 Respond to emergency and accident situations

Evidence shall show knowledge and skills in dealing with emergency or accident situations at a Gas Industry workplace, indicated by the following:
• Situations of accidents and emergency
• Comply with procedures for accidents and incidents
• Correct use of emergency equipment and procedures for a fire
• Correct use of breathing apparatus
• Correct use of gas detectors/oxygen monitoring devices
• Correct use of emergency equipment and procedures for a gas leak or vapour emission
• Report emergencies and accidents

G 2.1.14 Read and interpret Gas Industry documents
Evidence shall show an ability to read and interpret Gas Industry documents indicated by the following:
• Understand and use signs, symbols terminology and legends as used in gas industry procedures and documents
• Identify, locate and implement gas industry standards, policies and procedures
• Interpret and read basic drawings and diagrams

G 2.1.15 Complete workplace forms, and reports
Evidence shall show an ability to complete routine Gas Industry forms, memos and reports either written or electronic, indicated by the following:
• Identify, locate, interpret and use workplace forms, and reports
• Enter the required information accurately on gas industry forms and reports

G 2.1.16 Identify requirements of work activity
Evidence shall show ability to:
• Clarify expected outcomes of a work activity in a Gas Industry workplace
• Receive, clarify and respond to verbal work instructions for work activity
• Interpret and discuss an organisation's policies, quality requirements and specifications for work activity

G 2.1.17 Apply basic planning skills
Evidence shall show a demonstrated ability to apply basic planning skills in a Gas Industry workplace, indicated by the following:
• Develop checklists of tasks
• Prioritise tasks
- Identify resources required to complete tasks safely and efficiently
- Identify resource or scheduling conflicts and apply solutions
- Develop time lines to complete tasks

G 2.1.18 Conduct tasks to complete work activities
Evidence shall show ability to organise the activities to complete a job in a Gas Industry workplace, indicated by the following:
- Locate and organise equipment, tools and machinery required to complete tasks safely and efficiently
- Complete tasks according to planned sequences and within appropriate timeframes
- Understand quality assurance and work according to established and standard operating procedures

G 2.1.19 Review work activities
Evidence shall show an ability to review work activities undertaken in a Gas Industry workplace, indicated by the following:
- Check work activities against a work plan
- Seek feedback on the outcome of work activities with appropriate persons
- Report outcomes of work activities in writing or orally according to enterprise procedures

G 2.1.20 Customer relations
Evidence shall show an understanding of the requirements for providing good customer relations to Gas Industry stakeholders, indicated by the following:
- Notify stakeholders of activities
- Communicate with stakeholders within scope of responsibilities
- Refer stakeholders to appropriate parties
- Demonstrate understanding of ring fencing requirements (if applicable)
- Keep the customer informed on job progress
- Provide good customer relations

G 2.1.21 Undertake problem solving
Evidence shall show an understanding of the requirements to undertake basic problem solving in a Gas Industry workplace, indicated by the following:
- Demonstrate problem solving and diagnostics
methodology

- Identify possible solutions
- Recommend probable solutions and
- Apply basic problem solving techniques

G 2.1.22 Operate in confined spaces

Evidence shall show an understanding of the requirements to recognise and operate in confined spaces in a Gas Industry workplace, indicated by the following:

- Knowledge of the requirements of Legislation, Regulations, Australian Standards and enterprise specific procedures for safe working in confined spaces
- Ability to recognise what a confined space is and the entry safety requirements
- Ability to understand and comply with manufacturers’ guidelines for the safe use of PPE used in confined spaces
- Understand how and when to use gas detectors for confined spaces entry
- Understand how and when to use breathing apparatus and rescue and recovery equipment

Note: A confined spaces entry ticket would satisfy and exceed the requirements of this EKAS clause

G 2.1.25 Protect the environment

Evidence shall show an understanding and ability to perform work in the gas industry in a manner that protects the environment indicated by the following:

- Understanding of the relevant Commonwealth/State/Territory environmental legislation, regulations and codes of practice
- Understanding of employee's and employer's responsibilities to relevant environmental legislation, regulations and codes
  - Understanding and compliance with enterprise procedures for flora control
  - erosion control
  - fauna control
  - the protection of indigenous and cultural heritage sites
- Understanding the role of regulatory bodies in monitoring environmental activities, risk and incident compliance
- Understanding community expectations for protecting the environment
- Correct use of environment protection procedures, records, inspections and incident reporting
- Identifying environmental hazards
- Assessing environmental risks
- Implementing environmental control measures
- Ability to respond to workplace environmental incidents

Note: Environmental damage can be caused by chemicals, oil, water contamination, carcinogenic agents, gases, dusts, waste contamination and noise

G 2.1.26 Communicate in the workplace
Evidence shall show an understanding and ability to communicate effectively in a Gas Industry work team indicated by the following:
- Effective use oral and written communications methods to achieve work related outcomes and solutions.
- Effectively receive, interpret and respond to workplace information and instructions
- Effectively convey and report work related information to fellow workers and customers
- Interact with fellow workers in a socially and culturally appropriate manner

G 2.6.1 Occupational Health and Safety for working with LPG
Evidence shall show an understanding of the specific OHS and working procedures required to work with LPG gas, indicated by awareness of:
- OHS and environmental legislation
- Australian Dangerous Goods Code (ADG)
- inspection procedures
- properties of LPG
- operational capacity of safety equipment on tankers
- standard operating procedures for dealing with LPG
- position and manoeuvrability of tankers
- appropriate ability to read meters
- and understanding of manufacturer's specifications
- out of gas procedures.

G 2.6.3 Operate equipment within its limitations
Evidence shall show an understanding of the specific knowledge required to operate equipment within its
limitation in the LPG environment, indicated by the following:

- identify and understand the equipment used in the transporting of LPG
- use equipment for storing and transporting LPG.

### Evidence Guide

#### EVIDENCE GUIDE

9) The Evidence Guide forms an integral part of this Competency Standard Unit and shall be used in conjunction with all components parts of this unit and performed in accordance with the Assessment Guidelines of this Training Package.

#### Overview of Assessment

9.1) Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry’s preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with Industry and Regulatory policy in this regard.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being
assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be ‘rich’ in nature so as to minimise error in judgment.

Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its ‘richness’. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practiced. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

9.2)

Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated Performance Criteria shall be demonstrated on at least two occasions in accordance with the ‘Assessment Guidelines — UEG11’. Evidence shall also comprise:
- A representative body of work performance demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
  - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and range
  - Apply sustainable energy principles and practices as specified in the Performance Criteria and range
  - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit to such an extent that the learner’s performance outcome is reported in accordance with the preferred approach; namely a percentile graded result, where required by the regulated environment
  - Demonstrate an appropriate level of employability skills
  - Conduct work observing the relevant Anti discrimination legislation, regulations, polices and workplace procedures
  - Demonstrate performance across a representative range of contexts from the prescribed items below.

<table>
<thead>
<tr>
<th>Group No</th>
<th>The minimum number of items on which skill is to be demonstrated</th>
<th>Item List</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>All</td>
<td>Cylinder trolley</td>
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<td></td>
<td></td>
<td>Hoses and fittings</td>
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<td>Tools and equipment</td>
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<td>Leak detection devices</td>
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<td></td>
<td></td>
<td>Truck tail gate loader</td>
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<td></td>
<td></td>
<td>Correct storage</td>
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<td></td>
<td></td>
<td>Tray gates and ropes</td>
</tr>
<tr>
<td>B</td>
<td>All</td>
<td>OHS procedures followed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Australian Dangerous Goods Code</td>
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<tr>
<td></td>
<td></td>
<td>Emergency procedures and</td>
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<tr>
<td>Response Action</td>
<td>State Regulations/Statutes and Permits</td>
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<td>-----------------</td>
<td>----------------------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Working Knowledge of AS 2865</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delivery Area Checked for Ignition Sources</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C</th>
<th>All</th>
<th>Maintain a Safe and Clean Workplace</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Work Safely with Hazardous Materials and Equipment</td>
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<tr>
<td></td>
<td></td>
<td>Job Safety Analysis</td>
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<tr>
<td></td>
<td></td>
<td>Apply Safe Manual Handling Techniques</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Respond to Emergency Situations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Communicate Effectively in the Workplace</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apply Basic Planning and Job Completion Skills</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operate Equipment Within Its Limitations Including Basic Technology</td>
</tr>
</tbody>
</table>

| D               | At Least One Occasion | Deal with an Unplanned Event by Drawing on Essential Knowledge and Associated Skills to Provide Appropriate Solutions Incorporated in the Holistic Assessment with the Above Listed Items |

**Context of and Specific Resources for Assessment**

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a
workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this Competency Standard Unit.
- Appropriate environmental regulation and work practices.
- Appropriate organisational requirements.
- Appropriate work environment, equipment and tools.

In addition to the resources listed above, in Context of and specific resources for assessment, evidence should show demonstrated competency in loading, unloading and exchanging gas cylinders.

Assessment of this competency must also be undertaken in either an actual workplace or under a simulated work environment. Assessment must also integrate the employability skills in section 6.7 of this competency standard.

**Method of assessment**

9.4)

This Competency Standard Unit shall be assessed by methods given in Volume 1, Part 3 ‘Assessment Guidelines’.

Note: Competent performance with inherent safe working practices is expected in the Industry to which this Competency Standard Unit applies. This requires that the specified Essential Knowledge and Associated Skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and associated skills described in this unit.

**Concurrent assessment and relationship with other units**

9.5)

There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied Competency Standard Units where listed.
Range Statement

RANGE STATEMENT

10) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

This Competency Standard Unit shall be demonstrated in relation to loading, unloading and exchanging gas cylinders.

The following constants and variables included in the element/Performance Criteria in this unit are fully described in the Definitions Section of this volume and form an integral part of the Range Statement of this unit:

Appropriate Persons
Tools, Equipment and Materials
Records/Documentation
Delivery Area
Loading and Unloading of Cylinders

Unit Sector(s)

Not applicable.
Competency Field

Competency Field 11) LPG.
UETTDRRF02B Perform pole top rescue

Modification History
Not applicable.

Unit Descriptor

1) Scope:

1.1) Descriptor

This Competency Standard Unit covers the performance of pole top rescue procedures as an emergency procedure required in the work place. It specifies the mandatory requirements of rescue from a pole top and how they apply in the context of transmission, distribution and rail work functions. It encompasses responsibilities for rescue, health, safety and risk management processes at all operative levels and adherence to safety practices as part of the normal way of doing work.

Application of the Unit

2) This competency standard unit shall be selected as part of an endorsed skill set for the purposes of refresher training and/or to meet regulatory and/or network requirements.

Delivery and assessment of this unit should be undertaken within regard to the requirements of License to Practice (1.2 above), Prerequisite Competencies and Literacy and Numeracy skills (2 above) and the recommendations for concurrent assessment and relationship with other units (9.5 below).

Practice in the workplace and during training is also subject to regulations directly related to occupational health and safety and where applicable contracts of training such as apprenticeships.

Note:
1. Compliance with permits may be required in various jurisdictions and typically relates to the operation of
plant, machinery and equipment such as elevating work platforms, powder operated fixing tools, power operated tools, vehicles, road signage and traffic control and lifting equipment. Permits may also be required for some work environments such as confined spaces, working aloft, near live electrical apparatus and site rehabilitation.

2. Compliance may be required in various jurisdictions relating to currency in First Aid, confined space, lifting, risk safety measures etc

**Licensing/Regulatory Information**

**License to practice**

3) The skills and knowledge described in this unit may require a licence/registration to practice in the work place subject to regulations for undertaking of electrical work. Practice in workplace and during training is also subject to regulations directly related to Occupational Health and Safety, electricity/telecommunications/gas/water industry safety and compliance, environmental protection, anti discrimination and training. Commonwealth, State/Territory or Local Government legislation and regulations may exist that limits the age of operating certain equipment.

ESI employees are required to maintain currency in this Unit for authorisation/approval to work on ESI Networks.

**Pre-Requisites**

**Prerequisite Unit(s)**

4) **Competencies**

4.1) Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed.

Where pre-requisite pathways have been identified. All competencies in the Common Unit Group must be have been completed.

Common Unit Group
Prerequisite Unit(s)  

4) 

Unit Code      Unit Title  
HLTCSR201B      Perform CPR  

Literacy and numeracy skills  

4.2) 

Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 “Literacy and Numeracy”  

Reading 3  Writing 3  Numeracy 3  

Employability Skills Information  

Employability Skills 5)  

This unit contains employability skills  

Elements and Performance Criteria Pre-Content  

6) Elements describe the essential outcomes of a competency standard unit. Performance Criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the Evidence Guide.
## Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare to perform pole top rescue</td>
<td>1.1 Instruction in hazards and risk control measures for specific work functions and work areas are identified and obtained. (This will include the risk assessment and control measures taken by the individual performing the rescue).</td>
</tr>
<tr>
<td></td>
<td>1.2 Tools and emergency equipment are checked for safety, functionality and placed in an accessible location to facilitate response and rescue according to established procedures.</td>
</tr>
<tr>
<td>2 Carry out pole top rescue.</td>
<td>2.1 Workplace procedures and work instructions for controlling risk are followed.</td>
</tr>
<tr>
<td></td>
<td>2.2 Workplace procedures for accessing the pole top and removing the victim where necessary from contact with live apparatus.</td>
</tr>
<tr>
<td></td>
<td>2.3 Workplace procedures for attaching the emergency lowering equipment and lowering the victim to the ground are followed.</td>
</tr>
<tr>
<td></td>
<td>2.4 Workplace procedures for carrying out CPR, if required, at the site and treatment where necessary by medical professionals are followed.</td>
</tr>
<tr>
<td></td>
<td>2.5 The worksite is secured and entry controlled until appropriate authorities inspect and release the site.</td>
</tr>
<tr>
<td>3 Complete the pole top rescue procedure</td>
<td>3.1 Processes for reporting accidents and/or incidents to authorised personnel are confirmed in accordance with established procedures.</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

8) Essential Knowledge and Associated Skills (EKAS): This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of pole top rescue equipment and procedures.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-TRF02B Pole Top Rescue

Evidence shall show an understanding of pole top rescue to an extent indicated by the following aspects:

T1 Emergency procedures for the pole top rescue of a victim encompassing:
- Inspection of rescue equipment
- Assessing hazards to rescuer, victim and others
- Isolation procedures where appropriate
- Knowledge of Safe Approach Distances (SAD’s) appropriate to Pole Top Rescue
- Involvement of external emergency services

T2 Emergency procedures for the skills for the pole top rescue of a victim encompassing:
- Placement of rescue equipment
- Controlling hazards to rescuer, victim and others
- Maintaining Safe Approach Distances (SAD’s) appropriate to Pole Top Rescue
- Practical demonstration of rescuing a person
- Removing victim to safe location / place of safety
Evidence Guide

EVIDENCE GUIDE

9) This provides essential advice for assessment of the competency standard unit and must be read in conjunction with the Performance Criteria and the range statement of the competency standard unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this Competency Standard Unit and shall be used in conjunction with all component parts of this unit and, performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment

9.1) In accordance with the National Refresher Training Recognition Protocol for the Electricity Supply Industry, this unit is identified as a Refresher Training unit and is only available for use by industry to meet industry protocols and regulatory requirements.

Industry has defined Refresher Training as:

“A competency confirmation event which may include training, the purpose of which is to compensate for or prevent deterioration in a previously achieved standard of performance”

Under the protocol and the applicable State or Territory legislative and regulatory requirements, Electricity Supply Industry employees are required to maintain currency in this Unit for authorisation/approval to work on ESI Networks.

Industry accepts that opportunities to practice emergency procedures are generally restricted to simulated exercises in a controlled environment during competency confirmation programs.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be ‘rich’ in nature so as to minimise error in judgment.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments.
An industry endorsed Learning Assessment Plan (LAP) has been developed to support this unit.

Critical aspects of evidence required to demonstrate competency in this unit

9.2) Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated Performance Criteria shall be demonstrated at each competency confirmation event.

- In accordance with State and Territory regulations and the “Assessment Guidelines – UET12”. Evidence shall also comprise:
  - A performance demonstrated within the timeframes typically expected of the rescue procedure. In particular the assessment of this unit shall confirm that a candidate is able to:
  - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and range; and
  - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit to such an extent that the learner’s performance outcome is reported in accordance with the preferred approach; namely a percentile graded result, where required by the regulated environment.
  - Demonstrated performance across a representative range of contexts from the prescribed items below:

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<tr>
<td>A</td>
<td>All, to the satisfaction of the</td>
<td>Inspection and placement of rescue</td>
</tr>
</tbody>
</table>
### Context of and specific resources for assessment

This unit should be assessed as it relates to organisational rescue practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to safely undertake actual performance of pole top rescue procedures in the workplace.

In addition to the resources listed above, in Context of and specific resources for assessment, evidence should show demonstrated competency working in a realistic environment and a variety of conditions.

### Method of assessment

This Competency Standard Unit shall be assessed by methods given in Volume 1, Part 3 “Assessment Guidelines”.

Note:

Competent performance with inherent safe working practices is expected in the Industry to which this Competency Standard Unit applies. This requires that the specified essential knowledge and associated skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and associated skills described in this unit.
9.5) Concurrent assessment and relationship with other units

For optimisation of training and assessment effort, competence in this unit is not recommended to be assessed concurrently with any other unit.
Range Statement

RANGE STATEMENT

10) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

This Competency Standard Unit shall be demonstrated in relation to performing pole top rescue procedures in the workplace and will include the following:

Applying work procedures and instructions as they apply to risk control and personal safety measures.

Inspection and placement of rescue equipment to facilitate a prompt response and rescue from an incident at the pole top.

Applying rescue procedures as applicable to poles which may include: wood, spun concrete, steel/concrete, steel, and composites with cross arms which may include; wood, steel, and composites.

Accessing the pole top and placing, securing and attaching the rescue equipment/lowering device to the victim in accordance with workplace procedures.

Removing the victim from contact with any live conductors/apparatus where necessary in accordance with workplace procedures.

Lowering the victim to the ground and performing CPR if required in accordance with workplace procedures.

Facilitating treatment by medical professionals when and where required

The following constants and variables included in the element/Performance Criteria in this unit are fully described in the Definitions Section 1 of this volume and form an integral part of the Range Statement of this unit:

- Appropriate and relevant persons
- Assessing risk
- Assessment
- Authorisation
- Emergency
- Established procedures
- Fall prevention
- Hazards
- Identifying hazards
- Inspect
- Legislation
- Notification
- OHS practices
- OHS issues
- Permits and/or permits to work
RANGE STATEMENT

- Personnel
- Requirements
- Rescue Equipment Testing procedures
- Work clearance systems

Unit Sector(s)

Not applicable.

Competency Field

Competency Field 11) Refresher Training Unit.